

TERMS & CONDITIONS



icaterina
ITALIAN LUXURY DMC

1

WE RECEIVE YOUR REQUEST

A dedicated expert travel designer from our team takes the lead on your request. We explain our working process, and if you're comfortable with our approach, we promptly move forward.

2

MORE ABOUT YOUR GUESTS

You receive a **questionnaire** with a few questions on your clients' preferences and expectations. Additionally, we can arrange a Zoom call to discuss everything in depth.

With the questionnaire, you are asked to accept our Terms & Conditions.

3

OUR FIRST ITINERARY PROPOSAL AND HOTEL DRAFT QUOTATION

The **itinerary proposal features** a curated list of experiences and activities tailored to your clients' preferences. The hotel draft quotation offers you a **preliminary cost estimate** for the accommodation.

4

FIRST PAYMENT: ITINERARY DESIGN DEPOSIT

You are asked to pay the non-refundable Itinerary Design Deposit (IDD) of €500.00 (*).

5

ITINERARY DEFINITION

We **work together on the itinerary refinements**, and at Icaterina, we verify the availabilities of the required services and experiences to ensure the feasibility of the itinerary. You'll receive a first draft quotation for the experiences too.

6

FINAL ITINERARY AND PROFORMA CONFIRMATION

You are asked to **approve the finalised itinerary** along with the associated proforma.

Note that there is a charge of €50 for each modification request after approval (the first five are complimentary).

7

OTHER PAYMENTS: DEPOSIT AND FINAL BALANCE

Upon confirmation, secure the agreed services and relative BAR quotations by providing a **30% deposit of the total amount**.

Within 90 days prior to the arrival date, you pay the remaining balance.

For trips starting within 90 days, full payment is required at the time of confirmation.

8

VOUCHERS

Essential service vouchers from the associated suppliers are collected according to their timing and **are provided to you before the arrival date**.

ICATERINA

TRAVEL AGENCY

(*) The IDD will be deducted from the final balance if the trip is confirmed.
In the case of non-confirmation, it is retained as compensation for the itinerary design and planning work.
Please refer to the exceptions outlined in the [Terms & Conditions](#).