



GENERAL TERMS AND CONDITIONS OF SALE

1. Summary of the main terms and conditions of sale

These Terms and Conditions of sale govern the offer and sale of the Products (as defined below) on the website www.insitetours.eu and on other web addresses that redirect to <http://shop.insitetours.eu/> sold by Insite Tours by Raffaella Giordano with registered office in Boves, Via Santuario 115 registered in the register of the Camera di Commercio of Cuneo with no. 297530, tax code GRD RFL 74 L61 D205C and VAT no. 03527440048.

We invite you to carefully read all the General Terms and Conditions before submitting your order, as the following is only a summary of the main terms and conditions of sale.

PEOPLE AUTHORIZED TO PURCHASE: adults only.

PRODUCTS OFFERED (Products): Insite Tours sells experiences, individual services for tourism and leisure (from now on "Products A") and tourist packages (from now on "Products B") offered by the Supplier or created or assembled by Insite Tours. In this case, Insite Tours is considered a Provider under these Terms and Conditions. Unless otherwise specified, in relation to any purchase you may make on the site insitetours.eu and on its shop shop.insitetours.eu, Insite Tours may act as the agent or reseller of a supplier or third party or as a supplier itself. of services and tourist packages.

PRODUCTS AND PRICES: the products are described on the «product description» page on the site and / or in the shop. The prices are indicated in euros and always include VAT.

PURCHASE PROCEDURE: to send a purchase order for one or more Products, you must complete the online Order Form (to be considered a contractual proposal) and send it electronically to Insite Tours. By submitting an Order Form to Insite Tours, you declare (a) that you have fully read and understood the «product description» of the Supplier's Service and (b) that you unconditionally accept the General Terms and Conditions and (where applicable) the Terms and Conditions Terms of Sale of the Supplier or Insite Tours (the Terms of Service). We recommend that you read the cancellation policies carefully before making your reservation.



INSITE TOURS di Raffaella Giordano

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ORDER MANAGEMENT: once an Order Form has been sent, Insite Tours and / or the Supplier will send you your ticket and / or document and / or electronic voucher or will notify you via email - in case the original ticket is required to redeem the service - the place where you can collect your paper ticket or will provide you via email with the address of the place where the paper copy of your ticket will be available for collection.

PERSONAL DATA: for any information relating to the processing of your personal data, consult the Privacy Policy section <https://www.insitetours.eu/privacy-informations-en.html>
For any information you can contact Insite Tours at the following email address: info@insitetours.eu.

Insite Tours is insured by the RC policy no. 11 11 22 682 issued by Allianz, Guarantee Fund no. 40321512000365 issued by TUA.

2. Scope of application

2.1 The Products are offered for sale to (a) consumers (pursuant to Legislative Decree no. 206/2005), that is to any natural person acting for purposes unrelated to any entrepreneurial, commercial, craft or professional activity carried out; (b) adults (under the laws of their respective countries).

Insite Tours has the right to refuse to process orders from subjects other than consumers and any other order that does not comply with these General Terms and Conditions.

Insite Tours sells on the site insitetours.eu and on its shop shop.insitetours.eu or through sites that link to the site or shop:

(a) Vouchers to redeem tickets to use the Service / experience / tourist service of the Supplier as an agent or reseller of the relevant Supplier or third parties (hereinafter the Mode for products A);

(b) Vouchers relating to the purchase of tourist packages or the combination of tourist services as required by EU Directive 2015/2302 organized by Insite Tours or by Insite Tours Providers (hereinafter the Method for B products).

3. Information and prices of the Products

3.1 The details and information relating to the product are indicated in the «product description» on insitetours.eu and / or shop.insitetours.eu. In this section you can also see the price of the product



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expressed in Euro including VAT. Please ensure that all pricing information on the Site is correct before submitting an order.

3.2 In accordance with the provisions of art. 7-ter of the Legislative Decree n. 633/72, the VAT invoice is issued both to persons resident for tax purposes in Italy and to consumers who are not fiscally resident in Italy.

3.3 By submitting your order, you declare that you have fully read and understood the product description of the Service of the selected Supplier and Product.

4. Disclaimer

4.1 Insite Tours is solely responsible for the sale of Products (type A and B) which it has provided in its own name and on its own behalf. In any other case, Insite Tours has no responsibility for the Services of the Suppliers, which are provided exclusively by the relevant Supplier. To the fullest extent permitted by applicable law, you agree to exclude Insite Tours' liability for any cost, expense, loss or liability that you may incur in any breach of the Terms of Service by a Supplier other than Insite Tours and / or of any event in any way connected to the service provided by such Supplier.

4.2 By purchasing a Product you accept and approve the relevant Terms of Service, including the policy on cancellation and any no-show, and any additional conditions that the Supplier or Insite Tours may apply to your booking or during your visit.

You must show up for the Service on the day and at the time indicated in your Order Form. No reimbursement is due in case of non-presentation or non-punctual presentation. If you wish to cancel your booking, we inform you that cancellation fees may be charged in accordance with the cancellation and no-show policies of the Provider and Insite Tours. We recommend that you carefully read the cancellation and no-show policies applied by the Provider and by Insite Tours before submitting your booking.

5. Booking procedures

5.1 To send a purchase order for one or more Products, you must select the Product and fill out the online form, which must be considered as a contractual proposal (the Order Form). The Order Form consists of a «customer information» page containing personal information and a second page that allows you to provide your payment details (please refer to Article 5 attached hereto). The Order Form



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also includes the main characteristics of the ordered Product, the unit price (including VAT) and a link to the Terms of Service.

5.2 To send your details and complete the Order Form, you must provide your personal data for the single purchase (by filling out the order form with your personal data). The user declares and guarantees that all information relating to personal data provided during the registration / order process is up-to-date, complete, accurate and truthful. The user authorizes Insite Tours to verify the correctness of personal data and any other information provided and undertakes to collaborate with Insite Tours during these checks.

5.3 By sending an Order Form to Insite Tours, you unconditionally accept and undertake to comply with the provisions of these General Terms and Conditions and the Service Conditions. A brief summary of the main Terms of Service and a link to their extended version are available on the Site and on the shop.insitetours.eu, on the product page.

5.4 The Order Form is stored in our database for the time necessary to process your order and for the time required by law. Once the order has been placed, you will receive an e-mail with the order summary for your further verification.

6. Payments

6.1 Before sending the Order Form, you are required to provide the information to process your payment through the payment method selected from those available.

6.2 All financial details (i.e. credit card number or validity date) are sent via encrypted protocol (a payment service provider) without third parties having access to them. These details are not used by Insite Tours except to complete the procedure relating to your purchase or to make refunds in case of cancellations, in accordance with the exercise of the right of withdrawal, or to report cases of fraud to the police authorities.

7. Conclusion of the sale

An order is considered sent when Insite Tours electronically receives your Order Form and the information indicated therein is verified and believed to be correct.



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The contract is considered concluded when - against an authorized payment - Insite Tours sends you the voucher or electronic ticket or travel documents.

8. Invoicing

Insite Tours issues the invoice or payment receipt.

A. Provision applicable to Mode A

9. Confirmation of Insite Tours

9.1 With reference to the Type A Products, as specified in the relative «product description» page, Insite Tours acts as agent or reseller of the relevant Supplier or seller of a tourist service designed by Insite Tours.

9.2 Upon acceptance of the order and an authorized payment through the Site insitetours.eu/shop.insitetours.eu, Insite Tours will send you the voucher directly via email to redeem the ticket from the Supplier or to directly use the Service provided by the Provider or by Insite Tours.

The Supplier's Service is subject to the Conditions of Service prepared by the Supplier (the main conditions of which are made available at any time on the Site and made available again in the confirmation email referred to above).

B. Provision applicable to Mode B

10. Supplier Confirmation

10.1 With reference to certain Products (type B), i.e. tourist packages born from the combination of tourist services as required by EU directive 2015/2302 organized by Insite Tours or by Insite Tours Suppliers (hereinafter the Mode for B products), Insite Tours provides a sales service in compliance with the current regulations of the tourism code to be read carefully before confirming the payment: <https://www.insitetours.eu/tourism-code-and-contracts-en.html>

10.2 Against an order, Insite Tours will send you, together with the travel documents, the contract drawn up in compliance with Legislative Decree 21 May 2018 n. 62 «Organized tourism contracts», a copy of which is always available at the link above:



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E. Final Provisions

12. Privacy

Your personal data is processed by Insite Tours for the purpose of providing the Products. Insite Tours communicates to the Suppliers your personal data that are strictly necessary to provide the Service (ie, the user's name, your email address if necessary to provide the Supplier's Service and the booking made on shop.insitetours.eu, and any information relating to such data). Insite Tours and the Suppliers each act separately as data controllers of the personal data provided and for the sole purpose of providing the related Services. At any time you can deny your consent to receive Insite Tours newsletters and updates relating to products similar to those already purchased. Furthermore, you can give your consent to the receipt of communications for marketing purposes and to carry out market research by the Provider and allow Insite Tours and the Provider to conduct market analyzes on your personal data.

We recommend that you consult the entire Insite Tours privacy policy here:

<https://www.insitetours.eu/tourism-code-and-contracts-en.html>

13. Changes

The General Terms and Conditions may be changed at any time following the introduction of new laws or regulations or for other reasons. The new General Terms and Conditions are effective from the date of publication on insitetours.eu. We recommend that you visit this section of the Site regularly in order to check if the most recent and updated General Terms and Conditions have been published.

14. Miscellaneous

If any provision of these General Terms and Conditions is considered unlawful, invalid, ineffective or contrary to the law following a final decision of a competent court, such provision will be removed, and all other provisions of these General Terms and Conditions will be considered fully effective and valid.

Insite Tours reserves the right to transfer and / or assign to a third party any right under these General Terms and Conditions without restriction.



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15. Applicable law and competent court

These General Terms and Conditions are subject to Italian law and in particular to Legislative Decree no. 206/2005 relating to distance selling and Legislative Decree no. 70/2003 regarding some aspects of electronic sales. If you reside in an EU country other than Italy, pursuant to Article 6 (2) of Regulation No. 593/2008, you will also enjoy the protection of the mandatory provisions of the country where you reside.

16. Online dispute resolution

Pursuant to Section 14 of the Regulation (EU) number 524/2013, we hereby inform you that you can resolve disputes related to the purchase of Products on the Site through the ODR online platform managed by the Commission of the European Union and accessible at the following address: <https://webgate.ec.europa.eu/odr>.



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