GENERAL CONDITIONS CONTRACT OF SALE OF TOURIST PACKAGE AND CONTENT OF THE CONTRACT OF SALE OF TOURIST PACKAGE

ONLINE TRAVEL AGENCY

SITE https://isalaguida.it

Constitute an integral part of the contract in addition to the following general conditions, the description of the tourist package contained in the online catalog, or in the separate travel program, as well as the booking confirmation of the services requested by the traveler.

In accepting the proposal for the sale and purchase of a package tour, the traveler should keep in mind that it takes as read and accepted, for himself and for those for whom he is requesting the all-inclusive service, both the travel contract as governed therein, and the warnings contained therein, as well as these general conditions.

1) LEGISLATIVE SOURCES 1. The sale of tourist packages, which have as their object services to be provided in both national and international territory, is governed by the Tourism Code, specifically from Articles 32 to 51-novies for as amended by Legislative Decree No. 62 of May 21, 2018, transposing and implementing EU Directive 2015/2302 as well as the provisions of the Civil Code on transportation and mandate, as applicable.

2) ADMINISTRATIVE REGIME

1. The Organizer, to whom the traveler turns, must be licensed to perform the activity under current legislation, including regional or municipal, and operate in accordance with its provisions. Isala Guida di Isabelli Scarsetti operates according to authorization .: SCIA of 11/03/2025 Municipality of Gravellona Toce (VB) Piedmont region. The Organizer established on the Italian territory must be covered by insurance contract for civil liability in favor of the traveler for compensation for damages resulting from the violation of their respective obligations under the respective contracts (ISA LA GUIDA di Isabella Scarsetti for liability: policy No. 1886/319/177004899 entered into with Unipol assicurazioni s.p.a.) guarantee fund (Certificate No. A/25.6184/6/2025 Garanzia Viaggi s.r.l.).

2. The Organizer shall make known to third parties, prior to the conclusion of the contract, the details of the insurance policy for coverage of risks arising from professional liability, as well as the details of other optional or mandatory guarantee policies for the protection of travelers to cover events that may affect the execution or performance of the vacation, such as cancellation of the trip, or coverage of medical expenses, early return, loss of or damage to luggage, as well as the details of the guarantee against the risks of insolvency or bankruptcy of the organizer and the seller expecting the latter's receipt of payments made by or on behalf of travelers, for the purpose of the return of the sums paid or the return of the traveler to the place of departure where the package tour includes transportation services.

3. Pursuant to Article 18, Paragraph VI of the Tourism Code, the use in the company name or name of the words "travel agency," "tourism agency," "tour operator," "travel mediator," or other words and phrases, including in foreign languages, of a similar nature, is allowed only to the licensed enterprises referred to in the first paragraph.

3) DEFINITIONS.

1. For the purposes of this contract the following are defined as:

(a) Professional: any public or private natural or legal person who, as part of his or her commercial, industrial, handicraft or professional activity in organized tourism contracts acts, including through another person acting in his or her name or on his or her behalf, as an organizer, seller, professional facilitator of related tourist services or provider of tourist services, within the meaning of the regulations set forth in the Tourism Code;

(b) Organizer means a professional who combines packages and sells or offers them for sale directly or through or together with another professional, or the professional who transmits traveler data to another professional;

(c) Traveler/tourist/buyer: anyone who intends to enter into a contract, or enters into a contract or is authorized to travel under a concluded contract, within the scope of application of the Law on Organized Tourism Contracts (Tourism Code: Legislative Decree No. 79, 23.05.2011, as amended);

(d) Contract of Sale: means the contract of sale and purchase relating to the Tourist Packages organized by the Organizer and offered for sale by the Seller, entered into with the Buyer/Traveler.

e) Seller: shall mean the person, natural or legal person, acting within the framework of commercial, industrial, artisan or professional activity and selling or offering for sale the Tourist Package. ISA LA GUIDA di Isabella Scarsetti, for the purposes of this contract, is to be considered the Organizer and Seller of the tourist package within the meaning and effect of the provisions of the Regulations of the Tourism Code.

4) NOTION OF PACKAGE TOUR

1. The notion of tourist package is as follows: the combination of at least two different types of tourist services, such as:

1) the transportation of passengers;

(2) accommodation that is not an integral part of passenger transportation and is not intended for residential purposes, or for long-term language courses;

3) the rental of cars, other vehicles or motorcycles and requiring a category A driver's license;

(4) any other tourist service that is not an integral part of one of the tourist services referred to in (1), (2), or (3), and is not a financial or insurance service, - for the purpose of the same

trip or vacation, if at least one of the following conditions is met: a) such services are combined by a single professional, including at the request of the traveler or in accordance with the traveler's selection, before a single contract is concluded for all services; b) such services, even if concluded under separate contracts with individual suppliers, are: b.1) purchased from a single outlet and selected before the traveler consents to payment; b.2) offered, sold, or invoiced at a flat or global price; b.3) advertised or sold under the name "package" or similar denomination; b.4) combined after the conclusion of a contract whereby the professional allows the traveler to choose from a selection of different types of tourist services or purchased from separate professionals through connected booking processes by electronic means where the traveler's name, payment details and e-mail address are transmitted by the professional with whom the first contract is concluded to one or more professionals and the contract with the latter professional(s) is concluded no later than 24 hours after the confirmation of the booking of the first tourist service.

5) MANDATORY INFORMATION

1. Prior to the conclusion of the tourist package contract, the Organizer shall notify the traveler, or through what is published in the current online catalog at the time of booking and / or confirmation in the pages relating to the chosen destination or other information tool, the following information:

(a) the main characteristics of tourism services, such as:

(a1) the destination(s) of the trip, the itinerary and periods of stay with their dates, and the number of nights included;

(a2) the means, characteristics and categories of transportation, places, dates and times of departure and return, duration and location of intermediate stops and connections, in case the time is not yet established, the Organizer shall inform the traveler of the approximate time of departure and return; any changes will be communicated to the traveler promptly, in accordance with EC Reg. 2111/2005;

(a3) the location and, where applicable, the tourist category of the accommodation;

(a4) meals provided included;

(a5) visits, excursions or other services included in the agreed package price;

(a6) tourist services provided to the traveler as a member of a group;

(a7) the language in which the services are provided;

(a8) whether the trip or vacation is suitable for persons with reduced mobility will be indicated in the Catalog, will be indicated upon request of the customer, and upon request of the traveler, precise information on the suitability of the trip or vacation that takes into account the traveler's needs;

(b) the name, if any, of the Coordinator(s)-Collaborator(s) of the Organizer and their telephone number(s);

(c) the total price of the tourist package

(d) the method of payment, including the amount or percentage of price (down payment), if any, to be paid as down payment and the schedule for payment of the balance;

e) information on the traveler's right to withdraw from the contract at any time prior to the start of the package upon payment of appropriate withdrawal fees, or, if applicable, the standard withdrawal fees required by the Organizer pursuant to Article 41(l) of Legislative Decree 79/2011 and specified in Article 10 below;

(f) general information regarding passport and/or visa requirements, including approximate times for obtaining visas and health formalities in the country of destination;

(g) information on the compulsory subscription of insurance covering the costs of unilateral termination of the contract by the traveler or the costs of assistance, including repatriation, in case of accident, illness or death;

(h) the details of the coverage referred to in Article 47, paragraphs 1, 2, 3 D. Lgs 62/2018.

6) CONCLUSION OF THE PACKAGE TOUR CONTRACT

1. Before proceeding to the online conclusion of the contract of the chosen tourist package, you will then be asked to read and accept the General Conditions of Sale, the Terms and Conditions, the relevant clauses pursuant to Articles 1341 and 1342 of the Italian Civil Code, and the document authorizing the processing of personal data. A summary of information on the essential characteristics of each tour package ordered with its price (including all applicable taxes or fees) and the means of payment that may be used will also be provided on screen. To proceed with the online conclusion of a travel contract, the traveler must complete the order form. When proceeding to transmit the order form, the traveler will be advised that such transmission implies an obligation to pay the price indicated. The traveler by following the procedure indicated on the site makes the Organizer, by online transmission of the order form, receive acceptance of the contract proposal. The travel contract, thus, will be considered concluded and as confirmation of the acceptance of the contract proposal, the Organizer, within two days of the acceptance of the contract proposal, will send to the traveler, by e-mail to the address indicated in the proposal contract, an e-mail containing all accepted and signed documents with flag, invoice for payment.

2. Any details that are not correctly stated in the order form must be promptly reported by the traveler. The tour package purchased by the traveler will contain only the services indicated; any different and/or additional services, such as transfers to and from the place of departure and services purchased on site by the traveler are not included in the package and therefore the Organizer assumes no responsibility in this regard and cannot in any way be held liable in connection with them.

3. Should the traveler also make the reservation on behalf of a third party, he/she expressly declares: - that he/she is in possession of the third party's authorization to sign the Contract for the sale of tourist packages; - that the third party's data entered - at the time of booking

- are correct and correspond to the truth; - that he/she has informed the third party of the Terms and Conditions applicable to the booking (including Regulations, restrictions and all documentation present at the time of signing); - to have obtained the consent, from the third party, to adhere to the Terms and Conditions therein; - to guarantee and make full payment of the amounts due, in accordance with the contractually agreed timetable; - to hold the Organizer harmless from any burden of communication and/or information towards the third party for everything concerning the booking phase.

7) PAYMENTS.

1. In order to proceed with the online conclusion of a travel contract, the price specified in the tour package chosen when signing the contract proposal for the sale of the tour package must be paid.

2. Travel documents will be emailed within 2 days after payment, to the email address provided at the time of purchase by filling in the data required for acceptance of the contract proposal.

3. Failure to pay the above amounts will not allow the continuation of the order. In the case of installment payments, the non-payment of advances constitutes an express termination clause pursuant to art. 1456 cod. civ. such as to determine the legal termination to be effected by simple written notice by registered letter with return receipt or by pec, at the residence or domicile, including electronic, where communicated, of the traveler. In this case, any deposit paid will be retained as an advance on damages to be quantified to the extent referred to in the penalty provided for in Article 10, paragraph 2, letter c), as compensation for expenses incurred by the Organizer

4. For the issuance of the invoice, it will be necessary to provide the Organizer with the data required by law to be provided during the purchase of the tourist package.

8) PRICE

1. The price is expressed in euros.

2. The price of the tour package is determined with reference to what is stated in the online tour catalog on the site or out of the catalog if different agreements have been made with the traveler that make changes to the service on the site.

9) MODIFICATION OR CANCELLATION OF THE TOUR PACKAGE BEFORE DEPARTURE BY THE ORGANIZER

1. The Organizer reserves the right to unilaterally change the conditions of the contract, other than the price, where the change is of minor importance. The communication shall be made clearly and precisely through a durable medium such as e-mail to the e-mail address communicated when signing the contract proposal.

If, before the commencement of the package, the Organizer is forced to significantly change one or more main features of the tourist services referred to in Article 34, paragraph 1, letter

a), cdt or cannot meet the specific requests made by the traveler and already accepted by the Organizer, or proposes to increase the price of the package by more than 8 percent, the traveler, within a reasonable period specified by the Organizer, may accept the proposed change or withdraw from the contract without paying withdrawal fees. If the traveler does not accept the proposed change under Paragraph 2 by exercising the right of withdrawal, the Organizer may offer the traveler a substitute package of equivalent or superior quality.

3. The Organizer shall, without undue delay, inform the traveler clearly and accurately on a durable medium: (a) of the proposed changes under Subsection 2 and their impact on the price of the package under Subsection 4; (b) of a reasonable period within which the traveler is required to inform the Organizer of its decision under Subsection 2 (in case of failure to respond within the time period to be specified, the changes shall be deemed to have been accepted by the traveler); and (c) of the consequences of the traveler's failure to respond within the period referred to in (b) and of the replacement package offered, if any, and its price.

4. If the changes in the tour package contract or replacement package referred to in paragraph 2 result in a package of lower quality or cost, the traveler shall be entitled to an appropriate price reduction.

5. In the event of withdrawal from the contract of sale of tourist package pursuant to paragraph 2, and if the traveler does not accept a replacement package, the Organizer shall refund without undue delay and in any case within 14 days of withdrawal from the contract all payments made by or on behalf of the traveler and shall be entitled to be compensated for non-performance of the contract, except in the cases set forth below:

a. There is no compensation arising from the cancellation of the tour package when the cancellation of the package depends on the failure to reach the minimum number of participants that may have been requested;

b. there is no compensation arising from the cancellation of the tour package when the organizer proves that the lack of conformity is attributable to force majeure and fortuitous event;

c. no compensation is provided arising from the cancellation of the tour package when the cancellation of the same depends on authoritative/governmental measures imposing prohibitions and/or impossibility of movement and/or any form of restriction;

d. there is also no compensation arising from the cancellation of the tour package when the organizer proves that the lack of conformity is attributable to the traveler or a third party unrelated to the provision of tourist services included in the tour package contract and is unforeseeable or unavoidable.

6. For cancellations other than those referred to in Paragraph 5 (a), (b), (c) and (d), the canceling Organizer shall refund to the traveler what is due and provided for by the relevant law.

10) WITHDRAWAL OF THE TRAVELER

1. The traveler may withdraw from the tourist package contract at any time prior to the commencement of the package, upon reimbursement to the Organizer of the expenses incurred, adequate and justifiable, the amount of which the latter provides justification for to the traveler who requests it, and upon payment of the penalties calculated on the basis of the time of withdrawal from the contract and the expected cost savings and expected income resulting from the reallocation of tourist services. It is specified that the expenses incurred by the Organizer include, but are not limited to: boat services, purchase of entrance tickets, etc.) which, given the special rates, are subject to more restrictive penalties operating from the moment of confirmation, as they are generally non-refundable rates.

2. In case of termination of the contract, for reasons other than those provided for in paragraph 2 of Article 9, the following penalties will be applied:

(a) 30 % of the agreed rate if the waiver is received 15 days to 11 days before the date of service;

(b) 50 % of the agreed rate if the waiver is received 10 days to 7 days before the date of services;

(c) 70 % of the agreed rate if the waiver is received 6 days to 4 days before the date of service

d) 100% of the agreed rate if the waiver is received by 3 days before the date of service

The day of service is included in the backward count.

Saturdays, Sundays and all holidays are also included in the calculation of deadlines.

3. In the event of unavoidable and extraordinary circumstances occurring at the place of destination or in its immediate vicinity and substantially affecting the performance of the package or the carriage of passengers to the destination, the traveler shall have the right to withdraw from the contract, prior to the commencement of the package, without paying withdrawal fees, and to a full refund of payments made for the package, but shall not be entitled to additional compensation. Such unavoidable and extraordinary circumstances must be verified on a case-by-case basis and come from definite and unequivocal sources such that they make travel manifestly impossible.

4. Any non-attributability to the traveler of the inability to take advantage of the trip does not legitimize the withdrawal without penalty, provided by law only for the objective circumstances referred to in paragraph 3 or for the assumptions referred to in paragraph 2 of Article 9, being provided for the possibility of securing themselves from the economic risk associated with the cancellation of the contract, with appropriate personal insurance policy.

5. The Organizer shall make all refunds prescribed pursuant to paragraph 3 or, with respect to the provisions of paragraphs 1 and 2, refund, if due, any payment made by or on behalf of the traveler for the package after deducting appropriate expenses and penalties, without

undue delay and in any case within fourteen days of termination. In the cases referred to in paragraph 3, the termination of functionally related contracts entered into with third parties shall be determined.

6. Withdrawal must be communicated by pec or by registered mail A/R to the Organizer's registered office in via Monte Cerano 67/c, 28883 Gravellona Toce (VB), pec ISABELLA.SCARSETTI@PEC.IT, together with the identity document, in the form and manner required by law.

(11) LIABILITY OF ORGANIZER FOR INEXACT PERFORMANCE AND SUPERVENING IMPOSSIBILITY IN THE COURSE OF PERFORMANCE - TRAVELER'S OBLIGATIONS - TIMELINESS OF DISPUTE

1. The Organizer is responsible for the performance of the tourist services under the contract of sale of tourist package, regardless of whether such tourist services are to be provided by the Organizer itself, its auxiliaries or principals when acting in the performance of their duties, third parties whose work it uses, or other providers of tourist services pursuant to Article 1228 of the Civil Code.

2. The traveler, in accordance with the obligations of fairness and good faith set forth in Articles 1175 and 1375 of the Civil Code, must inform the Organizer, promptly, taking into account the circumstances of the case, of any lack of conformity detected during the performance of a tourist service provided for in the contract of sale of tourist package.

3. If any of the tourist services is not performed as agreed in the contract of sale of package tour, the organizer shall remedy the lack of conformity, unless this is impossible or excessively burdensome, taking into account the extent of the lack of conformity and the value of the tourist services affected by the defect. If the Organizer fails to remedy the defect, the traveler is entitled to a reduction in the price unless the Organizer proves that the lack of conformity is attributable to the traveler or to a third party unrelated to the provision of the tourist services or is of an unavoidable or unforeseeable nature or due to extraordinary and unavoidable circumstances.

4. Subject to the above exceptions, if the Organizer fails to remedy the lack of conformity within a reasonable period set by the traveler with the complaint made pursuant to paragraph 2, the traveler may remedy the lack of conformity personally and claim reimbursement of necessary, reasonable and documented expenses; if the Organizer refuses to remedy the lack of conformity or if it is necessary to remedy it immediately, the traveler need not specify a time limit. If a lack of conformity, within the meaning of Article 1455 of the Civil Code, constitutes a failure to perform the tourist services included in a package of not minor importance and the Organizer has not remedied it within a reasonable period determined by the traveler in relation to the duration and characteristics of the package, with the objection made pursuant to paragraph 2, the traveler may, without charge, terminate the tourist package contract as of right and with immediate effect or, where appropriate, request, pursuant to Article 43 CdT, a reduction in price, subject, however, to

any compensation for damages. In case of termination of the contract, if the package included the transportation of passengers, the organizer shall also arrange for the return of the traveler with equivalent transportation without undue delay and without additional cost to the traveler.

5. Where it is impossible to ensure the traveler's return, the Organizer shall bear the cost of necessary accommodation, where possible of a category equivalent to what was provided for in the contract, for a period not exceeding three nights per traveler or such longer period as may be provided for in the European Union passenger rights regulations applicable to the relevant means of transportation.

6. The limitation of costs referred to in the preceding paragraph shall not apply to persons with reduced mobility, as defined in Article 2(1)(a) of Regulation (EC) No. 1107/2006, and their accompanying persons, pregnant women, unaccompanied minors, and persons in need of specific medical assistance, provided that the Organizer has been notified of their special needs at least forty-eight hours before the start of the package. The Organizer may not invoke unavoidable and extraordinary circumstances to limit liability under this paragraph if the transportation service provider cannot invoke the same circumstances under applicable European Union law.

7. If, due to unforeseen circumstances not attributable to the Organizer, it is impossible to provide, during the course of performance, a substantial part, in value or quality, of the combination of tourist services agreed upon in the tourist package contract, the Organizer shall offer, without additional charge to the traveler, suitable alternative solutions of equivalent or higher quality, where possible, than those provided for the trip, so that the performance of the package may continue, including the eventuality that the traveler's return to the place of departure is not provided as agreed. If the proposed alternative arrangements result in a package of lower quality than that specified in the tour package contract, the Organizer shall grant the traveler an appropriate price reduction.

8. The traveler may reject proposed alternative solutions only if they are not comparable to what was agreed upon in the package tour contract or if the price reduction granted is inadequate.

9. If it is impossible to arrange alternative solutions or the traveler rejects the proposed alternative solutions that comply with paragraph 7, the traveler shall be granted a price reduction. In case of failure to comply with the obligation to make an offer under paragraph 7, paragraph 4 shall apply. 10. Where, due to unforeseen circumstances not attributable to the organizer, it is impossible to ensure the traveler's return as agreed in the tourist package contract, subparagraphs 5 and 6 shall apply.

12) SUBSTITUTIONS

1. In view of the restrictive nature of the contract and the services guaranteed therein, the traveler may assign the contract of sale of tour package purchased under certain and mandatory conditions, as provided in Article 38 CdT. 2. The traveler, upon prior notice

given to the Organizer on a durable medium no later than seven days prior to the commencement of the package, may assign the tourist package contract to a person who meets all the conditions for the enjoyment of the service (requirements inherent in the passport, visas, health certificates, any physical fitness...). The traveler must necessarily and obligatorily notify the Organizer of all information regarding the transferee and inherent to the tourist package in question. Assignment will be possible as long as the air carrier used allows it.

3. The assignee shall reimburse the Organizer for all additional expenses incurred in making the substitution, to the extent that will be quantified to him/her prior to the assignment.

4. The transferor and the transferee of the package tour contract shall be jointly and severally liable for the payment of the balance of the price and any fees, taxes, and other additional costs, including any administrative and paperwork fees, resulting from such transfer.

13) OBLIGATIONS OF PARTICIPANTS

1. Notwithstanding the obligation to promptly report the lack of conformity, as provided in this contract, travelers shall comply with the following obligations:

- Travelers are obliged to notify the Organizer of their citizenship and must have individual passports or other documents valid for all countries touched by the itinerary, as well as residence and transit visas and any health certificates that may be required. The responsibility of the Organizer for verifying the validity of any document required for the purpose of the trip is excluded;

- Travelers with foreign citizenship will find the corresponding information through their diplomatic representations present in Italy and/or their respective official government channels;

- In addition, travelers shall comply with the rules of normal prudence and diligence and with the specific rules in force in the countries of destination of the trip, with all the information provided to them by the Organizer, as well as with the regulations and administrative or legislative provisions relating to the tourist package; - Travelers shall, likewise, consult and inform themselves about the governmental channels inherent to the place of destination through the portal "viaggiaresicuri" or any other tool necessary to be fully acquainted with the regulations in force there; - Travelers shall be held liable for all damages that the Organizer may incur as a result of their failure to comply with the above obligations including repatriation expenses;

- The traveler is obliged to provide the Organizer with all documents, information and elements in its possession that are useful for the exercise of the latter's right of subrogation against third parties responsible for the damage and is liable to the Organizer for the prejudice caused to the right of subrogation;

- The traveler will also notify the Organizer, in writing, at the time of booking, of special personal requests that may be the subject of specific agreements on travel arrangements, provided that it is possible to implement them;

- The traveler is always obliged to inform the Organizer of any special needs or conditions (food intolerances, disabilities, etc.) of the traveler before the conclusion of the contract and concurrently signing the consent to the processing of sensitive data, and explicitly specifying the request for related personalized services, the Organizer having to verify the possibility of implementation. In the absence of such consent it will not be possible to fulfill the contractual obligations. Special requests made after the conclusion of the contract do not bind the Organizer to its implementation, the contract remaining already finalized according to what appears on the invoice;

- In any case, travelers prior to departure will check with the competent Authorities the official information of a general nature concerning the country of destination on foreign countries - including those relating to the socio-political security situation, health and climatic situation and the documents required for access to Italian citizens . Since this data is subject to changes and updates, the traveler will - by consulting these sources - verify the officially expressed wording before proceeding to the purchase of the travel package. In the absence of such verification, no responsibility for the non-departure of one or more tourists can be attributed to the Organizer;

- Where on the date of booking the chosen destination was found by institutional information channels to be a location subject to "warning" for security reasons, the traveler who subsequently exercises the withdrawal may not invoke, for the purpose of exemption from the reduction of the claim for the withdrawal made, the failure of the contractual cause related to the security conditions of the country;

- The traveler shall, during the trip, behave in a manner that does not harm his or her own and other people's safety as well as attitudes that will affect, damage and/or disrupt the ordinary program planned for the organized trip. The traveler must, in addition, behave diligently and comply with the rules that will be given by the Organizer's staff (by way of example but not limited to: do not be late for scheduled appointments; comply with the rules given by the DMCs...).

2. Any behavior that jeopardizes the tranquility and progress of the trip will be sanctioned by the Organizer, who will have the right to recourse against the traveler for compensation for the damage suffered as well as for any program changes caused as a result of the occurrence of such incidents. In such cases, the Organizer reserves, as well, the right to remove the traveler from the group by not making him/her continue the trip.

14) REJECTION OF NEW RESERVATIONS

1. The Organizer reserves the right to refuse and cancel, within thirty days of the reservation made, new reservations by travelers who, in previous group trips or in dealings with the

Organizer, have violated the obligations of conduct expressed herein. In such cases, the Organizer also reserves the right to inhibit travel registrations by the traveler.

2. In the case of a reservation made by travelers falling under the conditions described in the preceding paragraph, the Organizer will proceed with the cancellation of the same and a full refund of the amount paid by the traveler, being expressly excluded compensation for any damage.

15) TRAVEL COMPATIBILITY

1. The tour packages offered by the Organizer may not be suitable for everyone. The Organizer informs and invites the traveler to carefully review the characteristics of the tour package offered in order to have full knowledge of the type and peculiarities of the trip and make an informed choice. Some of the tour packages organized by the Organizer require specific technical preparation. With the acceptance of the tour package proposal, the traveler declares that he/she has read the characteristics of the tour package and that he/she has assessed them as suitable for his/her own characteristics, even after consultation with his/her family doctor and/or specialist.

2. In case of the presence of special psychophysical conditions - or simply in case of doubts about one's ability to cope with the proposed itinerary - the traveler should contact the Organizer before making the reservation in order to obtain more information and to agree, where possible, on any special arrangements to ensure safe participation in the trip. 3. In the event of failure to give prior notice, the Organizer reserves the right to refuse the traveler's reservation or departure if the features of the booked trip are deemed incompatible or too risky for the traveler's health or safety. In such cases, the Organizer will proceed to refund the fee already paid less any non-refundable expenses already incurred up to the time of refusal of the reservation and/or departure.

4. The Organizer shall not be held liable in case of failure to disclose any particular psychophysical condition of the traveler that could affect his/her participation in the trip. In such a case, the Organizer shall be released from any liability arising from any adverse consequences caused by the omission of such information.

5. In case of failure to provide prior notice, the Organizer reserves the right to take all necessary measures to ensure the safety and well-being of all travel participants. In addition, the Organizer reserves the right to take legal action to claim compensation for any damages or costs resulting from the traveler's omission of important information. 6. By purchasing the tour package, the traveler declares that he/she has been informed about the characteristics of the tour package purchased and that he/she has chosen the same only after evaluating the type and peculiarities of the trip by making an informed choice.

16) LIABILITY REGIME

1. The Organizer is liable for damages caused to the traveler as a result of the total or partial non-performance of the contractually due services, whether they are performed by him

personally or by third-party service providers, unless he proves that the event resulted from the traveler's own actions (including initiatives independently taken by the traveler in the course of the performance of the tourist services) or from the actions of a third party of an unforeseeable or unavoidable nature, from circumstances unrelated to the provision of the services under the contract, fortuitous event, force majeure, or circumstances that the Organizer himself could not, according to professional diligence, reasonably foresee or resolve.

17) LIMITS OF COMPENSATION

1. Compensation for damages arising from the non-performance or inexact performance of the services constituting the tourist package and the related limitation periods are governed by Articles 43 and 46 of the Tourism Code and in any case within the limits established by the International Conventions governing the services that are the subject of the tourist package as well as by Articles 1783 and 1784 of the Civil Code, with the exception of personal damages not subject to a set limit.

2. The right to price reduction or damages provided for in this Article shall be prescribed in two years from the date of the traveler's return to the place of departure.

3. The right to compensation for personal injury shall be prescribed in three years from the date of the traveler's return to the place of departure or the longer period provided for compensation for personal injury by the provisions governing the services included in the package.

18) DUTY OF CARE

1. The Organizer shall provide appropriate assistance without delay to the traveler in distress including in the circumstances referred to in Article 42, paragraph 7 CdT, in particular by providing appropriate information regarding health services, local authorities and consular assistance and assisting the traveler in making long-distance communications and helping the traveler to find alternative tourist services.

2. The Organizer may charge a reasonable fee for such assistance if the problem is caused intentionally by the traveler or through the traveler's fault to the extent of actual expenses incurred.

19) TRAVELER GUARANTEES (ART. 47 CoT)

1. Organized tourism contracts are assisted by suitable guarantees provided by the Organizer and any intermediary travel agent that, for travel abroad and travel that takes place within a single country ensure, in cases of insolvency or bankruptcy of the intermediary or the Organizer, the refund of the price paid for the purchase of the tourist package and the immediate return of the traveler. The identification details of the legal entity that, on behalf of the Organizer, is required to provide the guarantee will be indicated on the Organizer's website and/or in the statement of account, and/or booking confirmation, and/or invoice for the services requested by the tourist.

20) PHOTO/VIDEO USE RELEASE

1. During the trip, photos and videos of the tourist will be collected, including for advertising purposes. At the time of purchasing the tour package, the traveler may sign and authorize the Organizer to use photos and videos in accordance with the provisions of the appropriate document authorizing the processing of personal data contained in photos/videos intended for publication and dissemination.

21) WITHDRAWAL PURSUANT TO ART. 41 SECTION 7 BOD.

1. In the case of online purchases, the right of withdrawal (so-called right of "reconsideration") is excluded, as it falls within the type of "distance contracts" under Article 45, paragraph 1, lett. g, of the Consumer Code ("any contract concluded between the trader and the consumer under an organized scheme of sale or provision of services at a distance without the simultaneous physical presence of the trader and the consumer, through the exclusive use of one or more means of communication at a distance until the conclusion of the contract, including the conclusion of the contract itself") and pursuant to Article 47, paragraph 1, lett. g) Consumer Code, which regulates and lists the cases of exclusion.

22) INSURANCE (ART. 47 SECTION 10 BOD)

1. All organized trips include in the price and are covered by policy No. 1886/319/177004899 signed with Unipol assicurazoni s.p.a.. The guarantees and related conditions are published on the website of the Organizer . In addition to what is included in the price, it is advisable to take out additional personal insurance policies that also supplement the maximum amount of the medical expenses section.

2. The rights arising from insurance contracts must be exercised by the traveler directly against the contracting Insurance Companies, under the conditions and in the manner provided in the policies themselves, paying attention, in particular, to the timeframe for opening a claim, deductibles, limitations and exclusions. The insurance contract in place between traveler and Insurance Company has the force of law between the parties and takes effect between traveler and Insurance Company pursuant to Article 1905 of the Civil Code.

23) ALTERNATIVE DISPUTE RESOLUTION TOOLS.

1. The organizer may propose, as an alternative and non-mandatory way, to the traveler - on the documentation, on its website or in other forms - ways of alternative resolution of disputes that have arisen (ADR - Alternative Dispute Resolution), pursuant to Legislative Decree 206/2005. In this case, the organizer will indicate the type of alternative resolution proposed and the effects that such adherence entails.

24) JURISDICTION

1. The Terms and the purchase of the travel package and all disputes regarding their execution, interpretation and validity are subject to Italian law, the jurisdiction of the Italian State and the competence of the Court provided by law.

25) FINAL CLAUSES

1. The invalidity, nullity or ineffectiveness of any clause of this Contract will not result in the invalidity, nullity or ineffectiveness of the remaining parts of this Contract, without prejudice to the Organizer's commitment to replace any invalid clauses with covenants that are as equivalent as possible.

_ STATEMENT PURSUANT TO ART. 13 DLGS 196/2003 and ss.mm.ii and Art. 13 of Regulation (EU) 679/2016 (the "GDPR") The processing of personal data, the provision of which is necessary for the conclusion and execution of the contract, is carried out in full compliance with DLGS 196/2003 and the GDPR and subsequent amendments, in paper and digital form. The customer may at any time exercise its rights under art. 7 DLGS 196/2003 and the GDPR by contacting the data controller: Isabelli Scarsetti , HEAD OFFICE via Monte Cerano 67/c, 28883 Gravellona Toce (VB), VAT: 02403220037, C.F. SCRSLL80P45L746L ; legal representative: Isabella Scarsetti; PEC ISABELLA.SCARSETTI@PEC.IT and MAIL *info@isalaguida.it,* telephone 33807990531.

MANDATORY COMMUNICATION IN ACCORDANCE WITH ARTICLE 17 OF LAW NO. 38/2006.

"Italian law punishes with imprisonment crimes concerning prostitution and child pornography, even if committed abroad.

□18 I ACCEPT THE ABOVE CONDITIONS
[18] virtual button (*check and point*) for acceptance and transmission of online communication.

THE CUSTOMER IS REQUESTED, PRIOR TO PURCHASE, TO CAREFULLY READ THE GENERAL CONDITIONS OF SALE AS IDENTIFIED ABOVE AND THE INFORMATION CONTAINED THEREIN, AND THE SELLER SHALL ISSUE A COPY OF THEM THROUGH OTHER DURABLE MEDIUM SUCH AS E-MAIL TO BE FORWARDED TO THE E-MAIL ADDRESS PROVIDED.

I hereby declare that I have taken exact note of the above clauses and conditions, and in particular of the conditions referred to in points 6. (Conclusion of the tourist package contract), 7. (Payments), 8. (Price), 9. (Modification or cancellation of the tourist package before departure by the organizer), 10 (Withdrawal of the traveler), 11. (liability of the organizer for inexact execution and supervening impossibility in the course of execution - obligations of the traveler - timeliness of dispute), 12. (Substitutions), 13. (Obligations of participants), 14. (Refusal of new bookings), 17. (Limit of compensation) 21. (withdrawal ex art. 41 paragraph 7 cdt), 25. (Final clauses) the clauses of which - reread and approved - are accepted by the Buyer himself to all consequent effect.

□19 I DECLARE THAT I HAVE READ AND APPROVED THE ABOVE CLAUSES.
[19] virtual button (*check and point*) for acceptance and transmission of online communication.

Virtual button (*check and point*) ***privacy*** **information**