



## **Calculation of penalty for the withdrawal of the holiday by the customer**

It means working days, then excluding Saturdays, Sundays and the day of departure, calculated on the 'full amount of the holiday the day after the reservation until 30 days before departure.

- 29 to 20 days before departure 30%
- 19 to 10 days before departure 50%
- 9 to 4 days before departure 75%
- from 3 to 0 days before departure 100%

The data shown are formal as valid for most of the Italian Tour Operators.