

General Terms and Conditions

(as per section I, title 3, part 3, of Italian legislative decree (d.lgs) 206/2005 and subsequent modifications and integrations)

Introduction and effectiveness of the General Terms and Conditions

These general terms and conditions of sale (hereinafter, “**General Terms and Conditions**”) apply to the sale of products and services through the website www.stellarmicro-creations.it (hereinafter, the “**Website**”) under the law known as “**Consumer Code**”. The seller of the products and the owner of the website is: **Stellar Micro Creations Srls**, registered office: Rome, Italy. (Hereinafter, the “**Company**”). The consumer who uses this Website to purchase products or services (hereinafter, the “**Customer**”) must read these General Terms and Conditions carefully before booking. The Terms and Conditions are available on the footer of the website and through the link included on the confirmation email of each order allowing the reproduction and storing of the same conditions.

TERMS AND CONDITIONS

All purchases made through this website, or over the phone through customer service, are subject to the following Terms & Conditions. In any and all bookings, the person making the booking is deemed to have accepted these conditions on behalf of the guest(s) named in the booking. Upon release of payment and guarantee of booking, all guests submit 100% compliance to the following Terms & Conditions policy. Should any doubt or dispute with said Terms & Conditions arise before booking, guests are requested to contact the Company before confirming a booking.

DELAYS / NO SHOWS

Upon booking an event, you will receive a confirmation email that details the meeting time and location. Guests are requested to **arrive at the meeting point 15 minutes prior to the start** of the event. Please give yourself ample time to reach meeting points. If you are running late or need assistance in finding the meeting point, please call the number provided on your confirmation email and we will do our best to assist you, however it is your ultimate responsibility to reach a meeting point on time. Unfortunately, due to the nature of our events we cannot wait for no shows/late arrivals.

PAYMENT, CANCELLATIONS AND REFUNDS

100% payment is required to make a reservation for an event. Payments will be listed as **Stellar Micro Creations Srls** on the credit card statement. Payment can be made through our website; we accept payment through Stripe.

We understand that things do not always go to plan, therefore, should you need to cancel or amend your booking we will try to be as flexible as possible.

- Stellar Micro Creations Srls has a 72 hour advance refund policy.
- Cancellations must be made via the Website’s Contact Us message form or an email send to info@stellarmicro-creations.it **no less than 72 hours** in advance of the event in order to receive a full refund. In your message to the Company please write Refund in the Subject line and leave as much detail about your booking as you can such as date, name of the Event and how many people are in the party of the booking that you are asking a refund for. A booking is considered

successfully cancelled only after an email notification has been received from the Company, which you will receive within 24 hours of sending us your refund request.

- You will receive a full refund up to 72 hours prior to the event. For cancellations within 72 hours of the event, we regret we cannot refund any amount paid.
- As we work with third parties including archaeological sites and catered venues cancelling or amending a booking may incur a cancellation/amendment fee.
- If the cost of the event includes non-refundable tickets for sites or non refundable deposits for venues, the cost will be deducted from the refunded amount. If you are booking an Event that has non refundable tickets or venue deposits it will be stated in the details about the Event in the booking section so that you will know before you book your Event.
- Should the Event itinerary be affected by an unexpected issue such as the closure of a site we will refund the cost of any tickets purchased for that site.
- No refunds or re-bookings can be provided for late arrivals or no-shows after event commencement or departure.

VALID IDENTIFICATION

Please ensure that all members of your party have a valid ID on them on the day of the visit. This is particularly important for guests who have qualified for a reduction based on age or student status. Students should bring a valid photo ID to every Event.

LIABILITY

Stellar Micro Creations Srls and its websites, brands, subsidiaries, affiliated entities, employees and agents act only as agent for the various suppliers that provide transportation, sightseeing, guiding, accompaniment, escort, activities, or other services connected with any booked events. Such services are subject to the terms and conditions of those suppliers. The Company and its employees neither own nor operate any person or entity which provides goods or services for these trips, events and forms of transportation, and, as a result, do not maintain any control over the personnel, equipment, or operations of these suppliers, and assume no liability for and cannot be held liable for any personal injury, death, property damage, or other loss, accident, delay, inconvenience, or irregularity which may be occasioned by reason of (1) sickness, weather, strikes, local laws or other such causes (2) any wrongful, negligent, wilful, or unauthorised acts, defect, omissions or default on the part of any of the event suppliers, or other employees or agents in performing these services, (3) any defect in or failure of any vehicle, equipment, instrument owned, operated or otherwise by any of these suppliers, or (4) any wrongful, wilful, or negligent act or omissions on any part of any other party not under the direct supervision, control or ownership of the Company. All services and accommodations are subject to the laws and regulations of the country in which they are provided. Stellar Micro Creations Srls is not responsible for any baggage or personal effects of any individual participating in the events arranged by the Company. Individual travellers are responsible for purchasing a travel insurance policy, if desired, that will cover some of the expenses associated with the loss of luggage or personal effects.

TRAVEL INSURANCE

The company strongly recommends guests arrange travel insurance to cover cancellations and delays due to unforeseen circumstances, or those beyond all control (e.g. inclement weather, strikes, seismic events). It is also recommended guests arrange medical and personal insurance to cover any medical expenses, loss of baggage, loss of personal belongings, or other such travel mishaps. Guests agree

both the company and any local partner operators are not liable for any of such unforeseen circumstances, and hold both parties harmless. All claims to reimbursements for insurance must go directly through the insurance provider, and not through Stellar Micro Creations Srls or its affiliates.

FORCE MAJEURE

If a site, attraction, or visit on your schedule event service/itinerary is closed due to force majeure, including strikes or other unforeseen closures, Stellar Micro Creations Srls will do its best to contact guests soon as possible, and offer a suitable substitution, reschedule a different service, or provide a refund, pending availability and at the company's full discretion.

RIGHT TO DISTRIBUTE MEDIA

You agree to grant the Stellar Micro Creations Srls an irrevocable royalty-free worldwide license to use photos and videos taken at its events in which you may appear. The Company has the right to reproduce, distribute, broadcast, exhibit, edit, digitise or in any other way use the material by any means and in any form of media, whether existing now or created later, without restriction internationally, by incorporating the Material into its website, catalogues, books, brochures, magazines or any other publications, or any informational, commercial, promotional or advertising material. You agree that the company is and shall be the exclusive owner of all title, rights and interest in any digital likeness of yourself or minor that you are the guardian of including copyright thereof.