6) SUPPLY OF CATALOGUES

The 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) AVAILABILITY OF THE PRODUCT – BOOKING PRIORITY

The agency is considered in a preferential position for reservations and catalogues distribution, with priority over the eventual waiting lists. The agency will be considered in a preferential position also concerning the application of the penalty of cancellation.

8) ACCESS TO THE PRODUCT – CONFIRMATIONS

The agency and its branches will make the reservations at the GARGANOPIÙ T.O. Booking offices in Vieste, following the procedure of usage and will immediately receive bank statement and all the travel documents.

9) CONDITIONS FOR MONTHLY SALES

GARGANOPIÙ T.O commits to provide to the Agency the situation of the sales concerning the agencies of its network monthly for supervising the turnover.

10) PROMOTIONS

GARGANOPIÙ T.O will communicate to the Agency potential particular promotions of products, dates and periods.

11) FACILITATIONS FOR THE EMPLOYEES

GARGANOPIÙ T.O gives a decrease of 18% on the published allowances, except for the period from 02.08 to 23.08, and a full discount on the registration fee which facilitates all the employees of the agency that would like to reserve their own personal holidays in one of the products in the catalogues “*Il mio Mare*”.

12) QUALITY OF SERVICE AND MANAGEMENT OF COMPLAINTS

For what concerns potential complaints of any nature, their definition must happen as soon as possible, and anyway no later than the two weeks from the time of sending the complaints from the Agency. Thereafter, GARGANOPIÙ T.O. will send to the Agency an interlocutory letter. Potential refunds will require the authorization of GARGANOPIÙ T.O.

13) PROTECTIONS IN CASE OF OVERBOOKING

GARGANOPIÙ T.O commits, in case of force majeure or exceptional impossibility of providing the reserved services, to protect all the clients of the Agency providing them an equal or superior arrangement of their reservation. Anyway, in the management of the delay, the clients of the Agency will receive a preferential treatment in the assignment of the reserved services.

14) GENERAL TERMS AND CONDITIONS

 For each reservation shall be valid the General Terms and Conditions contained in the catalogues and in the publications of GARGANOPIÙ T.O, pursuant to the EEC Rules, other than for the exceptions mentioned in this agreement.