

RESERVATIONS

For all the guided tours reservation is mandatory.

MEETING POINT & DEPARTURE TIME

All guests are kindly requested to get to the departure point at least 15 minutes prior to the start of the tour. No reimbursement will be granted to the customer who is not at the place of departure at the appointed time. Similarly, no reimbursement will be granted to the customer that loses contact with the guide or does not complete guided tour.

PAYMENT

The following ways of payment are accepted:

- Credit card or Paypal (on the website somewhere.it or at our offices or by letting us know by phone or email your card details)
- Bank transfer (no later than 3 days before departure)

Important Remark: For cross-border wire transfers the client is required to use "OUR" ("Remitter pays all fees" or "Sender bears pays transaction fees") as the expense regulation.

This means that all fees are charged to the sender of the transfer and Somewhere gets the full amount submitted by the sender.

RAIN POLICY

All tours are guaranteed also in case of rain, except the Cabrio Tour.

PROGRAM CHANGES & CANCELLATIONS FROM SOMEWHERE

It may happen that due to operational difficulties, or for reasons beyond our control, Somewhere might be forced to change or cancel the tour planned.

In the case of tours or weekend package already purchased, the customer may accept the alternative solution proposed by Somewhere or will be entitled to a full refund.

RESPONSABILITY

Somewhere is not responsible for any loss of valuables or luggage during the tour, for any loss of personal items that are left on the bus, or for any damage caused by third parties for personal items during the tour.

CANCELLATION PENALTIES**REGULAR TOURS WITH NO PREPAYMENT**

- Cancellation within 2 days prior to departure: no penalty
 - Cancellation 1 day before departure: 50% penalty
 - No show: 100% penalty
- The deposit paid will under no circumstances be refunded.

REGULAR TOURS WITH PREPAYMENT

- Cancellation within 3 days prior to departure: no penalty
 - Cancellation 2 days prior to departure: 100% penalty
 - No show: 100% penalty
- The deposit paid will under no circumstances be refunded.

EMERGENCIES

If you are in trouble in finding the starting point or be late or for any specific needs you can contact the service number 334.675.85.51, available until the start of the tour.

1. The guided tours, excursions, packages, tourist and cultural activities are provided by Somewhere Tours & Events Vat code 07853780018, according to the official authorization of the city of Turin # 14680/1/99 dated 20.01.2000.
2. The guided tours, excursions, packages, tourist and cultural activities are subject, notwithstanding any clause to the contrary, the directive 90/314/EEC and Legislative Decree 17.3.95 # 111 on the implementation of that directive.
3. The guided tours, excursions, packages, tourist and cultural activities are insured by REALE MUTUA Insurance Company, policy # 100038379 as required by the Italian Law D.L. 111/95 . The organization is not liable for damage caused by third parties or for reasons of force majeure, and is not responsible for any loss of valuables, luggage or items that occurred during the duration of the tour.
4. All information (written or image) on this site are the exclusive property of Somewhere Tours & Events and may not be copied, printed or disclosed to third parties without prior authorization.

REGULAR TOURS

5. All tours and activities are led by licensed tourist guides.
6. Bookings are subject to availability.
7. The prices are final upon confirmation. Your reservation will be invoiced for the amount confirmed at the express request of the customer, who agrees to provide all tax information provided contextually legislation.
8. If, for operational requirements or force majeure (road conditions, strikes, changes of schedules, closure of museums, delays or irregularities), Somewhere may need to vary the program, the same will propose alternative routes and/or visits to other museums no change in the rate established by giving notice to the customer before the tour began.
9. All tours can be provided upon request in other languages than English, for a fee, subject to availability
10. In the case of unexpected increases exceeding 10% of the individual costs or to the imposition of new taxes and fees, rates will be updated and you will be given written notice to the customer.
11. Any claim by the customer must be notified to the Organizer by email to info@somewhere.it no later than 10 working days from the date of the tour.
12. For any controversy the competent court is the Court of Turin.

CANCELLATIONS, PENALTIES AND REFUND OF REGULAR TOURS

13. All cancellations must be sent by email to booking@somewhere.it and will result in refunds and penalties as follows:

REGULAR TOURS WITH NO PREPAYMENT

- Cancellation within 2 days prior to departure: no penalty
 - Cancellation 1 day before departure: 50% penalty
 - No show: 100% penalty
- The deposit paid will under no circumstances be refunded.
Refund will be made by the same way used for payment

REGULAR TOURS WITH PREPAYMENT

- Cancellation within 3 days prior to departure: no penalty
 - Cancellation 2 days prior to departure: 100% penalty
 - No-show: 100% penalty
- The deposit paid will under no circumstances be refunded.
Refund will be made by the same way used for payment.
14. No refund will be granted to the customer that does not show up at the appointed time; equally no refund will be given to the customer that loses contact with the guide or not completed the full guided tour.
 15. If for any reason Somewhere cancels the tour, the client shall be entitled to reimbursement only of the sum paid. Somewhere Tours and Events is not responsible for any additional costs associated to a refund.

CUSTOMIZED TOURS, TOURS for GROUPS and WEEKEND PACKAGES

16. Please refer to above mentioned points 5. 6. 7.8.10. 11.12.13.
17. The terms of payment (deposit & balance) and the cancellation fees are stated in the contract of confirmation mailed to the customer, to be signed prior to purchase.