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| Group H | Group F | Group G |
| 6) **CATALOGUES DISTRIBUTION**The updated list of the travel agencies network distribution operators is herewith attached; GARGANOPIÚ T.O. is committed to the delivery of catalogues/publications enough to satisfy the needs of every single agency.7) **PRODUCT AVAILABILITY — SERVICE PRIORITY**The travel agency has a privileged position for all of the reservations, for the catalogues distribution and for any possible waiting lists.The agency also has a privileged position with regard to the application of cancellation fees.8) **ACCESS TO THE PRODUCT — CONFIRMATIONS**The agency and its operators will make reservations according to the usual procedures at the GARGANOPIÚ T.O. Booking offices in Vieste; they will immediately receive the statement and the all of the travel documents.9) **MONTHLY SALES REPORTS**GARGANOPIÚ T.O. is committed to provide the agency with its network operators sales report monthly, to keep track of their turnover.10) **PROMOTIONS**GARGANOPIÚ T. O. will keep the Agency up to date with the latest products / times / periods–related special promotions.11) **DISCOUNTS FOR EMPLOYEES**GARGANOPIÚ T. O. grants a 18% discount on the costs made public, except for the period of time August 2 to 23, and a 100% discount on the subscription fees to all of the Agency’s employees who will book their own personal holidays by choosing one of the “Il mio Mare” catalogue products.12) **QUALITY OF SERVICE AND HANDLING OF COMPLAINTS**Any potential complaints of whatever nature will have to be dealt with as quickly as possible, and in any case no later than two weeks after the complaint itself has been filed by the Agency. After this period of time, GARGANOPIÚ T. O. will ask the Agency in writing for updated information. Any refunds issued in order to resolve a complaint will have to be approved by GARGANOPIÚ T. O. in any case.13) **RESCHEDULE DUE TO OVERBOOKING**GARGANOPIÚ T. O. is committed to reschedule all of the Agency’s customers, in cases of force majeure or where exceptional circumstances make it impossible for the requested services to be delivered, by providing them with accommodation in the same or higher category than the one they booked. During the period of service interruption the Agency’s customers will be given preferential treatment anyway, in order to grant them the services they have booked.14) **GENERAL TERMS AND CONDITIONS**Our general terms and conditions, printed in the GARGANOPIÚ T. O. catalogues and publications, apply to all of the booking services provided, in accordance with the EEC legislation and without prejudice to any other exception contained in this Agreement. | 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 PRIORITYThe 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 COFIRMATIONThe 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 REPORTWith the purpose of monitoring the turnover, GARGANOPIÚ T. O. will supply monthly the sales report regarding its branches to the Agency.10) SALESGARGANOPIÚ 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 COMPLAINTSIf 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.  | 6) SUPPLY OF CATALOGUESThe 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 SALESGARGANOPIÙ 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) PROMOTIONSGARGANOPIÙ 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 COMPLAINTSFor 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 OVERBOOKINGGARGANOPIÙ 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. |
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| Group L | Group I |  |
| 6) SUPPLY OF CATALOGUESThe 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 PRIORITYAs 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 - CONFIRMATIONSThe 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)PROMOTIONSThe travel agency will be provided with specific promotions on products, dates and periods by GARGANOPIÙ T.O.11) DISCOUNTS FOR EMPLOYEESGARGANOPIÙ 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 OVERBOOKINGGARGANOPIÙ 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 CONDITIONSAccording 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. | 6) DISTRIBUTION OF CATALOGUESThe Company shall attach the updated list of the branches of its own distribution network. GARGANOPIU’ T. O. shall deliver the required catalogues/publications to every single Company.7) PRODUCT AVAILABILITY – BOOKING PRIORITYThe Company has priority over bookings, distribution of catalogues and potential waiting lists. It will also be considered in an advantaged position in relation to the application of cancellation penalties.8) ORDER CONFIRMATIONThe Company and its branches will book products at the GARGANOPIU’ T. O. Booking Offices in Vieste according to common procedures. They will also instantly receive the statement of account and all the travel documents.9) MONTHLY SALES OVERVIEWIn order to monitor the turnover, GARGANOPIU’ T. O. shall provide the Company with a monthly report on sales carried out by the companies of its own network.10) PROMOGARGANOPIU’ T. O. will inform the Company of potential special offers on products/dates/periods. 11) FACILITATIONS FOR EMPLOYEESGARGANOPIU’ T.O. shall grant a 18% price cut for published booking fees, except for those referring to the period between the 2nd and the 23rd of August. The Company employees who book their holidays among the products offered in the “Il mio Mare” catalogues do not need to pay any booking fee.12) SERVICE QUALITY AND COMPLAINT HANDLINGComplaints of any kind need to be identified as soon as possible and shall be filed no later than two weeks after the Company having filed the complaints. After the expiry of the deadline, GARGANOPIU’ T.O. shall send an interim report. GARGANOPIU’ T.O. shall authorise any repayment as specified in the paperwork.13) RETOURING IN CASE OF OVERBOOKINGGARGANOPIU’ T. O. shall offer retouring assistance to all the clients of the Company providing them with an equal or better accommodation in case of force majeure or if it’s impossible to provide the previously booked services. Concerning the disservice handling, the clients of Company shall receive in any case a preferential treatment in the assignment of the booked services.14) GENERAL CONDITIONS In compliance with the EEC legislation General Conditions reported on GRANOPIU T.O. catalogues and publications shall be valid for all bookings, subject to any exceptions provided for in the agreement.  |  |
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