

Protocols and Policies

Covid Protocols:

Single-use (disposable) Headsets included.

Based on precautionary regulations against Covid-19, groups can be max with 20 people, wearing masks/face covering is required as well as social distancing during the tour and is recommended to bring with you hand sanitizer.

Reservation Policy:

- Send an E-mail to venicewithchiara@gmail.com and bring with your mail confirmation received once confirmed.
- Mobile or WhatsApp text to +393487999051

Cancellation Policy:

The tour will be cancelled in case of exceptional bad weather (issue needed to be dealt with Chiara) and rebooked if possible or refund. Should you need to cancel the paid and confirmed tour with no penalty, you will need to send an email to venicewithchiara@gmail.com at least 48 hrs before 00:01 AM Italy local time. Chiara will reply within 12 hrs confirming the cancellation of the tour reservation without penalty fees. In case of late cancellation, there will be no reimbursement as per terms & conditions above stated.