



Welcome to our Living Italy program in Sicily. We very much looking forward to meeting you in Sicily, and we are delighted that you are joining us on this tour. This letter is to fill you in on a few details about your arrival and the tour in general, as well as some advice on what to bring with you. We also need some information about you, so there is a form to fill out and return to us.

Please note that final payment is required by 19 July 2010. [The final amount (balance) payable will have been included on your deposit receipt, but if you are unsure, please email us at info@livingitaly.com and we will confirm it for you.]

Arriving and Departing

The tour begins from **PALERMO'S PUNTA RAISI AIRPORT** on **SUNDAY 19 SEPTEMBER 2010 at 3pm** with the group transfer to our accommodation. You will be met in the Domestic Arrivals section in the vicinity of the Information desk, immediately as you exit customs (Neil will be holding a Living Italy sign). In case of any problems Neil's mobile phone number is **+39 333 6680026**

If you would like to co-ordinate your flights with us from Rome, we are booked onto Alitalia flight **AZ 1781 on 19/09/2010 departing Rome's Fiumicino Airport at 1.15pm and arriving at Palermo's Punta Raisi airport at 2.25pm**. Flights are easily booked [on Alitalia's English web site](#) with prices in pounds GBP

The trip from the airport to the accommodation is 30 minutes approximately, depending on the traffic. From the airport you will be transferred directly to the accommodation in a private air-conditioned coach. Check in at the Palermo hotel is available from 2pm.

The tour ends with our transfer to **CATANIA'S FONTANAROSSA AIRPORT on SUNDAY 03 OCTOBER 2010** arriving there at **11.30am** approx. We are booked onto **AZ 1748 departing at 1.10pm, arriving in Rome at 2.25pm**

If individual transfers are required additional charges will apply.

If you have organised Sicily arrival and/or departure times which differ then individual transfers can be arranged for you. Please complete the attached form so that we know your arrival / departure details and can make any necessary alternative arrangements for you.

If your Rome flights don't co-ordinate smoothly with the Rome/ Sicily transfer flights then we highly recommend staying at the [Rome Airport Hilton Hotel](#) overnight. The hotel is inside the airport and within easy walking distance of the main terminals.



Accommodation

We will be staying at different accommodations over the fourteen day itinerary aiming to make the day trips shorter and thus spend less time in the bus and more time in the towns or sites on the program. Please see the Living Italy web site itinerary where I have written in descriptions, or check out the individual web sites of each accommodation listed here below. Please be advised that similar accommodations may be used.

<p>19 TO 23 SEPTEMBER 2010 GRAND HOTEL ET DES PALMES ★★★★★, Via Roma 398, PALERMO, Sicily, Italy Tel +39 091 6028111 Fax +39 091 331545 Email: des-palmes@amthotels.it www.hotel-despalmes.it</p>	<p>23 to 25 SEPTEMBER 2010 BAGLIO DONNA FRANCA C.da Florio, 1 91025 Marsala (TP) Tel.+39 0923 967240 Fax.+39 0923 720207 Email: info@donnafranca.it www.donnafranca.it</p>
<p>AGRIGENTO To be advised</p>	<p>SIRACUSA, Italy To be advised</p>
<p>29 SEPTEMBER 01 OCTOBER 2010 HOTEL PRINCIPE CATANIA Via Alessi, 24 - 95124 - Catania (Sicily) Italy Tel +39 095 25 00 345 Fax +39 095 32 57 99 www.ilprincipehotel.com</p>	<p>01 to 03 OCTOBER 2010 HOTEL VILLA SCHULER Piazzetta Bastione / Via Roma 98039 Taormina (ME) Italy Tel +39 0942 23 481 Fax +39 0942 23 522 Email: marketing@villaschuler.com www.hotelvillaschuler.com</p>

Room Upgrades

There is the possibility of a room upgrade for an additional AUD1850. Please contact us if you are interested and we will confirm availability for you.

Optional Opera

The Barber of Seville is on at Teatro Massimo in Palermo on Tuesday 21 September. If you would like me to obtain tickets for you please email me immediately so that I can place you nearby to us. EUR125, or EUR90.

What to wear & what to bring

The tour will be taking place at the end of summer and you should we expect temperatures to be very warm on some days; 18° to 28° during the day, cooling to somewhat at night. You should have a light waterproof jacket for day and evening. It is reasonable to expect rain at any time of the year so bring a small portable umbrella. In the event of a cold spell a number of light layers works better than heavy items. A scarf can make all the difference to feeling comfortable and is easy to store away. A pair of comfortable walking shoes is essential as there's a lot to be seen and a lot of ground to cover and all shoes should be non-slip.

For relaxing over dinner or for the optional concert performances people generally like to have something slightly dressy. It is a good idea to bring something for casual evening wear and comfortable dress shoes. A small backpack is much more comfortable than something you have to hold on to, and it means you have



your hands free to use practicing all of those wonderfully expressive Italian gestures. You will find that a small pair of binoculars will be useful for the landscape as well as for inside museums and churches to look more closely at some of the spectacular views and art features

How to contact people on Living Italy programs

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 3pm to 7pm Australian time, which is 7am to 11 am 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. People calling to the mobile phone will pay the normal international rate, however, the receiver of the call in Italy also pays significant charges. Nevertheless, this is usually cheaper than paying hotel rates.

It is strongly suggested that you obtain a Telecard from Telstra or Optus. This will allow you to call Australia from any telephone in Italy and have the cost of the call charged to your account in Australia at Australian International rates (Italian rates are much higher).

Living Italy

The Living Italy Office can be contacted on the following:

Tel & fax: + 39 0743 254063

Email: info@livingitaly.com

Mobile: +39 3484135545

While on tour the essential number will be for Neil Moore.

Neil's mobile: **+39 333 6680026**

It is useful to us to have your mobile phone number. Particularly for the initial airport meeting when we are not all yet familiar faces. If you have a chance please send a quick email to the office mobile number (+39 3484135545) sometime before the start of the tour. This also makes it possible to update everyone with a group SMS if necessary. It is useful to confirm meeting times and places during the tour in case these things need clarifying.

Warm regards

Carol Searle



PLEASE REFER TO NEXT PAGE FOR FINAL INFORMATION FORM

TO COMPLETE AND RETURN TO

LIVING ITALY (fax +39 0743 254063; email info@livingitaly.com)

OR

YOUR TRAVEL AGENT

BY 19 JULY 2010


YOUR INFORMATION Return to Living Italy or your travel agent with your final payment by 19/7/2010

Name/s on passport

Preferred name/s

Address

Telephone

Mobile

Fax

Email

Arrival at Palermo's Punta Raisi Airport

Please indicate your arrival flight number and time on 19 SEPTEMBER 2010 (or, if you are arriving on a previous day, that you will be at the Palermo Hotel)

Departure from Catania's Fontarossa Airport

Your travel plans on the last day of the tour (3 OCTOBER 2010). Include flight number and departure time from CATANIA

Emergency Contact Details

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Essential Medications

Please be sure to let us know if you have any 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.

Travel Insurance

Please note that travel insurance is a prerequisite of participation

INSURANCE COMPANY

POLICY NUMBER

Terms and Conditions
TOUR CANCELLATIONS

Cancellation must be presented in writing to Living Italy. Deposit is non refundable unless Living Italy is forced to cancel the tour. Cancellations made subsequent to the final tour payment having been received will incur a cancellation fee as a proportion of that amount as follows: Over 45 days prior to Day 1, 25%; 45- 22 days 55%; 21 days 100%. Should Living Italy be forced to cancel the tour all payments will be refunded.

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, travellers' 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.

By returning this form, signed below you are indicating that you have read and accept the terms and conditions

Signature

Date