6) SUPPLY OF CATALOGUES

The travel agency attaches the updated list of agencies included in its distribution network. GARGANOPIU’ T. O. shall send the appropriate quantity of catalogues or lists to each agency.

7) PRODUCT AVAILABILITY - BOOKING PRIORITY

As regards bookings and supply of catalogues, the agency shall be granted pre-emption and higher priority on other waiting lists. Likewise, in cases of cancellation penalties the agency shall be granted pre-emption.

8) ACCESS TO THE PRODUCT - CONFIRMATIONS

The agency and its branches will make reservations in the GARGANOPIÚ T. O booking offices in Vieste following the current practice. The branches will immediately receive the bank statement and all their travel documents.

9) SALES UPDATE

GARGANOPIU’.T.O shall send information about the agency sales concerning the branches of its network every month to monitor the turnover.

10)PROMOTIONS

The travel agency will be provided with specific promotions on products, dates and periods by GARGANOPIÙ T.O.

11) DISCOUNTS FOR EMPLOYEES

GARGANOPIÙ T.O. grants an 18% discount on the original price of the products, except for the time span from 2nd August to 23rd August, and free registration to the agency employees who will book their holidays using one of the products in the catalogue “IL mio Mare”.

12) SERVICE QUALITY AND COMPLAINT HANDLING

Regarding any kind of complaint, it must be settled as soon as possible, and in any case no later than two weeks from the date of submission carried out by the agency. After this deadline, GARGANOPIÚ T. O. will send to the agency a letter. Any refund still requires the authorization of GARGANOPIÚ T. O.

13) BOOK OUT IN CASE OF OVERBOOKING

GARGANOPIÙ T.O. shall book all the agency clients out supplying them with an equivalent or better accommodation, due to extenuating circumstances or in case of overbooking. However, in managing any disruption, the agency clients will be given priority for the assignment of the booked services.

14) GENERAL TERMS AND CONDITIONS

According to CEE legislation, the catalogues and GARGANOPIÙ T.O. publications provide general terms and conditions valid for every reservation except for the cases listed in this contract.