

# TERMS & CONDITIONS

## ARABBA TRANSFER SERVICE

### Winter 2024-2025

1. The Arabba Transfer service can be booked exclusively online on the website [www.arabba.it](http://www.arabba.it). For the routes scheduled on Saturday and Sunday, the service has to be booked within the Wednesday 4p.m. before the departure/arrival weekend. In case of cancellation by the customer the price of the ticket will not be refunded.

2. This service is only for the partner accommodation facilities of our association Arabba Fodom Turismo, in this case, the client name provided at the time of the online booking will be shared with the relevant accommodation facility. In case the reservation is not true the booking will be cancelled and the price of the ticket will not be refunded.

3. The details of the e-mail confirmation is your voucher. At the time of booking clients are advised to use the same name used for the hotel/apartment booking in order to make checks easier. Details of the confirmation e-mail (airport, route, hotel, passengers, phone number, additional baggage, ski bags, etc.) must be controlled carefully by the user. Arabba Fodom Turismo is not responsible for user's mistakes in the data entry. Any mistake/correction has to be communicated via e-mail to: [info@arabba.it](mailto:info@arabba.it) within 48 hours after the receiving of the voucher. The voucher must be kept and shown to the hostess/taxi driver present in the arrival hall of the airport.

4. The Arabba Transfer service can be booked exclusively online. No passenger without a valid booking will be accepted onboard, unless there are available seats at the moment of the boarding and only if the guest is staying at one of the accommodation facilities member of Arabba Fodom Turismo: only in these case, the hostesses can sell tickets on site.

5. The cost of the service from/to Venice Marco Polo and Treviso Antonio Canova from/to Arabba amounts to € 65,00 per person for the one-way ticket and € 95,00 per person for the round trip ticket, service available on Saturdays and Sundays from the 7th of December to the 6th of April, additional trips on 26th of December and the 2nd of January. The cost of the service from/to Bolzano San Giacomo Airport amounts to € 55,00 per person for the one-way ticket and € 75,00 per person for the round trip ticket, service available only on Sundays from the 8th of December to the 6th of April.

The children of every year pay the whole ticket. The voluminous luggage have to be communicated.

6. Only for flights, in case of delay, the bus will wait for passengers for a max. of 30 minutes after the scheduled departure time (flight information provided by the airport management system will be considered). For delays of more than 30 minutes, and only in case that free seats are available, passengers will be allowed to take the next scheduled route by giving immediate notice to Arabba Fodom Turismo at the service number 0039 338 202 7673 active only during service hours on Saturday & Sunday, only calls, NO WhatsApp. In case no following routes are available, passengers that won't show up at the meeting point will have to reach the destinations individually and by own means. The ticket is not refundable. No refund claims will be accepted, in case of cancellation requested by the customer the tickets will not be refunded. In case clients don't provide all required information at the moment of the online booking (e.g. No flight, time of arrival/departure, airport of departure, additional item), it is advisable to communicate any possible delay, flight cancellation at the service number 0039 338 202 7673 active only during service hours on Saturday & Sunday, only calls, NO WhatsApp.

7. Arabba Fodom turismo is not liable for thefts or loss of the passengers' luggage. We recommend not to leave your luggage unattended and not to forget your personal items/luggage on the bus at the end of the journey. In case some personal items are left on the bus and found, passengers will be charged for delivery costs if required.

8. Passengers meeting points at the airports:

- Venice "Marco Polo": in arrival area, meeting point at Bar Rustichelli Mangione (\*)
- Treviso "Antonio Canova": inside the arrivals area, you will find the receptionist/driver (\*)
- Bolzano "San Giacomo": outside the airport (\*)

(\*) unless otherwise stipulated, which may be communicated by e-mail.

You will recognize the hostess/drivers holding a board with the attached symbol:



9. A delay of maximum 30 minutes in the departure time from the airport could happen. Arabba Fodom Turismo is not responsible for longer delays caused by bad weather conditions and/or traffic jam and/or late connections. The departure/arrival times are approximate. There may be variations in the times indicated on the web page, for example earlier departures if the number of passengers who have booked the service is high. Nothing can be charged to Arabba Fodom Turismo or to the bus company, as for example in case of departure the missing of the flight.

10. According to the number of passengers the transport can be made by bus, minibus or car.

11. It is forbidden to carry on board and consume any type of beverage (alcoholic and non-alcoholic) during the transfer journey without authorisation from the driver. Non-observance of this rule will result in immediate removal from the vehicle and interruption of the transfer service.

12. The hostess or the taxi driver have the power to decide to let or not get on the shuttle the passengers showing an offensive behaviour towards the staff or other passengers. In this case the ticket won't be refunded.

13. NO SHOW: in the event of a no-show on the departure journey, the return journey will also be automatically cancelled.

14. Any complaints of inefficiency must be made in writing within 30 days of the date of use and addressed to the following address: Arabba Fodom Turismo Via Mesdì 66/A-B 32020 Arabba (BL) Livinallongo del Col di Lana Italy or by e-mail [info@arabba.it](mailto:info@arabba.it) Complaints or refund claims sent after the above given deadline will not be considered under any circumstances. No claims about the point no 9 will be accepted.

15. Help Desk: open from Monday to Friday from 8.30<sup>am</sup> to 12.00<sup>pm</sup> and from 3:30<sup>pm</sup> to 5.00<sup>pm</sup> at the service number 0039 338 202 7673 active only during service hours on Saturday & Sunday, only calls, NO WhatsApp. E-Mail: [info@arabba.it](mailto:info@arabba.it)

16. Hostess/assistance telephone number: 0039 338 202 7673 active only during service hours on Saturday & Sunday, only calls, NO WhatsApp.

17. Privacy: personal data relating to travellers will be processed by Arabba Fodom Turismo on computer and hard copy, in full compliance with Regulation (EU) 2016/679 on the protection of personal data and subsequent amendments or additions that may be made by the national legislator, according to principles of transparency, relevance and non excess for the purposes strictly related to the provision of the transport service. Information regarding any cancellations or delays to the departure of the service will be provided to passengers at the contact details they provided when making their reservation. Failure to provide such personal data will make it impossible to fulfil the obligations to inform passengers