



Contact Center: ☎ +39-010/2094.591
✉ gruppi@gnv.it – Fax +39-010/2094.391

TRANSPORT AND GROUPS BOOKING CONDITIONS 2023

Minimum **12 paying passengers** (adults and children) –

Free Passenger: free of charge will be calculated on the Fare Basis of the tariff class ,every 8 paying Passengers a free basic fee, regardless of the accomodation occupied

Free Driver:

free driver in single inside cabin; in case of 2 drivers GNV will consider a double inside cabin free. We can calculate maximum 2 free meals if they are requested by the group. Driver is considered a passenger and must be booked on passage ticket.

GROUPS FARES ARE NET (No Commission)

Free option until 45 days before departure. Options that will be not confirmed according to specified deadlines, will be automatically cancelled. In case there is the specific request of option extension, price could change according to the present fares in vigour at the moment.

Option icludes all the GNV conditions and once confirmed it means its acceptance. Reservation done by private clients will be subject to an increase of 4 euro per person as booking fee.

Option Confirmation: a 10% deposit, of the total amount, will be asked at the confirmation date.

The Balance of difference by 15 days before departure.

In case of “High Season” period a 20% deposit will be asked and is also required a month’s issuing ticket before departure.

Passengers list and coach’s plate number must be given within 15 days before dept. Without these data we cannot issue the ticket.

It is compulsory to provide for each passenger: full name, date and place of birth, nationality and passport number.

A mobile ph. Number must be given in case of urgent communications.

These services are subjected to the acceptaion of GNV General Passenger Transport Condition last edtion, reported on GNV web site www.gnv.it



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CANCELLATIONS AND REFUNDS FOR GROUPS

- ❖ No cancellation fee is applied for any variations or partial cancellation/s 15 days before departure.
- ❖ After that term, for the variations (that have to be communicated by fax at group office) the following fees will be applied:
 - Until 20 days before departure: 25% penalty
 - From 19 days to 4 days before departure: 30% penalty
 - From 3 days until 2 hours before departure day: 50% penalty
 - After 2 hours before departure: 100% penalty
- ❖ No refund is granted for a late arriving (or not according to indicated time) at embarkation, or for those who haven't got requirements as our art 5 on the <https://www.gnv.it/en/assistance/information/general-conditions>
- ❖ Refunds are concerning only the passage tickets and other additional services such as meals are excluded.

REFUNDS PROCEDURES

The agency or the group leader must inform about the cancellation by written communication sent to GNV – Via Balleydier 7, 16149 Genova - K.Att. Ufficio Gruppi (a copy can be anticipated by fax ++39010/2094391), specifying: group name, date and crossing, number of passenger cancelling the journey and type of cancelled accommodation. Refunds are concerning only passage ticket, other additional services, including meals, are excluded.

- ❖ **IMPORTANT:** during the embarkation, the group leader, after check in, should retain the boarding card that are not used and send them by post (registered letter) within 1 month from departure date to: UFFICIO GRUPPI GNV Via Balleydier 7, 16149 –Genova. Without receiving the original boarding cards it will be not possible to proceed to refund.



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