6) CATALOGUE DISTRIBUTION

The travel agency encloses herewith the updated list of the branches belonging to its own distribution network. GARGANOPIÚ TOUR OPERATOR (T. O.) will send enough catalogues and other advertising content to each and every other agency.

7) PRODUCT AVAILABILITY – BOOKING PRIORITY

The agency takes priority over bookings and catalogue distributions belonging to potential waiting lists.

Furthermore, GARGANOPIÚ T. O. takes priority over the charging of the cancellation fees.

8) BOOKING COFIRMATION

The agency and its branches will reserve your trip at GARGANOPIÚ T. O. Booking offices in Vieste.

The agency and its branches will do so according to standard procedures. After that, they will receive your receipt and your travel documents immediately.

9) MONTHLY SALES REPORT

With the purpose of monitoring the turnover, GARGANOPIÚ T. O. will supply monthly the sales report regarding its branches to the Agency.

10) SALES

GARGANOPIÚ T. O. will keep the Agency updated on special promotions about products/dates/periods.

11) EMPLOYEES DISCOUNTS

Every employee of the agency who wants to book their own holiday in a destination offered by the catalogue “Il mio Mare” will not pay the subscription fee.

Furthermore, GARGANOPIÚ T. O. offers a 18% discount on the original price (except for the days between the 2nd August and the 23rd August).

12) SERVICE QUALITY AND COMPLAINTS

If the customer has any complaints, they can communicate them to the Agency, that must forward it to GARAGANOPIÚ T. O. within 2 weeks.

After the deadline GARGANOPIÚ T. O. will send an inquiry letter to the Agency.

potential refunds depending on each case must be authorized by GARGANOPIÚ T. O..

13) OVERBOOKING COMPENSATION

If the facility cannot offer the booked services because of unforeseen circumstances GARGANOPIÚ T. O. will provide its customers with an accommodation of similar or superior class.

Anyway, the customers of the Agency will be given a priority treatment when assigning the booked services in case of overbooking.

14) GENERAL CONDITIONS

General conditions written on GARGANOPIÚ T. O. catalogues and advertising content shall be valid for every reservation, as established in CEE rules, apart from the few exceptions in this agreement.