



### Access to the service

Service is valid for the date and time indicated in the confirmation of booking you made and expire after the tour is over.

The tour reservation will be no longer valid after the end of the tour, even if reservation holder does not show up.

A guide will accompany the tour. The guide service is included in the price and is normally carried out in English.

The staff, i.e. the guide and the bus driver, will have the right/task to reproach any visitor who does not comply with the conduct set forth here below as they hold it suitable. Direction will be not responsible for any item that is lost/forgotten in the shuttle bus. Any item found by the bus driver or the guide will be handed in and kept in the MotorStars office for not longer than 7 days, without any obligation for MotorStars to send it to its owner, although the later is know.

### Code of conduct

Visitors are requested to comply with the following safety and conduct rules established by MotorStars:

- smoking or carrying any flammable substance/item is strictly forbidden;
- eating or drinking during transfers is forbidden
- occupying more than one seat is not allowed
- damaging/spoiling the shuttle bus in any way is forbidden
- children and minors are obliged to comply with the rules during all tour, so accompanying adults are obliged to look after their conduct
- it is obligatory to respect the dignity of service staff and other visitors by keeping polite and decent behaviour
- it is obligatory to speak in a low voice and to behave properly to respect all participants interest and right to understand the explanation
- in case of indisposition or any other emergency, immediately contact the service staff, who will take all required actions
- the infringement of any one of the above listed rules of conduct will be the ground for the immediate exclusion from the tour

### Travel contract and responsibility

Bookings are regulated by the present general conditions, by the law n° 111 of March 1995, by the ECC directive n° 90/314 and by the Italian law n° 1084 of 27 December 1977. The Travel Agency is not responsible for any damages caused by the client.

### Prices

Cost includes: Technical organization by tour operator, Insurance cover by "Unipol", Transfers with licensed van and professional driver, Immaculate luxury air-conditioned Mercedes van for transfers, English speaking personal assistant, Personalized return pick-ups hotel in Bologna and Modena town at the agreed pick-up point, No waiting in line at the entrance of the factories and museums, Guided services as described in the schedule of each tour package, Very generous and high quality authentic 4 course lunch in a prestigious restaurant with unlimited alcohol and soft drinks (vegetarian, vegan menus are available), Booking and fees to the factories and museums (for those who are interested Lamborghini factory floor tour is extra charge of € 50 pp.), In car documentaries, Free WiFi during transfers, Bottle of fresh water offered on board, All taxes and fees are included, No hidden fees, Discounts at official Ferrari and Lamborghini stores, Personal pass with lanyard and a MotorStars gadget given as souvenir, Tours are 100% guaranteed to depart, No charge-guarantee if we are not able to meet your requirements at booking time, All major credit cards accepted with no fees for you (Visa, Mastercard, American Express, PayPal). Every MotorStars daily tour package costs from €250 pp.

### Special prices

Special prices for children, over 65, families and groups (children under 6 are not allowed)

### Payments

Payment can be made in advance by credit card (Visa – MasterCard), PayPal or bank transfer.

Alternatively, payment is to the tour leader on the morning of departure by cash in € or credit card (Visa – MasterCard). Cheques will not be accepted. A non-refundable deposit of € 100 per person is required to secure a booking.

### Change or cancellation of booking by you

We only ask deposit of €100 pp. to secure the booking. Shall you need to make a change in your booking please contact MotorStars as soon as possible, new arrangements always require a new MotorStars confirm.

### Change or cancellation of booking by us

Tour schedule could change due to unforeseen circumstances and/or due to last-minute factory/museum management restricts out of our control, in case an alternative will be anyway proposed. We'll not change or cancel a booking if not in the case of force majored.

### Unforeseen events

Acts of God and other situations beyond our control such as strikes, weather conditions, natural disasters, war, civil disobedience, military events, acts of terrorism and riots, are not attributable to MotorStars who cannot be held responsible for the lack of services received by clients.

### Service description

The MotorStars website and brochure has been compiled with the greatest possible care, we do our best to ensure that all information provided are correct.

### Legal jurisdiction

For any dispute, the Civil Court of Bologna is to be acknowledged as the sole competent authority.

### Technical organization and insurance cover:

"Snack Travel srl", P.zza Garibaldi 35, 41013 Castelfranco Emilia (Modena), Italia

P.I. – C.F. 02355470366 REA: MO-283641

insurance police: UNIPOL 40126067