

# SEL Travel Policy

## FLIGHTS

### **Rates and booking confirmations**

The rates submitted include airport taxes and always pertain to the best price obtained from the airline company when offers are forwarded.

If allowed by the airline company, hold luggage is included in the ticket's rate.

All rates are subjected to price variations that may be imposed by the airline and should be verified upon confirmation as acceptance of the order is forwarded.

Airline company could arrange a unilateral contract modification before the payment deadline.

Submission proposal does not mean booking confirmation. Options are not guaranteed when order confirmation is forwarded beyond the deadline included in the proposal.

### **Cancellation, refund and re-issue**

In the event of order cancellation we do not guarantee that any refunds will be applied as it is restricted to airline companies' policy.

In the event of a re-issue ticket and upon availability, ticket's price will be subjected to the airline company fees and surcharge, when applicable.

### **Upgrades and variations**

Individual flights do not permit passenger's name change.

Group travel flights do permit group's members name change within the scheduled date forwarded to the client.

Requested variations (travel classes, seat, flight plan, extra and overweight baggage) are upon availability and subjected to the airline company standard fee.

Requested variations straight forwarded to the travel destination country are subjected to country existing laws and regulations.

Please bear in mind that flight plan arranged with two or more airline companies could entail different rates.

### **Responsibility**

It is client's responsibility to ensure that they have the right documents to be allowed to travel (e.g. visas, passports), as well as they fulfilled check-in requirements and personal detail's accuracy and entirety submitted to SEL Travel.

SEL Travel does not accept any responsibility in case of any client being unable to travel due to any lack in complying with such requirements or in case of airline company noncompliance (e.g. flight delay or cancellation, lost and damage baggage, overbooking, disruption on board, stopover on different airport).

Please refer to airline company website to verify travel terms and conditions.

#### **Sport & Events Logistics s.r.l.**

Sede sociale e amministrativa  
Tangenziale Sud km 20.500  
Interporto Sito 10040 Rivalta (TO)  
T+39.011.3981200 F +39.011.3975472  
sel@legalmail.it  
[www.sel.it](http://www.sel.it) | [info@sel.it](mailto:info@sel.it)

Capitale sociale euro 100.000  
interamente versato.

R.E.A. 1094705  
n° Iscr. Reg. Imp. C.C.I.A.A. Torino  
C.F.e P.IVA 09962330016

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soggetta a direzione e coordinamento di  
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a company of Arcese Group

### **Passenger rights**

According to the European Guideline 'Passenger rights' ratified in 2004 please refer to [http://europa.eu/youreurope/citizens/travel/passenger-rights/air/index\\_it.html](http://europa.eu/youreurope/citizens/travel/passenger-rights/air/index_it.html) for any inconvenience caused by airline companies.

## **HOTEL**

### **Rates and booking confirmations**

Rates submitted pertain to the best price obtained from the hotel at the time of proposal submission and always include B&B breakfast and tourist tax where not otherwise specified.

Rates submitted, also specified in Euro, may undergo a price fluctuation according to the exchange rate applied at the moment of booking confirmation. SEL Travel will apply in force ECB exchange rate on the invoice date.

Order confirmation is subjected to availability when forwarded beyond the deadline included in the proposal.

Hotels may require client's credit card number as a guarantee for additional expenses or damages, when applicable.

### **Cancellation, refund**

Requested variations (travel plan, room type, optional services) are subjected to availability and to any rate adjustment, if applicable.

Guests' name change is available up to the time of check-in.

Unless otherwise stated by the hotel facilities, there is a fee of 100% for a cancellation of a reservation afterwards order acknowledgment. Please refer to order's detail document under the term 'Cancellation fee'.

Even when 100% is reimbursable, SEL Travel may withhold the first night per room's price towards incurred expenses.

### **Assistance, Responsibility**

Customer service is available for accommodation facilities provided by SEL Travel.

SEL Travel is not responsible for the hotel quality and services, as well as it will do not provide customer assistance before, during and after client's stay, when booking for any different accommodation is expressly requested by customer himself.

While sending an offer SEL Travel guarantees the best price in comparison to similar offers developed online.

SEL Travel is in no way responsible for online quotations and algorithms that daily affect price fluctuation as well as it is not responsible for change in hotel's trade policies afterwards an agreement has been entered.

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## PAYMENTS AND ISSUE POLICIES

### **Issuing and sending travel documents**

*Unless otherwise agreed between the parties, customer is required to pay 50% of the reservation upon the order confirmation following receipt of the invoice.*

*SEL Travel will send travel documents only after client's total amount payment and in any case within terms specified in administrative document.*

*Ticket issuing and sending will be disposed only after the deadline, provided by airline company, for change of travel group members' name.*

*Client acknowledges and accepts SEL Travel policy upon a subscribed confirmation of the order is sent.*

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