

Overview

Our cancellation and amendment policy applies once your reservation has been confirmed by **Rome Private Guides**. A confirmed reservation means that **Rome Private Guides** has advised you of the time and place of your tour and you have secured your reservation by providing **Rome Private Guides** a deposit for the tour or a full payment. The confirmation will confirm the price agreed between the buyer and the seller and the details of the services with the inclusions. If for some reason, the price confirmed in the email does not correspond with your understanding, please contact **Rome Private Guides** immediately by email and we will assist you.

Method of Payments

Rome Private Guides accepts payment via VISA and MASTERCARD credit cards, euros cash within the terms of the Italian law or through PayPal. Our payment system is a secure credit card payment system through our website. We do not charge any extra fees or commissions for credit card payments.

We require a 20% deposit to reserve tours or services plus the cost of skip the line tickets. The final balance is to be paid 60 days before the first tour. Pre paid skip the line tickets are not refundable and are subject to full charge at the time of confirmation.

In the case of some special tours a higher deposit may be required for confirmation, for example where we must make a non-refundable reservation on confirmation not covered by a 20% deposit. Deposit amount will be confirmed and agreed between **Rome Private Guides** and the client before final confirmation of tours and services.

In case of no show the remaining balance will be fully charged by **Rome Private Guides** on the credit card provided.

Cancellation Policy

CANCELLATION 8 DAYS BEFORE THE TOUR OR EARLIER: If you cancel your reservation more than 8 full days prior to your tour **Rome Private Guides** can give a partial refund, but will retain 15% of the total cost of the tour (guide & driver costs) plus the cost of any skip the line tickets that have been pre-purchased for you.

CANCELLATION FOR PACKAGES WITH HOTELS: For reservations of packages with hotels cancelled 8 days before the tour or earlier, in addition to 20% of the total touring cost and skip the line tickets, we reserve the right to retain also the cost of the first night of the hotel (or the penalty required by the cancellation terms of the hotel for which we have made your reservation.)

CANCELLATION WITHIN 7 DAYS BEFORE THE TOUR: If you cancel within 7 days prior to the commencement of your tour you will not receive a refund.

CANCELLATION FOR NO SHOW AT THE DESIGNATED MEETING POINT: If you have not cancelled your reservation and are not present at the commencement of your tour you are not entitled to a refund. In case of private tours, we are not responsible for late arrivals. If you arrive between 30 to 60 minutes after the meeting time agreed with **Rome Private Guides**, the guide/driver will try their best to cover the sights stated on your tour's itinerary. In case of late arrival you can decide to pay extra time to recover the time lost and to fulfill the itinerary. In certain circumstances, though, especially in the high season, this is not always possible and we cannot guarantee any extra time with your guide/driver. For the success of the tour we strongly advise you to show up on time at the designated meeting point as stated on your voucher.

In the case of tours with skip the line entrance the tickets purchased in advance are usually subject to a timed-entrance with limited flexibility. If you arrive late to the meeting point we cannot guarantee that you will be permitted entry to the monument and you may need to repurchase tickets (waiting in the queue for purchase.)

CANCELLATION POLICY IN CASE OF REASONS BEYOND ROME PRIVATE GUIDE'S CONTROL: If your tour needs to be altered or cancelled by **Rome Private Guides** due to circumstances beyond our control we will provide another tour for you of equal or greater value and classification or full amount will be returned.

We reserve the right to cancel or amend any of our tours at any time due to extenuating circumstances beyond our control, including but not limited to strikes, natural calamities and terrorism. In this case you will receive a full refund or be offered the opportunity to transfer to another tour of equal or greater value and classification. We reserve the right to offer you an alternative tour of equal or greater value.

WEATHER CONDITIONS

Rome Private Guides tours will take place despite bad weather conditions and there will be no refund in case customers wish to cancel the tour as a result of rain or bad weather conditions. In case of heavy rain the Colosseum Underground's tunnels may get flooded and are subject to closure by the Colosseum staff for security reasons. If only this restricted area is closed the Colosseum we will provide Euros 4,00 per person refund, the undergrounds will be visible from the Arena and the third tier. If the three restricted areas of the Colosseum (arena, dungeons and third tier) are closed as a result of severe weather conditions a full refund will be granted or an alternative tour will be offered.

To Cancel or Amend a Reservation

Contact us by email at info@romeprivateguides.com with details of your tours and dates. Amendment will be accepted only if written via email.

Amendment Policy

You may upgrade your tour at any time, provided you pay the difference between your original reserved tour and the new tour, in accordance with availability. In some cases, there may be an additional charge when the first tour has been booked and pre-paid by us. Please enquire early via email or telephone.

If you choose to change your reserved tour to one of lower classification or cost, you will not receive a refund on the difference between the costs of the tours.

Changes to your reservation that entail a date or time modification are **subject to availability of our guides and tickets for the attractions**. Where skip the line tickets are not modifiable you will be required to repurchase skip the line tickets when modifying the date/time of your tour. Please contact Rome Private Guides via email or telephone to ensure we can amend your tour.

If you wish to modify the date/time a small group or semi-private tour up to 72 hours prior to the date/time of the tour we guarantee to accommodate you free of charge. If you wish modify your tour date/time within 72 hours of your tour we will do our best to accommodate you but cannot guarantee it.

In case a tour includes fees and tickets for children less than 18 years of age it is the client's responsibility to provide proof of age for the child/children. In case the age of the child cannot be verified on site you might be asked to buy a new ticket at full price on the spot and you will receive no refund for the reduced ticket Rome Private Guides had pre-purchased for you.

Extra Time with your guide or driver

At the time of booking, a fixed amount of time for tours and services is quoted by **Rome Private Guides** and agreed with the client. This can also be found on the voucher provided to the client. Should the client choose to deviate from the agreed itinerary, causing the tour to run overtime, additional time spent with guide/driver will be charged for a supplement.