

WELCOME to the Umbria Bella tour. During your stay in Umbria you will be put in touch with an enchanting, beautiful and relatively undiscovered part of Italy, with a varied history and rich architectural and artistic heritage. We are delighted that you are coming on our program and this letter will fill you in on a few details about your arrival and the tour in general, as well as some advice on what to bring. We also need some information about you so that we can do our best to make sure that you have a wonderful holiday. Please fill out the enclosed form and send it back to your travel agent who will then forward it on to us.

## ARRIVAL

You will be collected on the first day of the tour from outside **FOLIGNO** station at the **main taxi point**, at **11am**, or – on request – from a Foligno hotel at **10.30am**.

To arrive at Foligno station you take the Rome-Ancona line. There is more detailed information about trains at [www.trenitalia.it](http://www.trenitalia.it)

In case of any problems the mobile phone numbers of the people collecting you are **+39 333 66 800 26** or the office numbers in Italy are **+39 0742 378399** or **+39 0743 254063**

From Foligno station you will be transferred directly to Montefalco in a private coach. Unless there are unexpected delays you will leave by about 11.15am and arrive at the accommodation before 12 noon, in time for lunch.

Alternatively we can collect you from a hotel in Foligno, **before** the station pick up. This can be by arrangement only and must be indicated clearly on the final information form !

Please specify your arrival preference on the attached form. In case of any problems or change of plans please contact us on By text to +39 333 6680026 or T / F ++39 0742 378 399 or email [info@livingitaly.com](mailto:info@livingitaly.com) at least 24 hours before your anticipated arrival.

## HOW TO CONTACT PEOPLE ON UMBRIA BELLA TOURS

**FABRIZI FAMILY AGRITURISMO HOTEL**  
**06036 MONTEFALCO (PG), ITALY**  
**TEL: +39 0742 379 492 FAX: +39 0742 371 077**

The **time difference** between Italy and Australia from March to the end of October is **8 hours**. The best time for phone contact between Italy and Australia is from 4pm to 8pm Australian time, which is 8am to noon on the same day in Italy.

If you have a digital **mobile phone** it is possible to request installation of 'global roaming' and to take your phone to Italy. However people calling to the mobile phone will pay the normal international rate and the receiver of the call in Italy also pays significant charges.

The hotel has one central phone with a **public pay phone** in the office. You can buy **telephone cards** for Euro 5 (\$8 approx). You need one of these to make reverse charges or Telecard calls though the telephone card will not be debited. Faxes are one of the best ways of keeping in touch.

The tour organiser in Italy can be contacted on the following numbers:

**TEL:** +39 0742 378 399 or 0011 39 335 8196106. **FAX:** +39 0742 378 399

**EMAIL:** [info@livingitaly.com](mailto:info@livingitaly.com)

CLIENT INFORMATION FORM

To confirm your reservation please return this form to your travel agent or direct to Living Italy; fax +39 0742 378 399, or email: info@livingitaly.com

TOUR DATES

NAME ON PASSPORT

PREFERRED NAME

ADDRESS

COUNTRY

POSTCODE

TELEPHONE (H)

(WORK)

MOBILE

FAX

EMAIL

ACCOMMODATION DETAILS: Please advise your preference for twin share, double or single room

SINGLE

TWIN

Sharing with

DOUBLE

ARRIVAL DETAILS: Please confirm FOLIGNO STATION at 10.30am or a FOLIGNO HOTEL 10am (Please specify)

EMERGENCY CONTACT DETAILS in case of accident or illness

ESSENTIAL MEDICATIONS Please be sure to let us know if you have any food allergies or a pre-existing medical condition that may be relevant to us in an emergency. In such a situation it is essential that we have a record of any medication that you are required to take

TERMS AND CONDITIONS

TOUR CANCELLATIONS

CANCELLATIONS: must be in writing

Cancellation fee as a proportion of the total amount as follows:

Over 45 days prior to Day 1: 10%; 45 days: 25%; 21 days: 100%.

Should Living Italy be forced to cancel the tour all payments will be refunded

TRAVEL INSURANCE

Insurance cover is a prerequisite of participation in the tour. Please provide details

INSURER:

POLICY NUMBER:

DISCLAIMER

Living Italy is operating as booking agent only for the accommodation, various tour excursions, transport, meals and other arrangements. By booking a tour the passenger acknowledges and agrees that though every effort will be made to ensure your personal well being, no liability is accepted should you fall ill, suffer accident, misfortune, delay, damage, detention, death, or loss. All claims are expressly renounced should you incur additional expense as a direct or indirect consequence of the tours, foods or beverages, or transport or any ancillary service provided throughout the tour, or for any additional charges, including transport, meals or accommodation costs, incurred as a result of fault, misdemeanour or third party failures, the non-provision of services, strikes, cancellations, delays, illness or accident. Though all practical assistance will be given, no responsibility is assumed or undertaken for loss of money, credit cards, traveller's cheques, baggage or personal belongings. Though every effort will be made to fulfil commitments as per the itineraries, no liability is undertaken should circumstances beyond our control prevent such undertaking being possible. Living Italy reserves the right to change the itinerary, prices, concerts, meals or other inclusions in whole or in part, at any time without prior notice and will not be liable to refund passengers for any reason whatsoever, including failure to reach expectations, or inability to participate in activities or inclusions.

Please sign below, indicating that you have read and accept the terms and conditions and return this form to your travel agent/Living Italy.

SIGNED .....DATE.....

UMBRIA BELLA

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