

**ABLE Worldwide Inc. carries on business as a travel management company via its website: SmartCruiseTours.com**

**Unless otherwise stated, any booking or purchases made through ABLE Worldwide Inc. / SmartCruiseTours.com or any SmartCruiseTours.com affiliate website will be governed by and subject to these Terms & Conditions.**

In all booking arrangements, the person making the booking shall be deemed to have accepted these conditions on behalf of the persons traveling with him/her and using the booking.

**Use of this website constitutes acceptance of SmartCruiseTours.com Terms and Conditions.**

## Important Travel Conditions

You are responsible for **passports, visas, health requirements and travel insurance.** ABLE Worldwide Inc.

is not responsible for researching or obtaining a passport, visa, health requirements nor for providing coverage for loss of valuables. You are fully accountable for obtaining all documents and immunizations necessary to complete your travel. Keep in mind that requirements often vary for citizens of different countries. Make sure to gather information well in advance.

## Pricing

- Prices listed at SmartCruiseTours.com or any SmartCruiseTours.com affiliate website are per person unless otherwise specified.
- Prices are based on the local tariff at the time of quoting and converted at the prevailing foreign-exchange rate as determined by ABLE Worldwide Inc.
- Price quotations are subject to change and are based on availability.
- Prices do not include tips/gratuities to tour directors, drivers or local guides; passport and visa fees; baggage and personal insurance; any items of a personal nature; or any beverages or food not specifically listed on the product pages of SmartCruiseTours.com or any SmartCruiseTours.com affiliate website.

## Payments

Tours must be pre-paid except where otherwise stated. When paying with any currency other than Euro (€) you will be charged at the conversion's rate applicable on the date of your booking as determined by ABLE Worldwide Inc.

In order to guarantee higher security standards ABLE Worldwide Inc. has elected to use PayPal service for the collection of payments. This means that ABLE Worldwide Inc. never collects nor stores your credit information. Please note that you will NOT need to have a PayPal account in order to make payments, as PayPal accepts the following types of payments: Credit Card, PayPal Account, Checks (or bank transfers). Note: if you have paid by check or bank transfer, your payment will require few days to clear, and that leaves the order in pending status for 6-8 days. Please note that refunds will also be processed by PayPal as we are not the ones that collect and charge your credit card.

## Travel

### Vouchers (do not travel without your vouchers)

After payment, ABLE Worldwide Inc. / SmartCruiseTours.com will send a confirmation and travel voucher by e-mail. **This voucher has to be printed as proof of purchase, and must be presented to the service provider** in order to redeem your tour, ticket, or package. Please note that each product has a separate voucher, hence there could potentially be multiple vouchers for your booking.

All information regarding the travelers should be correctly given at the time of booking.

A copy of the travel voucher(s) MUST BE PROVIDED TO ALL participants.

**The contact information for the local service provider will be available on the SmartCruiseTours™ travel voucher.**

**ABLE worldwide Inc will not be held responsible for any problem that may arise if you do not follow the instructions on your Vouchers,** or if you do not call the appointed telephone numbers right away in case of difficulties.

#### **Note on private or semi-private excursions**

: these excursions are backed up by a SmartCruiseTours emergency and travel support number (found on your travel vouchers).

Calling us is very simple as you can ask your driver to call us directly so that we can resolve **any situation** right away.

Although the vouchers are **sent by email after receipt of payment,** they may not get delivered for a variety of reasons related to **your** email security settings of which we have no knowledge nor control.

### If you do not see your travel Vouchers

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- first check that you have provided us with your correct email address at registration time, as if you did not, we have no way of reaching you
- check that your payment has been completed
- check your Email Spam Folder
- if you still do not see the email with Vouchers, please send us a note at [support@smartcruisetours.com](mailto:support@smartcruisetours.com) with your order number and  
☐ **we will resend them to you**

- **You must notify SmartCruiseTours.com at least 72 hours before the date of service.**

### In case of Emergency, Problems or Difficulties

- Customers must travel with their Voucher(s), which include important information, local contact numbers as well as appointed Emergency Number(s).
- If a participant gets temporarily lost, they must remain still and contact the provider local number and/or SmartCruiseTours emergency number (shown in your voucher)
- If a participant departs from the group, establish a meeting point location and time.
- Making a phone call in Italy is easy as many Italians will provide assistance with that if asked.
- **Note on private or semi-private excursions:** these excursions are backed up by a SmartCruiseTours emergency and travel support number (found on your travel vouchers). The SmartCruiseTours Emergency number(s) found in your private or semi-private excursions travel vouchers ☐ **must be called** as soon as any problem or difficulty arises. Calling us is very simple as you can ask your driver to call us directly so that we can resolve any situation right away.  
**ABLE worldwide Inc ☐ will not be held responsible if the appointed Emergency Number is not called in case of any☐ difficulties at travel time.☐**

### Changes and Cancellations

**You may change or cancel your confirmed bookings at any time.☐**

In order to **receive a refund** (or adjustment of price in case of changes), we need to receive your changes or cancellations **2 calendar days (or 7 calendar days) for semi-private, private excursions and fast track train** ) of the scheduled departure or commencement time. In the case of cancellation, you will receive a refund of the listed price, excluding the €1,50 per person per service booking and handling fee. In the case of changes to an order, you will receive a written confirmation of price update should there be a change in price.

For changes or cancellation received within 2 calendar days (or 7 calendar days for private excursions) of the scheduled departure or commencement time of the day of the services, you will be charged a **100% cancellation fee** (no refund, nor downward price adjustments).

**NOTE:** Pre-Booked Entrance Tickets to sites and museums are non-refundable.

**Cancellation Procedure:** send an email with your order information and a detailed request to [support@smartcruisetours.com](mailto:support@smartcruisetours.com) .

**Processing of Refunds:** canceled products are refunded in 2 to 4 weeks after travel date. Refunds of Train tickets require a longer processing time.

Unless otherwise stated in the product detail, these policies apply to all products sold at SmartCruiseTours.com or any SmartCruiseTours.com affiliate website.

### **Late Cancellations and No Show Policy**

- If you don't show up for your tour or transfer without prior cancellation, or canceling too late (see Cancellation Policy above) you'll be charged a 100% **no-show fee equal to the missed service cost.**

- Taking alternative transfer from the airport/port without contacting us or calling the appointed numbers will be charged a 100% **no-show fee equal to the missed service cost.**

- If you experience difficulty locating the tour representative on the day of your tour or transfer, please call the telephone numbers listed on your travel voucher (local provider number

and SmartCruiseTours emergency number). Leaving the pick-up location without notifying us **will result in a no-show charge.**

- In case, you miss your flight or if your airline cancels the flight due to bad weather or if you're rerouted to another airport on arrival, you are required to inform us immediately using the contact numbers found on your travel voucher (local provider number and SmartCruiseTours emergency number). We will either reschedule your service for a different pickup time or cancel the service.

- If your ship doesn't dock due to bad weather or technical problem, you will not be charged, and you will receive a full refund of any prepaid tour cost or booking deposit (with the exception of museum tickets).

To avoid a late cancellation or no show fee, the reservation must be canceled in accordance with our Cancellation policy.

### **Wait Time Policy**

All airport transfers or any other service allow for reasonable wait time due to flight and baggage delays or any other urgent reasons. For private excursions driver will wait up to 1 hour after the agreed upon pick up time. If you require additional wait time please call the telephone numbers listed on your travel voucher (local provider number and SmartCruiseTours emergency number). Arriving at the pickup location later than 1 hours without notifying us **will result in a no-show charge.**

### **Disclaimer & Limitation of Liability**

ABLE Worldwide Inc. / SmartCruiseTours.com assumes no liability for injury, loss, damage, accident, delay or inconveniences which may occur either by reason of defect or as acts of government or other civil authorities (civil disturbances, strikes, etc.) or from any cause beyond ABLE Worldwide Inc. / SmartCruiseTours.com control. ABLE Worldwide Inc. / SmartCruiseTours.com can accept no responsibility for the loss or additional expenses due to delay or changes in schedule or other causes beyond ABLE Worldwide Inc. / SmartCruiseTours.com control.

ABLE Worldwide Inc. and his local suppliers reserve the right to vary itineraries in order to improve each tour, to the tour members' enjoyment and advantage. ABLE Worldwide Inc. and its suppliers reserve the right to cancel or rescheduled any tour departure in accordance with operation requirements.

Occasionally our suppliers may be incapacitated to render services for reasons beyond their control and/or service providers make changes to tour dates, prices, inclusions, coverage, age requirements, etc. As a result, ABLE Worldwide Inc. reserves the right to cancel, change or substitute any service, tour, ticket or product that you have booked at SmartCruiseTours.com or through SmartCruiseTours.com affiliated websites, at any time, for any reason.

Notwithstanding the above, when we are informed in advance by our agents, service providers and/or suppliers of a significant change to a booking and/or to a tour, product or event, we make every reasonable effort to notify you as appropriate, in order to amend or re-issue the booking where feasible.

### **Return on Time Guarantee**

For those tours that are covered under a "Return on Time Guarantee", ABLE Worldwide Inc. or the supplier will refund **your tour cost** should you miss your ship due to a problem related to our doing like a technical problem with the vehicle, or a driver not being able to continue with his duty due to sudden adverse personal conditions. Problems due to unforeseeable situations that are not related to our doings, like weather conditions, road blocks, or those caused by unforeseeable circumstances and fortuitous events **are not covered by the guarantee.**

Only in exceptional cases shall ABLE Worldwide Inc. or the supplier agree to **exchange the refund of tour cost with the cost of transfer to the next port of call.**

### **Travel Insurance**

It is a condition of our contract with you that you and all members of your party have suitable and sufficient travel insurance to cover your journey as neither ABLE Worldwide Inc. nor our suppliers can be held responsible for any liability, expenses or losses you incur as a result of being inadequately insured.

In the case of private transfers or tours, the driver will remain near the car the whole time with the exception of occasional short needs like bathroom stops. While the luggage stays under his/her near constant supervision, we do not provide a private items insurance.

### **Gift Certificates**

If and when available, gift certificates are non-cancellable and are non-refundable.

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