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TERMS AND CONDITIONS

These are the Booking Conditions of the International Welcome Office (IWO). The International Welcome Office welcomes and guides foreign guests with the exclusive support of University employees. We would like to make a point of emphasizing that IWO operators are not official guides, but just volunteers.

Reservation

Guests are advised to book early in order to avoid disappointment, especially in the busiest times of the year. We kindly ask our guests to fill in our Tour on Demand form and submit it. After receiving it we will send them our tour proposal as soon as possible, and if it is suitable, our guests are required to confirm it.

Departure points and times

Pick up and return locations will be agreed after booking the tour. All customers should aim to be at the tour pick up point 5 minutes before the scheduled starting time.

Tour route

We reserve the right to deviate from the normal tour route in case of marches, parades, extraordinary events and bad weather conditions.

Tour price

We make a point of emphasizing that Office operators don't receive any remuneration for the offered service. Tour prices cover only the entrance to any monuments and museums where tickets are required.

Accident or loss

We have no liability for direct or indirect loss, damage, delay, inconvenience, however caused. Personal insurance is not included in the tour price. Customers are advised to arrange their own personal insurance cover.

Personal safety

Each guest is responsible for the maintaining of his/her own safety at all times. We will not be liable for any injuries caused to a customer.

Identity Card (IC)

Guests must bring a valid identity card (IC) to be shown whenever necessary.

Children

Children up to 14 years of age must be accompanied by an adult. Children reductions can be found in the referring terms and conditions of the specific external collaborators.

Cancellation policy

Cancellation of a tour can only be made within at least 48 hours before the tour scheduled starting time (weekend excluded). Any tour cancellation must be officially acknowledged and confirmed by the International Welcome Office and can be subject to an administrative fee.

Additional terms and conditions

The International Welcome Office is supported by service providers such as museums, having their own terms and conditions. As a result, you accept to consider also such terms and conditions as binding.