

General Terms and Conditions – B2C

Last updated: January 2025

1. CONTENT OF THE TOURIST PACKAGE SALE CONTRACT

The tourist package is described in the catalog or in the separate travel program, together with the confirmation of the reservation of the requested services. By signing the package sale proposal, the Traveler expressly declares to have read and accepted the contract and these General Terms and Conditions, also on behalf of those for whom they request the service.

2. LEGAL SOURCES

The sale of tourist packages is governed by Legislative Decree No. 79/2011 ("Tourism Code"), as amended by Legislative Decree No. 62/2018 implementing EU Directive 2015/2302, along with applicable provisions of the Italian Civil Code and the Navigation Code.

3. ADMINISTRATIVE REQUIREMENTS

The Organizer and the Selling Agency must be authorized under applicable law and disclose their professional liability insurance and guarantee fund in compliance with EU Directive 2015/2302.

4. DEFINITIONS

Force Majeure: Events beyond control (e.g., pandemics, wars, natural disasters). No-Show: Failure of the Traveler to appear at the designated point. Tourist Package: Combination of at least two travel services for the same trip or holiday.

5. PRE-CONTRACTUAL INFORMATION

Before signing, the Organizer provides: destination, itinerary, transport details, total price, payment and cancellation policies, passport/visa/health info, insurance details, and rights under EU Directive 2015/2302.


6. CONTRACT CONCLUSION AND PAYMENT TERMS

The booking proposal must be signed and delivered to the Traveler. The contract is finalized upon written confirmation. Deposit: 25% upon confirmation. Second Payment: 25% 45 days before arrival. Final Payment: 50% 30 days before arrival.

7. LATE PAYMENTS AND PENALTIES

Failure to comply with payment deadlines may result in cancellation without refund. Interest on late payments may be applied at the legal rate.



 Great Sicily DMC
 Via Carmeci 18
92022 Cammarata (AG)
 +39 3500 437 896
 contact@Great-Sicily.com



8. PRICE CHANGES

Prices may vary up to 8% due to fuel, taxes, or exchange rates. Above this threshold, the Traveler may cancel without penalty. No price increases within 20 days prior to departure.

9. DISPUTE RESOLUTION AND JURISDICTION

Mediation will be attempted before legal action. For disputes, the competent court is that of the Organizer's registered office, unless otherwise required by law.

10. CANCELLATION POLICIES

Penalties: Over 60 days before arrival – full refund of deposit (excluding non-refundable costs). Between 60–45 days – 50%. Between 45–30 days – 75%. Less than 30 days – 100%. Force majeure allows withdrawal without penalties, excluding non-refundable prepaid costs with documentation.

11. TRANSFER OF PACKAGE

The Traveler may transfer the package to another person with 7 days' notice. Both are jointly responsible for extra costs.

12. TRAVELER RESPONSIBILITIES

Travelers are liable for damage caused to accommodation, transport, or other services. Related costs will be charged.

13. DATA PROTECTION

Personal data are processed according to GDPR (EU Reg. 2016/679). Data are used only for booking and service execution.

14. ORGANIZER LIABILITY

The Organizer is liable for booking errors but not for unavoidable circumstances or Traveler's mistakes. Assistance will be provided within reasonable limits and in accordance with local laws, but no further compensation is due in case of force majeure.

15. INSURANCE

Travelers must have insurance covering at least trip cancellation, medical expenses, and lost luggage. The Organizer may provide or recommend optional insurance plans. Proof of insurance may be required before departure.

16. ONLINE BOOKINGS AND PAYMENTS

For services booked online, the Traveler is responsible for correct data entry (names, passport details, contacts). The Organizer is not liable for errors or failed communications caused by incorrect email addresses, spam filters, or late payments. Payment security is ensured via certified providers, but the Organizer is not responsible for third-party technical failures.





12. Company information

Brand: Great Sicily DMC

Operational Office: Via Carmeci 18, 92022 Cammarata (AG), Italy

Phone: +39 3500 437 896

Website: www.great-sicily.com

Technical Direction: Eurofirst Tours

Registered Office: Via Panepinto 8, 92022 Cammarata

VAT ID: 02075400842

Authorization: Regione Sicilia – License No. 2303

REA: Agrigento No. 178240

RC Insurance: Europ Assistance Italia S.p.A. – Policy No. 9309178


Guarantee Fund: Consorzio Fogar

REVO Insurance S.p.A.: Policy No. OX00006770

Legal Notice: All services offered and confirmed by *Great Sicily DMC* are governed by the **General B2C Terms and Conditions** available on www.great-sicily.com.

By confirming this offer or other products, the client acknowledges having read and fully accepted said terms and conditions, which form an integral part of this agreement.



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