

## **Terms and conditions: Hotel, Activities and Transfer**

Easy Market has exclusive role of intermediary for the services and/or products.

Booking and/or a combination of the hotel accommodation and different products and/or services delivered by Easy Market represents freedom of choice of the Agency client which takes every responsibility coming from the selected combination.

Hospitality services, as well as activities and transfer, are not represented as a typical legal form inside one package, therefore are regulated by the terms and deadlines of the individual service, as it is stated in the following text.

Easy Market under no circumstances is responsible for inaccurate insertion of client's data during the purchase of the service.

It is the Agency who is responsible for the consequences coming from that error. When the service booked is hotel accommodation, activity and/or transfer, Easy Market has exclusively the role of the intermediary of different providers of hotel accommodation and additional services.

Easy Market is intermediary as well for the other services and products, classified as additional and optional, so called activities (eg. guided tours, theater shows, sport and recreational events in general, gastronomic services, cultural, etc.) and so called transfers, purchased independently by the client and provided directly by the hotel or by the hotel's (third) provider, according to contractual conditions which hotel or the third provider communicate to the final client when the purchase is made, due to the fact that it cannot be represented as a typical service in the organization of holiday packages, nor Easy Market takes any responsibility for the acquisition or realization of those activities or transfers.

Easy Market under no circumstances is responsible for the obligations on the side of the provider individual products and/or services, but solely for those based on its role of intermediary and in accordance with legal regulation, in particular articles 1, 3 and 6, from 17 to 23 and from 24 to 31 of Law no. 1084 from 27/12/1977 in accordance with International Convention on Travel Contracts (CCV) signed in Brussels on 23/04/1970.

Easy Market, as an intermediary, takes no responsibility for full or partial non-compliance with the obligations of a flight, accommodation or other services/products which are part of the contract between the client and provider.

### **Changes and cancelations**

In the cases of changes or cancelations of the hotel accommodation and/or additional services (activities or transfers), the agency needs to send a request to Easy Market by sending an e-mail to: [hotel@easymarketcrs.it](mailto:hotel@easymarketcrs.it)

Once received, department in charge will evaluate if the purchased accommodation, activity or transfer allows changes and/or cancelations.

If confirmed, in accordance with conditions determined by the hotel or service in the moment of the purchase, eventual penalties by the accommodation provider will be communicated.

**Refund**

When the payment is made with the credit card, refund will be directly to the credit card used, depending on the method of transfer used. The amount will be available on the account two or three months after the request has been made.

In the case when the payment is made by the bank transfer (possible only for the hotel payments), the Agency will be contacted by our client service in order to provide information needed for the bank transfer.

**Documents**

It is agency's responsibility to ensure that client possesses personal documents, visas and valid sanitary requirements necessary to enter destination's country.

Easy Market does not take any responsibility for client's failure to respect any of these conditions. During the booking phase it is particularly important to pay attention when completing the fields with name(s) and surname(s) which must correspond exactly to those in personal documents.