

TERMS AND CONDITIONS OF THE “ARABBA TRANSFER” SERVICE WINTER SEASON 2025–2026

1. Bookings must be made exclusively online at www.arabba.it. For transfers on Saturdays and Sundays, booking and payment via credit card (Visa or Mastercard) must be completed by the Wednesday of the arrival/departure week. **No refunds will be issued for cancellations made by the customer.**
2. The service is reserved for guests staying at accommodations affiliated with Arabba Fodom Turismo. When booking, the customer's name will be shared with the respective accommodation. If the booking details are found to be incorrect, the purchase will be canceled and no refund will be given. To ease the verification process, please use the same name for the transfer booking as for your accommodation reservation.
3. The confirmation email, which serves as a voucher, includes details such as airport of arrival/departure, number of passengers, route, contact numbers, extra luggage, and ski bags. These must be carefully reviewed at the time of booking. Arabba Fodom Turismo is not responsible for errors due to incorrect data input by the user. Any discrepancies must be reported via email to info@arabba.it within 48 hours of receiving the voucher.
4. The service operates by reservation only. Passengers without a booking will not be accepted on board unless seats are available and the passenger can prove a reservation at a partner accommodation of Arabba Fodom Turismo.
5. Fares:
 - **Venezia Marco Polo / Treviso Antonio Canova airports:** €69,00 one-way or €99,00 round-trip. Operates every Saturday and Sunday from 06/12/2025 to 05/04/2026 (extra services on 26/12/2025 and 02/01/2026).
 - **Bolzano San Giacomo airport:** €59,00 one-way or €79,00 round-trip. Operates every Sunday from 07/12/2025 to 05/04/2026.
 - Full fare applies to children of all ages. Ski bags and oversized luggage must be declared at the time of booking.
6. In the event of flight delays, the service will wait up to 30 minutes (based on airport information). For delays exceeding 30 minutes, passengers may take the next available shuttle, subject to seat availability, by notifying airport staff or contacting +39 338 202 7673 (active during service hours on weekends only; calls only, no SMS or WhatsApp). If no later transfer is available, the passenger must arrange alternative transport at their own expense. No refund will be provided. Missing flight or luggage details may limit support availability—communicate delays or cancellations promptly via the same number.
7. Arabba Fodom Turismo is not liable for theft or loss of passenger luggage. Passengers are responsible for supervising their own luggage. All bags should be labeled with name, address, and phone number to prevent loss or confusion. Do not leave items unattended or on board after the journey. Return shipping costs of forgotten items will be borne by the passenger if found.
8. Airport pick-up points:
 - **Venezia Airport:** Arrivals area, at Bar Rustichelli Mangione (*)
 - **Treviso Airport:** Inside the arrivals area; look for the welcome agent/driver (*)
 - **Bolzano Airport:** Outside the terminal (*)(*) Subject to change; any updates will be communicated via email.

The welcome agent/driver will be identifiable by this logo:



9. Departures may be delayed by up to 30 minutes. Arabba Fodom Turismo is not responsible for delays due to weather, traffic, or missed connections. Timetables are indicative. Schedules may be adjusted if demand is high (possible early departure). Arabba Fodom Turismo or its transport providers are not liable for missed flights caused by shuttle delays.
10. Transportation will be by coach, minibus, or car depending on the number of passengers.

11. Consumption of any drink (alcoholic or not) is prohibited on board without driver authorization. Violation of this rule may result in immediate removal and service termination.
12. The driver, hostess, or staff may deny boarding to passengers displaying offensive or harmful behavior. No refund will be issued in such cases.
13. **No Show:** Missing the outbound trip will result in automatic cancellation of the return trip.
14. Complaints must be submitted in writing within 30 days of the service date to:

15. **ARABBA FODOM TURISMO**

Via Mesdi 66/A-B, Arabba,
32020 Livinallongo del Col di Lana (BL), Italy
or by email: info@arabba.it

Complaints received after this period will not be considered. Claims regarding point 9 are not accepted.

Customer Service is available Monday to Friday from 8:30–12:00 and 15:30–17:00

Phone: +39 0436 780019 – Email: info@arabba.it

16. Assistance line: +39 338 202 7673 (active only during service hours on Saturdays and Sundays; **calls only**, no SMS or WhatsApp).
17. **Privacy:** Personal data will be processed by Arabba Fodom Turismo according to EU Regulation 2016/679 and related national laws, for purposes strictly linked to transport service delivery. Information regarding delays or cancellations will be communicated using the contact details provided during booking. Failure to provide such data will prevent the company from fulfilling its obligations.