



GENERAL CONDITIONS

ACCOMMODATION:

We suggest and provide a range of accommodation depending on your request and location for our courses and special offers.

ARRIVAL PROCEDURE:

We advise you to notify us one week in advance of the expected time of arrival. Should you require any help once you arrive in Italy please call 333 5781846 for information.

CERTIFICATE:

Students receive an Attendance Certificate upon completion of their course.

ENROLMENT:

A deposit of 200 Euro is requested to confirm course and accommodation bookings. Enrolment must be made within 75 days from the beginning of courses. The enrolment form must be sent to Artuscany by Internet, post, fax or e-mail and filled in with a copy of receipt of full payment.

CANCELLATIONS BY YOU:

If you cancel a booking this must be done in writing by letter, e-mail or fax:

Number of days prior to start a workshop:

More than 75 days	deposit forfeited
75 – 31 days	30% of total holiday price
30 – 15 days	50% of total holiday price
14 – 7 days	75% of total holiday price
7 days or less	100% of total holiday price

CANCELLATIONS OR ALTERATIONS BY US:

In the unlikely event that Artuscany has to cancel a holiday, a full refund will be made. Artuscany reserves the right to cancel any course should the minimum number of students for certain courses not be reached by 8 weeks before date of commencement of trip, or at any time and for any reason, although obviously we will endeavour not to do so. We also reserve the right to alter arrangements and programmes due to factors beyond our control, such as weather conditions, staff sickness, unforeseen circumstances or when we consider it to be in the best interests of our clients. If changes occur they will be made known to our clients as soon as possible.

Artuscany offers the option of a voucher which has the same value of the deposit, valid for a year from the date of first application.

PAYMENTS:

VISA - MASTERCARD (PAYPAL).

International Bank cheque - International money order (Bank account n. 2702336481/64 - Banca Intesa BCI – AREZZO Branch - CAB 3069 - ABI 14110)

For all bank transfers students are required to pay for bank expenses.

RESPONSIBILITIES:

Artuscany cannot accept responsibility for any loss or damage to your luggage or personal property, nor for any other loss, damage, inconvenience, delay, illness, fatal or other injury, suffered by you as a result of making a reservation, or during your holiday.

INSURANCE:

We strongly advise that all our clients take out adequate medical and personal insurance to cover cancellation, illness and accident and we recommend insurance for personal belongings for the duration of the holiday. We highly recommend that you do this before leaving your country of departure. For UK citizens it is advisable to bring your E111 (available from Post Offices) in order to be entitled to medical care as a citizen of the EU. If you have a health condition that may affect your ability to take part in the holiday, please consult your doctor.

MINIMUM/MAXIMUM AGE:

The minimum age for course participants is 18 years. There is no maximum age.