

TERMS & CONDITIONS

GENERAL

Benchmark Global organizes lodging and tours of Sicily. Please read carefully the terms and conditions below, as they apply to all agreements you enter with Sicilian Adventures, Mio Cuore, or Benchmark Global.

The booking date: 2025-2027

A booking with Benchmark Global/ Sicilian Adventures was made as soon as we received your deposit of \$500 per person. Your booking is made on the terms of these booking conditions, and in agreeing to them you guarantee that you have the authority to accept and do accept on behalf of your party (named on the booking form) the terms of these booking conditions.

Paying for your trip to Sicily. Deposit & Payment

When booking, a non-refundable deposit of \$500 per person is required, and full payment if your departure is within 120 days of your tour date. Sometimes your booking may require other up-front payments on top of the usual \$500 deposit. If an additional deposit is required, you will be informed before booking your trip with us. The remaining balance of the booking cost must be paid 120 days before departure. If the deposit and/or balance is not paid in time, we have the right to cancel your travel arrangements and will retain your deposit. If your payment is late, we will send you a reminder, and if it is still not paid, we will be forced to cancel your trip.

A non-refundable payment of \$500 must be paid to secure your travel/tour date.

The remaining amount is due 120 days before departure. The total trip cost is \$4850 per person plus sales tax of 9.75%.

Once we have received the deposit amount, we will send you a confirmation of your trip dates.

Payment Options and Currency

Payment may be made by credit card, personal check, wire transfer, or Venmo in US Dollars. Credit Card payments are subject to a 3% credit card fee.

Insurance

We do not supply or sell travel insurance but **strongly suggest you obtain your policy according to your needs**. It is a part of our Terms & Conditions that all clients should purchase adequate travel insurance such as comprehensive travel/medical insurance that includes medical evacuation and repatriation expenses as well as trip cancellation insurance. Insurance coverage is time-sensitive based on the coverage you purchase, for example, trip cancellation insurance. Please check with your insurance advisor. We reserve the right to cancel your holiday at any time should such a policy not be taken out by you.

Cancellations

If you need to cancel your trip, please notify us by email and text (504-210-5202). Cancellations shall be effective on the date that we receive your cancellation request. The following cancellation fees apply:

- The initial \$500 deposit of the total amount is non-refundable.
- Cancellation from 59 to 45 days before the day of arrival: 50% of the total amount
- Cancellation from 44 days to the day of arrival: 100% of the total amount
- No refunds will be given for any unused services, late arrivals, or no-shows.

If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges, and we can issue you with a cancellation invoice to support your claim. As we are required to prepay lodgings etc. for your trip, the suppliers determine the cancellation fees based on the timing of the cancellation request. Other than the initial non-refundable deposit, we will do our best to secure a credit for you to use in your name for a future tour if booked within 2 years of your cancellation.

Travel papers

It is the client's sole responsibility to ensure that passports, visas, health certificates, proof of vaccinations, and any other required documentation are all in order.

Benchmark Global cannot be held responsible for any consequences, damages, or claims if the client does not attend correctly to the client's documentation and related matters prior to commencement of the tour.

Transportation

Every effort is made to ensure that the vehicles are provided in a roadworthy condition, but no liability can be accepted for a puncture, breakdown, damage, or delay because of poor road conditions.

Medical Conditions and other special requests

We welcome customers who may have special needs, but you must contact us before booking with specific details to advise on the suitability of your plans. Regrettably, not every destination may be suitable, and we must reserve the right to refuse a booking if we feel that your needs cannot be met. If you fail to advise us in advance, we must reserve the right to cancel the booking as soon as we become aware of the situation.

Benchmark Global assumes no responsibility for any medical care provided to Traveler. Traveler agrees to assume all medical care costs and related transportation provided to Traveler during the tour. Should you have special requests such as food intolerances or meal requests for other reasons, we are happy to do our best to oblige but make no guarantees.

Excursions

Excursions or other tours that you may choose to book or pay for whilst you are in Sicily, not provided by Benchmark Global or Sicilian Adventures, are not part of your trip provided by us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during its provision by the operator.

Complaints

Complaints must be reported immediately to Cynthia Hunter of Benchmark Global head office, and we will do our utmost best to resolve the matter. If the problem is not solved to your satisfaction, your complaint should be reported in writing, not later than two weeks after completion of your tour.

Liability

Benchmark Global will exercise the utmost care in dealing with you as our esteemed guest and your belongings, and we cannot be responsible for loss or damage of personal belongings, personal injury, or death. It is therefore strongly suggested to have comprehensive travel insurance when traveling.

Compliance with local laws and tour etiquette

Under Benchmark Global's code of conduct, the traveler must strictly comply with all local laws, respect local customs and culture, accurately assess Traveller's abilities, respect other trip members' privacy, and follow the suggestions and advice of any assigned guide. The decision of the local guide or local supplier is final on all matters that may threaten the safety or interfere with the well-being of others. During the trip, Benchmark Global or the local guide/supplier has the right in its sole discretion to remove anyone a) who it judges to be incapable of meeting the demands and requirements of participating in the tour activities; or b) it determines to detract from others' enjoyment of or safety on tour.

Force Majeure

Unforeseen circumstances, including but not limited to war, mechanical breakdowns, weather, riots, and other unforeseen reasons beyond the control of Name of Benchmark Global, may cause delays or alterations to the tour. Benchmark Global shall not be held liable in any way for any of these possible occurrences or any consequences arising from this.

Photography and Marketing

Unless specifically disallowed all pictures and videos of tours and excursions may be used for marketing purposes

Further information

If you have any questions, contact Cynthia Hunter at 504-210-5202. CinziaCaronna@me.com

Cynthia Hunter

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Gretna, La 70056
CinziaCaronna@me.com

Guest Signature

Guest Name(print):

Phone:

Email:

