



Terms and Conditions

Painting Holiday Italy

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1. Booking

After making your reservation by email, letter or telephone, a non-refundable deposit of 25% of the total cost of your stay is due within 7 days of receipt of your booking request. This confirms your booking with Painting Holiday Italy and your acceptance of our terms and conditions.

Once your deposit has been received, we will send you a booking confirmation and guest registration form, to be sent back to us with all your relevant information, such as contact details, dietary requirements, etc. Failure to provide relevant details at least one week prior to your arrival, may result in specific requirements (dietary issues, etc) not being met during your stay.

An information booklet including will also be send as a pdf, including all necessary details for planning for your trip to Italy, your arrival, what to pack and how to prepare for the course, etc.

Payment of your deposit will be taken as your acceptance of these terms and conditions and will constitute a contract between yourself and Painting Holiday Italy



Payments:

Payments are divided into 3 parts, so that not all fees are required prior to the course commencing.

Payment deadlines are stated in your booking letter, so that you can plan ahead and budget for your holiday in due time.

Payments are generally broken down into 3 payments

1. 25% non-refundable booking deposit
2. Full course fee due 4 weeks prior to the course
Your full course fee balance is due 4 weeks prior to your arrival for your booked experience.
For bookings received less than 4 weeks before departure the full amount (Payment 1 and 2.) must be paid to confirm your booking.
3. Accommodation costs (these constitute part of the total price as stated on our website and each individual course description) On some courses, these will include the cost of dinners if provided directly by the restaurant of the residence where the course is held. For venues that don't include a restaurant service, the cost of any meals included is included in the course fee total and meals will be taken at selected restaurants, osterias, etc chosen for their suitability for the group and proximity to the course venue.

Exceptions: Some of our course venues require the full accommodation and restoration cost for each guest to be settled prior to arrival, in line with their specific terms and conditions. For those courses only, full payment of all course fees and accommodation costs are requested by invoice 4 weeks prior to the course commencing. Refunds for cancellations less than 4 weeks will be made in line with their cancellation policy, minus any



administration and transaction charges applied. Cancellation policies for all course venues can be viewed on the website of the venue relevant for your booked course. You will receive the name and address of the course venue with your booking confirmation.

Cancellation Refunds

25% Booking Deposit: Non-refundable

Up to 10 weeks notice – 75% of total rate refunded

8-6 weeks notice – 50% of total rate refunded

6-2 weeks notice – 25% of total rate refunded

Less than 2 weeks – no refund

Cancellations 14 days or less no refund.

Any bank or transaction charges at your expense.

We strongly recommend you purchase travel insurance in the event of you having to cancel your holiday with us, so that any paid expenses for travel, accommodation, your booked course with us, etc will be refunded in case of your cancellation.

Hold Period for Reservations

We are happy to hold a place on any available course for you for 48hrs to allow to check your possible travel dates, available flights, etc before you commit to confirming your booking with a booking deposit. Please drop us a line via email or the contact form, and we will be happy to hold a spot for you for a limited time.



Maximum Numbers

Painting Holiday Italy strictly limits participants to 8 only to allow for a truly personal creative experience. This allows the tutor to provide maximum attention and tuition to all participants.

If You Have to Cancel

Whilst we understand, that unexpected events may occur requiring you to cancel your participation, it is your responsibility to read and understand the cancellation policy. Exceptions do not apply for any reason, including injury or illness, personal emergencies, adverse weather conditions or force majeure* (travel restrictions, health emergencies, war or civil unrest, etc).

No refunds apply for failure to attend or complete a course for late arrival or early departures.

We recommend purchasing travel insurance to cover yourself in the unlikely event of having to cancel your course participation, in order to cover your costs for the trip as well as any expenses you may incur in case of any medical problems prior to your trip or during your trip.

Travel insurance should be purchased within a specific time from booking, many insurers require purchase within 14 days of booking.

Painting Holiday Italy reserves the right to cancel retreats and courses with inadequate participant numbers, in which case all money paid to Painting Holiday Italy will be refunded. Notification of cancellation will occur at least 1 calendar month prior to the retreat or course start date. Painting Holiday Italy cannot be held responsible for any travel or personal expenses for airline



tickets etc., due to changes in itineraries or retreat cancellations.

What's included

- accommodation with breakfast, lunch or dinner (as specified in individual listing) for the duration of the course,
- all art materials for the purpose of the course (specified in information booklet provided with each booking)
- tuition, practical demonstration, seminars on specific aspects of art practice,
- excursions and day activities to painting locations according to seasonal and weather situation, as well as artistic merit as deemed appropriate by the tutor.

Each course has an itinerary, and Painting in Holiday does its utmost to adhere to the itinerary. Exemptions may have to be made under certain circumstances, such as weather, proposed locations such as galleries or museums not being open, local festivities and other reasons beyond our control. An equivalent alternative will be offered in this case.

What's not included

Airfares

- Transfer costs to and from airports/trainstations, etc
- Lunches or dinners as specified in each course details
- Extra night's accommodation (which we are happy to request for you)
- Up-grades or changes to your accommodation if you wish to make alternative arrangements to those included in the course package.
- Personal Expenses during your course participation

Our creative experiences are hosted at guest houses, working monasteries



and/or country resorts, their Terms and Conditions apply for cancellations of accommodation and refunds and liability apply.

Your deposit paid to us covers the deposit required by the hotel/country resort for accommodation and meals as well as a deposit to Painting Holiday Italy for all activities and administration costs.

We at Painting Holiday Italy, do our utmost to ensure our guests' satisfaction and will aim to resolve problems should they arise to provide a pleasant holiday experience for all our guests.

All prices are exclusive of any national and international telephone calls and extra services such as airport transfers, guided tours (apart from tours specified as included in Courses), laundry etc.

Liability

The owners or their insurers shall not be liable for any loss, damage or injury suffered by guest(s) while on or in any way connected with the property. It is your responsibility to arrange for adequate travel insurance. No liability will be accepted for any loss, damage, expense, injury or inconvenience by reason of any defects in the structure of the property, plumbing, electrical systems, gas, water or failures in the supply of utilities. For any loss or damage to the property or fixtures/fittings, the cost of repair or replacement will be paid to the owners of the accommodation. The cost of repair or replacement or any loss or damage to the property or fixtures/fittings, will be paid to the owners at the end of your stay. We strongly recommend that you take out travel insurance to provide personal and public liability protection. The safety and welfare of children is the sole responsibility of their parent or guardian, Reasonable care should be taken when exploring the local area or gardens at your accommodation and on all excursions. The accommodation is only for the use of the persons specified during the booking process and is restricted to the maximum number of guests specified.



Other Facts

Upon your arrival and check-in, a passport or identity card for the purpose of registering you at the guest house, monastery or hotel. This is a legal requirement.

Keys Guests must return the keys to the accommodation owners on departure.

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DISCLAIMER

Transport to and from Painting Locations: The transport provided may be carried out using vehicles supplied through Painting Holiday Italy or third parties. Whilst we ensure your personal safety through the use of suitable vehicles and qualified drivers, we recommend

that you do take out travel insurance to provide personal injury and public liability protection and to cover against loss, damage or theft during your time abroad. Whilst we endeavor to protect your property at all times during your stay. The Retreat and any acting agents hold no responsibility for any losses of personal property of guests due to theft, loss or damage for any reason. Reasonable care should be taken. We do not take responsibility for personal or material damage incurred due to negligent behaviour, including



not wearing a seatbelt or leaving items unsecured, improperly packed or not secured or unattended in the vehicle. Any defects should be reported immediately to the agent concerned at the time and not after the retreat.

The same applies to fixtures and fittings, including electrical items, sockets, switches and lights, furniture inside the vehicles. Any chairs used on field trips are weighted to 75 kg. The chairs must be placed on level ground to maximize safety, these are to be used at owner's risk! Paints are EU safety coded but it is advised that the guest brings his or own gloves when handling them. Any use of materials from other guests or your own provision is entirely at owner's risk. You are required to obey the handling instructions provided by the manufacturers.

Exposure to elements: whilst we endeavor to provide suitable sun protection in the form of parasols, it is the participant's personal responsibility to wear suitable clothing, including hats and shoes and sunscreen, insect repellants etc. when working outside. Our agents will make recommendations on a daily basis after consulting with respective weather report apps. However, it is every guest's sole responsibility to make adequate provisions for themselves. It is advised that drinking water be packed for all fieldtrips. It is recommended to work in the shade or under a parasol at all times.

Any discomfort, including excessive heat or cold, thirst or desire for the toilet should be reported to the agent at that time, privately if necessary.

Any injury or illness should be reported to the agent immediately.

Hospital and or doctor visits are entirely at your risk. All medical bills and or transport are your sole responsibility. We endeavor to assist as much as possible in the arrangement of taxis, ambulances or doctor visits, but we do not accept any responsibility for your expenses in these matters. Your travel insurance is intended to cover any such expenses.

TRAVEL INSURANCE ESSENTIAL - We require that clients take out holiday cancellation insurance to cover any unforeseen costs in events or



illness and medical issues which may force you to cancel your holiday or costs incurred during your holiday.

WE RESERVE THE RIGHT to cancel or amend your course in the event of unforeseen circumstances. A full refund will be made in case of cancellation on our side. We only refund payments made to us for courses booked with us. We do not refund the cost of travel.

FORCE MAJEUR - Refunds do not apply when your course is cancelled as a result of risk of war or threat of war, riot, civil strife, industrial dispute, terrorist activity, natural disaster, fire or adverse weather conditions and similar events beyond our control.

If you are unable to attend your course due to adverse weather conditions, volcanic ash, etc. we will do our best to re-book you on a similar course without extra charge. This is subject to availability on other courses or ability adjust arrival and departure dates according to your re-booked flights for that particular course.

MISADVENTURE - We accept no responsibility for any loss or damage you may suffer during the period of your course due to accident, illness of bodily injury or loss of equipment or belongings or from any other cause. We would stress the absolute necessity for you and the other members of your party to effect appropriate insurance cover. We would advise you obtain form E111 (for UK travelers) and EU health-card for European citizens which entitles you to certain free medical care.

*Force Majeur – events beyond our or your control, including but not limited to: travel restrictions, adverse weather or climatic conditions, health emergencies, war or civil unrest, etc.