

PRODE TOURS SOCIETÀ COOPERATIVA

Terms and Conditions of Service

These official Terms and Conditions govern the website and transactions relating to Prode Tours products and services.

Official terms last updated: 11 February 2026

These Terms are interpreted and applied exclusively in English. Translations are provided for convenience.

1. Introduction

These General Terms and Conditions apply to this website and to transactions relating to our products and services. You may also be bound by additional contracts relating to your relationship with us or to any product or service received from us. If provisions of those additional contracts conflict with these General Terms and Conditions, the provisions of the additional contracts will prevail.

2. Service description

The chauffeured-car service (NCC - noleggio con conducente) is a non-scheduled passenger transport service provided exclusively by reservation, using authorised vehicles driven by professional chauffeurs.

The services offered include:

- Private and group guided tours.
 - Tourist services in cooperation with certified tour guides.
 - Transfers to and from airports, ports and railway stations.
 - Day trips and excursions based on itineraries agreed in advance.
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3. Bookings

Bookings may be made by telephone, messaging services, email or by completing the contact form available on the website. A booking is considered confirmed only when written confirmation is received from Prode Tours Società Cooperativa.

4. Payments

Payment may be requested in advance or at the time the service is provided, as agreed during the booking process. Deposits and balances may be paid in cash, by credit card or by bank transfer.

5. Cancellation policy

Full refund up to 10 days before the service. Cancellations made ten (10) days or more before the scheduled service date are entitled to a full refund of the amount paid.

Partial refund: from 10 days to 48 hours before the service. Cancellations made within ten (10) days and up to forty-eight (48) hours before the scheduled starting time are entitled to a partial refund. Administrative, booking and operational costs, which generally amount to approximately thirty percent (30%) of the total booking value, are non-refundable.

Cancellations within 48 hours. Cancellations made less than forty-eight (48) hours before the scheduled service are not entitled to any refund.

6. Changes, rescheduling and no-show policy

Subject to availability, services may be rescheduled even within forty-eight (48) hours of the scheduled starting time, allowing the full booking amount to be retained for the rescheduled service.

Failure to appear at the agreed pick-up place and time without notice will be considered a no-show and will not entitle the customer to a refund.

In the event of serious travel disruption, including flight cancellations or port closures, Prode Tours Società Cooperativa may assess the circumstances on a case-by-case basis.

7. Responsibility and performance of the service

All chauffeurs hold the licences and authorisations required by the applicable transport regulations. Services are performed in accordance with road-safety laws and traffic regulations.

Prode Tours Società Cooperativa will not be held responsible for delays, interruptions or service disruption resulting from traffic conditions, adverse weather, force majeure or other circumstances outside its reasonable control.

8. Passenger conduct

Passengers are strictly prohibited from:

- Smoking inside the vehicle, including electronic cigarettes.
- Consuming food or alcoholic beverages without prior authorisation.
- Damaging, soiling or improperly using the vehicle.

Any damage caused will be charged to the responsible party. The chauffeur reserves the right to refuse or interrupt the service in the event of dangerous, illegal or inappropriate behaviour.

9. Luggage and animals

Passengers may carry a limited amount of luggage, which must be declared when booking. Excess luggage that was not agreed in advance may be refused and will not be transported.

The presence of animals must be declared when booking. Animals may be transported only when accompanied by valid health documentation and in compliance with applicable regulations.

10. Acceptance of the terms

By confirming or finalising a booking, the customer declares that they have read, understood and fully accepted these Terms and Conditions.

11. Processing of personal data

Personal data collected during the booking process are handled in accordance with applicable data-protection laws and regulations. Further information is available in the Privacy Policy published on the website.

12. Binding effect

By registering, accessing or otherwise using this website, you agree to be bound by these Terms and Conditions. The mere use of this website implies knowledge and acceptance of these Terms and Conditions. In certain specific cases, we may also ask you to accept them explicitly.

13. Electronic communications

By using this website or communicating with us electronically, you agree and acknowledge that we may communicate with you electronically through the website or by email. You agree that all agreements, notices, disclosures and other communications that we provide electronically satisfy any legal requirement, including, without limitation, a requirement that such communications be in writing.

14. Intellectual property

We or our licensors own and control all copyright and other intellectual-property rights relating to the website and to the data, information and other resources displayed on or accessible through the website.

14.1 All rights reserved. Unless specific content expressly states otherwise, you are not granted any licence or other right under copyright, trademark, patent or other intellectual-property rights. You may not use, copy, reproduce, perform, display, distribute, embed in any electronic medium, alter, decompile, transfer, download, transmit, monetise, sell, market or commercially exploit any resource on this website in any form without our prior written authorisation, except and only to the extent otherwise provided by mandatory law, such as the right of quotation.

15. Newsletter

Notwithstanding the foregoing, you may forward our newsletter electronically to other people who may be interested in visiting our website.

16. Third-party property

Our website may include hyperlinks or other references to third-party websites. We do not monitor or review the content of third-party websites linked from this website. Products or services offered by other websites are subject to the applicable terms and conditions of those third parties.

Opinions expressed or material appearing on those websites are not necessarily shared or approved by us. We are not responsible for the privacy practices or content of those sites. You assume all risks associated with using those websites and related third-party services. We accept no responsibility for loss or damage of any kind resulting from your disclosure of personal information to third parties.

17. Responsible use

By visiting our website, you agree to use it only for the intended purposes permitted by these Terms, any additional contracts entered into with us, applicable laws and regulations, generally accepted online practices and relevant industry guidelines.

You must not use the website or our services to use, publish or distribute material containing or linked to malicious software; use data collected from the website for direct-marketing activities; or conduct systematic or automated data collection on or in relation to the website. Any activity that causes or may cause damage to the website, or interferes with its performance, availability or accessibility, is strictly prohibited.

18. Content posted by you

We may make various open communication tools available on the website, such as comments, posts, forums, message boards, ratings, reviews and social-media services. It may not be possible for us to screen or monitor all content that you or others share or submit on or through the website.

We nevertheless reserve the right to review content, monitor all website use and activity, and remove or reject content at our sole discretion. By posting information or otherwise using those communication tools, you agree that your content will comply with these Terms and Conditions, will not be illegal or unlawful and will not infringe the legal rights of any third party.

19. Submission of ideas

Do not submit ideas, inventions, works of authorship or other information that may be considered your intellectual property unless you have first entered into an agreement with us concerning intellectual property or confidentiality.

If you disclose such material without a written agreement, you grant us a worldwide, irrevocable, non-exclusive and royalty-free licence to use, reproduce, store, adapt, publish, translate and distribute your content in any existing or future medium.

20. Termination of use

At our sole discretion, we may at any time modify or discontinue, temporarily or permanently, access to the website or any service provided through it. You agree that we will not be liable to you or any third party for any modification, suspension or interruption of access to or use of the website or any content that you may have shared.

You will not be entitled to compensation or any other payment, even if certain features, settings or content contributed by or relied upon by you are permanently lost. You must not circumvent, bypass or attempt to circumvent or bypass any access-restriction measure on the website.

21. Warranties and liability

Nothing in this section limits or excludes any warranty implied by law where it would be unlawful to limit or exclude it. This website and all website content are provided “as is” and “as available” and may contain inaccuracies or typographical errors. We expressly disclaim all warranties, express or implied, regarding the availability, accuracy or completeness of the content.

We do not warrant that:

- The website or our content will meet your requirements.
- The website will be uninterrupted, timely, secure or error-free.

No information on the website constitutes or is intended to constitute legal, financial or medical advice. If you require advice, you should consult a suitably qualified professional.

The following provisions apply to the maximum extent permitted by applicable law and do not limit or exclude liability for any matter where doing so would be unlawful. We will not be liable for direct or indirect damages, including loss of profits or revenue, loss or corruption of data, software or databases, or loss of or damage to property or data, suffered by you or a third party as a result of access to or use of the website.

Unless expressly provided otherwise in an additional contract, our maximum liability to you for all damages arising from or relating to the website or any product or service marketed or sold through the website, regardless of the legal basis of the claim, will be limited to the total price paid by you for those products or services or for use of the website. This limit applies in aggregate to all claims, actions and causes of action of every kind and nature.

Mandatory-law safeguard. Nothing in these Terms excludes or limits liability where exclusion or limitation is prohibited by applicable law, including liability for fraud, wilful misconduct, gross negligence, death or personal injury, or mandatory consumer protections. Any limitation applies only to the extent permitted by law and must be interpreted narrowly.

22. Privacy

To access the website or our services, you may be asked to provide certain personal information during a registration process. You agree that all information you provide will always be accurate, correct and up to date.

We have developed policies to address privacy concerns. For more information, please consult our Privacy Policy and Cookie Policy.

23. Accessibility

We are committed to making the content we provide accessible to people with disabilities. If you have a disability and cannot access any part of the website because of it, please send us a notice containing a detailed description of the issue. If the problem is readily identifiable and can be resolved in accordance with generally accepted industry information-technology tools and techniques, we will address it promptly.

24. Export restrictions / Legal compliance

Access to the website from territories or countries where its content or the purchase of products or services sold through it is unlawful is prohibited. You may not use this website in violation of Italian export laws and regulations.

25. Affiliate marketing

Through this website, we may participate in affiliate-marketing programmes and receive a percentage or commission on the sale of services or products on or through the website. We may also accept sponsorships or other forms of advertising compensation from businesses.

This disclosure is intended to comply with applicable legal marketing and advertising requirements, including, by way of example, rules of the United States Federal Trade Commission (FTC).

26. Assignment

You may not assign, transfer or subcontract any of your rights or obligations under these General Terms and Conditions, in whole or in part, to a third party without our prior written consent. Any purported assignment in breach of this section will be null and void.

27. Breaches of these Terms and Conditions

Without prejudice to our other rights under these General Terms and Conditions, if you breach them in any way, we may take any action we consider appropriate, including temporarily or permanently suspending your access to the website, contacting your internet service provider to request that access be blocked and commencing legal proceedings against you.

28. Force majeure

Except for payment obligations under this agreement, no delay, failure or omission by either party in performing or observing an obligation under this agreement will be considered a breach of these Terms and Conditions if, and for as long as, it results from a cause outside that party's reasonable control.

29. Indemnification

You agree to indemnify, defend and hold our company harmless from all claims, liabilities, damages, losses and expenses arising from your breach of these Terms and Conditions or applicable law, including intellectual-property and privacy rights. You will promptly reimburse us for damages, losses, costs and expenses incurred in connection with or resulting from such claims.

The indemnity in this section applies only to losses reasonably and directly caused by the customer's unlawful conduct or culpable breach, to the extent permitted by mandatory law. It does not require a consumer to waive statutory rights or bear liability that legally belongs to Prode Tours.

30. Waiver

Failure to enforce any provision of these Terms and Conditions or any contract, or failure to exercise a termination option, will not be interpreted as a waiver of that provision and will not affect the validity of these Terms and Conditions or any contract or part of them, nor the right subsequently to enforce each and every provision.

31. Language

These General Terms and Conditions will be interpreted and applied exclusively in English. All communications and correspondence will be written exclusively in English.

Customer support and translations may be provided in other languages as a courtesy. The English version remains governing, without limiting any mandatory right to receive information or protection in another language under applicable consumer law.

32. Entire agreement

These General Terms and Conditions, together with our Privacy Policy and Cookie Policy, constitute the entire agreement between you and Prode Tours Società Cooperativa regarding your use of this website.

33. Updating these General Terms and Conditions

We may update these Terms and Conditions from time to time. You are responsible for checking them periodically for changes or updates. The date shown at the beginning is the date of the latest revision.

Changes take effect when they are published on this website. Continued use of the website after changes or updates are published will be treated as acceptance of and agreement to comply with the updated Terms and Conditions.

34. Choice of law and jurisdiction

These General Terms and Conditions are governed by Italian law. Any dispute relating to them will be subject to the jurisdiction of the Italian courts.

If any part or provision is held invalid or unenforceable by a court or other authority under applicable law, it will be modified, deleted or enforced to the maximum extent permitted by law so as to give effect to the intention of these General Terms and Conditions. The remaining provisions will remain valid and unchanged.

Consumer forum. Where the customer acts as a consumer, the mandatory court of the customer's residence or domicile and every other non-waivable protection provided by applicable consumer law remain unaffected. A general reference to Italian courts does not remove those protections.

35. Contact information

This website is owned and operated by Prode Tours Società Cooperativa. For questions relating to these Terms and Conditions, please contact us through our contact page.

36. Download

You may also download these Terms and Conditions in PDF format using the download button at the top of this page.

37. Consumer rights, withdrawal, complaints and ADR

Mandatory consumer rights always prevail over conflicting provisions of these Terms.

Depending on the nature of the booking, passenger-transport services may fall outside the ordinary distance-contract withdrawal regime, and leisure services supplied for a specific date or period may be subject to a statutory exception. The written proposal or booking confirmation will identify the applicable regime before the customer is bound. Rights that cannot legally be excluded remain unaffected.

Complaints may be sent to Info@prodetours.com or by PEC to prodetours@legalmail.it. Prode Tours aims to acknowledge and provide a substantive response within 15 working days.

A consumer may also use a competent alternative dispute resolution body recognised under applicable law. The parties remain free to seek an amicable solution and retain access to the competent courts.
