

TERMS AND CONDITIONS OF SERVICE

“ARABBA TRANSFER” – WINTER SEASON 2026–2027

1. SERVICE AND PARTIES

These Terms and Conditions govern the contractual relationship concerning the purchase of the transfer service known as “Arabba Transfer” between the Customer and Arabba Fodom Turismo, with registered office at Via Mesdì 66/A-B, Arabba – 32020 Livinallongo del Col di Lana (BL), Italy, Tax Code/VAT No. 00685910259, hereinafter “Arabba Fodom Turismo”.

Arabba Fodom Turismo collects bookings, manages the related payments and provides the Customer with the booking confirmation and Service voucher. Passenger transport is not performed directly by Arabba Fodom Turismo. The actual operation of individual transfers is entrusted to professionally qualified and duly authorised passenger transport companies and operators, including, by way of example, private-hire vehicles with driver (NCC), bus, minibus and van operators, and other entities authorised under applicable law, hereinafter referred to as the “Carriers”.

The Carrier is selected by Arabba Fodom Turismo according to the route, date, number of passengers, vehicle availability and operational requirements of the Service, and may therefore vary from one trip or day to another. The Customer purchases the “Arabba Transfer” Service from Arabba Fodom Turismo. Entrusting the actual transport to a third-party Carrier does not change the party with whom the Customer enters into the Service purchase contract, which remains Arabba Fodom Turismo.

The obligations and liabilities that applicable law places directly on the Carrier in relation to the actual performance of the transport and matters within its responsibility remain unaffected. These Terms and Conditions apply without prejudice to any mandatory rights granted to passengers under applicable Italian and European law.

2. BOOKING, CONTRACT FORMATION AND PAYMENT

The Service may only be booked online through www.arabba.it, in accordance with the booking procedure. To use the Service on Saturdays and Sundays, the online booking must be completed and payment by credit card, currently through Visa or Mastercard, must be made by Wednesday at 4:00 p.m. (Italian time) of the week of arrival or departure, unless the booking system states otherwise.

The contract for the purchase of the Service is concluded between the Customer and Arabba Fodom Turismo once the booking procedure has been completed and payment has been successfully processed. The booking confirmation is evidence that the contract has been concluded and is sent to the email address provided by the Customer. The confirmation and/or voucher also constitutes a document evidencing the Customer’s entitlement to use the Service.

The contract is subject to the applicable rules on passenger transport contracts and consumer protection, including any provisions concerning the exclusion or non-application of statutory cancellation/withdrawal rights where provided by applicable law. Cancellations requested by the Customer are governed by these Terms and Conditions and by any specific terms stated during the booking process. Any mandatory statutory refund rights remain unaffected.

3. ELIGIBILITY FOR THE SERVICE

The Service is reserved for guests staying at accommodation establishments that are members of, or otherwise affiliated with, Arabba Fodom Turismo. At the time of booking, the Customer's name may be shared with the accommodation establishment indicated in the booking form solely to verify that the transfer booking corresponds to a confirmed stay and in compliance with applicable data-protection law.

If, following verification, the booking cannot be associated with a confirmed stay, Arabba Fodom Turismo may contact the Customer at the email address or contact details provided during booking and ask the Customer to provide clarification or documentation within 24 hours. If no response is received within that period, or if the information provided does not allow the eligibility requirement to be verified, no refund of the amount paid will be due, without prejudice to any mandatory rights granted to the Customer by law.

The Customer is responsible for the accuracy of the information provided when booking.

4. VOUCHER, BOOKING DETAILS AND CUSTOMER OBLIGATIONS

The booking confirmation, sent by email and valid as the Voucher, contains the main details of the Service, including the arrival or departure airport, departure point and destination, transfer date and time, number of passengers, telephone contact details, number and type of bags, ski bags, unusually bulky luggage and any other information required to organise the Service.

The Customer must immediately check that all information shown on the Voucher is correct. Arabba Fodom Turismo is not responsible for consequences resulting from incorrect, incomplete or inaccurate information entered by the Customer during booking, to the extent that such consequences are actually attributable to the information supplied by the Customer.

Any errors must be reported promptly to info@arabba.it, no later than 48 hours after receipt of the Voucher and in any event before the Service is provided. The Customer must also check any subsequent operational communications sent by Arabba Fodom Turismo.

5. MANDATORY BOOKING

The Service is provided only with a valid booking. Passengers who arrive at the pick-up point without a valid booking will not be allowed on board, unless expressly authorised otherwise and subject to seat availability and the operational conditions of the Service. Seats cannot be guaranteed to passengers without a booking.

6. FARES, LUGGAGE, MINORS AND SPECIAL REQUIREMENTS

For the 2026–2027 winter season, the price of the Service to/from Venice Marco Polo and Treviso Antonio Canova airports is €75.00 including VAT for a one-way journey and €105.00 including VAT for a return journey. The Service to/from Venice and Treviso airports operates every Saturday and Sunday from 5 December 2026 to 4 April 2027, subject to the availability and times shown at the time of booking.

The price of the Service to/from Bolzano San Giacomo Airport is €65.00 including VAT for a one-way journey and €85.00 including VAT for a return journey. The Service to/from Bolzano Airport operates every Sunday from 6 December 2026 to 4 April 2027, subject to the availability and times shown at the time of booking.

Unless otherwise stated during the booking process, the fares apply per passenger. Children of all ages are charged the full fare unless different conditions are expressly stated during booking.

Children under 14 must travel accompanied by an adult, unless otherwise provided by applicable law. Minors aged 14 to 17 may travel unaccompanied only with the prior written authorisation of a parent or person exercising parental responsibility, to be sent to Arabba Fodom Turismo before departure.

Any need for child seats, booster seats or other child restraint systems must be stated at the time of booking. Arabba Fodom Turismo will use reasonable efforts to provide the requested device, subject to operational availability and compatibility with the vehicle used. A specific requested device cannot be guaranteed if it was not requested in advance or if it is incompatible with the vehicle.

The vehicles used for the Service are not equipped for step-free access and are not designed to transport passengers who travel in wheelchairs or require lifting equipment, special restraints or other dedicated equipment. The Service is therefore available to passengers who are able to board, take a seat and travel in a standard vehicle seat using the vehicle's standard seat belts, including with the assistance of a companion.

Passengers with disabilities or reduced mobility, or passengers requiring particular assistance, are asked to contact Arabba Fodom Turismo before booking at info@arabba.it to check whether the Service is compatible with their needs and, where possible, to discuss alternative solutions. If, at the meeting point, the passenger's physical condition does not allow them to travel safely in a standard vehicle seat, the appointed Carrier may refuse carriage for safety reasons, after explaining the reason to the passenger.

Ski bags and unusually bulky luggage must be declared at the time of booking. Their carriage is subject to available space and compatibility with the vehicle used.

7. CANCELLATIONS AND CHANGES

The Service is booked for a specific date and time. If the Customer requests cancellation, regardless of when the cancellation is communicated, the amount paid is non-refundable. This also applies to cancellation of only one leg of a return booking; the non-cancelled leg remains valid.

The Customer is nevertheless asked to notify cancellations promptly at info@arabba.it, stating their first and last name, booking number, date and route.

Requests to change the date, route or number of passengers are assessed subject to seat availability and the operational organisation of the Service and may only be accepted if received by Wednesday at 4:00 p.m. (Italian time) in the week of arrival or departure. After this deadline, changes are no longer possible.

If the Service is cancelled or cannot be provided by Arabba Fodom Turismo or the Carrier, including in the circumstances described in Section 15, Arabba Fodom Turismo will, where possible, offer an alternative solution. If the Customer does not accept the alternative, or if no alternative is available, the Customer is entitled to a refund of the amount paid for the unprovided leg.

8. FLIGHT DELAYS

In the event of a flight delay, the appointed Carrier will, within reasonable practical limits and subject to the operational conditions of the Service, take the organisational measures necessary to enable the Customer to use the transfer.

The Service may wait for arriving passengers for an indicative maximum period of 30 minutes after the scheduled transfer departure time, taking into account, where available, flight information provided by airport operations or otherwise made available to the Service. The waiting period may be adjusted depending on operational requirements, the presence of other passengers, Carrier availability, traffic conditions and other circumstances relevant to organising the Service.

If a flight delay makes it impossible to operate the transfer at the originally scheduled time, the Customer may be transferred on the next available scheduled service, if one is operated. Transfer to the next service is subject to seat availability and the actual operation of that service.

If no later service is scheduled or no seats are available, the Customer must make their own arrangements to reach the destination, without prejudice to any applicable refund or other protection provided by law or these Terms and Conditions.

Where the Service is not used solely because of a flight delay which is not attributable to Arabba Fodom Turismo or the Carrier, and the transfer cannot be provided on the original or a subsequent service, the applicable cancellation and change conditions will apply, without prejudice to any mandatory rights granted by law.

The Customer must promptly notify any flight delays or changes using the contact details provided in the travel instructions.

9. LUGGAGE, PERSONAL BELONGINGS AND DAMAGE

The Customer is responsible for correctly identifying and looking after their luggage and personal belongings. Passengers are advised to attach a label to each item of luggage showing at least their name, surname and telephone number.

The Customer must check that they have collected all personal belongings at the end of the journey. Arabba Fodom Turismo and the appointed Carrier are not responsible for the loss or theft of items left unattended by the Customer, without prejudice to mandatory obligations and liabilities under applicable law.

Money, credit cards, identity documents, electronic devices, jewellery and other valuables must be kept personally by the passenger.

Items found on board vehicles will be kept for a maximum of 90 days, subject to available storage space and organisational arrangements. After that period, unclaimed items may be disposed of, donated or otherwise dealt with in accordance with applicable procedures, subject to any legal obligations. Any packaging, handling and shipping costs will be payable by the recipient.

Any luggage damage occurring during the transfer must be reported promptly to the driver, where possible when the luggage is returned, and notified in writing to Arabba Fodom Turismo within 3 days of the transport date, with a description of the damage and, where possible, photographic evidence. Failure to meet this deadline does not result in loss of any mandatory rights granted by law.

Any applicable rules governing the Carrier's liability for loss of or damage to luggage remain unaffected.

10. USE OF THIRD-PARTY CARRIERS

Arabba Fodom Turismo entrusts the actual performance of the Service to one or more professionally qualified Carriers authorised to carry out the required activity. The Carrier may be a private-hire vehicle company with driver (NCC), a passenger transport company operating buses, minibuses or vans, or another entity legally authorised to provide the required service.

The Carrier is selected by Arabba Fodom Turismo according to the operational requirements of the Service and may vary for an individual trip, route or service day. The Customer therefore accepts that the vehicle used may be operated or made available by an entity other than Arabba Fodom Turismo.

The vehicle may display the “Arabba Transfer” logo, the logo of the appointed Carrier or another identification communicated to the Customer.

Entrusting the actual performance to a third party does not alter the contractual relationship concerning the purchase of the Service, which remains between the Customer and Arabba Fodom Turismo. The Carrier remains directly responsible, within the limits and according to applicable law, for obligations relating to the actual performance of the transport and matters within its responsibility.

If applicable law imposes specific obligations or liabilities on Arabba Fodom Turismo also in relation to activities entrusted to a third-party Carrier, those provisions remain fully applicable.

11. PICK-UP POINTS AND IDENTIFICATION

Passenger pick-up points at airports and departure points in Arabba will be stated on the Voucher and/or in subsequent travel communications.

The Customer must carefully check the information received and report to the stated pick-up point. Where possible, reception staff and/or the appointed driver will be identifiable by the “Arabba Transfer” logo, the logo of the appointed Carrier or another identification communicated to the Customer.

The Customer must follow the operational instructions provided by Arabba Fodom Turismo and/or the Carrier.

12. TIMES AND OPERATIONAL CHANGES

Published times and the times shown on the Voucher are scheduled times and may change due to operational requirements or circumstances outside Arabba Fodom Turismo’s direct control. Examples include traffic, weather conditions, snow, accidents, road conditions, road closures, official checks, flight delays, passenger boarding and disembarkation, changes in passenger numbers, passenger grouping requirements, temporary vehicle unavailability, replacement of the appointed Carrier, extraordinary events or force majeure.

For organisational reasons, the departure time may be changed, including brought forward, compared with the time initially stated, provided that the change is communicated to the Customer by means reasonably appropriate to the circumstances.

Arabba Fodom Turismo will communicate significant changes using the contact details supplied at booking. The Customer must check communications received before departure.

At an airport, the Customer must be at the meeting point at least 15 minutes before the scheduled time, unless otherwise instructed. For departures from Arabba, the Customer must be present at least 10 minutes before the scheduled time, unless otherwise instructed.

If the Customer fails to appear at the stated place and time, the appointed Carrier may continue the service without waiting beyond the time reasonably necessary to establish whether the passenger is present, taking into account the needs of other passengers and the organisation of the Service.

13. SHARED SERVICE

“Arabba Transfer” is a shared transport service. Depending on the number of passengers and operational requirements, transport may be provided by bus, minibus, van, car or another authorised vehicle.

The Customer accepts that, because the Service is shared, the journey may not be direct; intermediate stops may be made; a change of vehicle may be required; passengers with compatible destinations may be grouped together; journey times may vary; the order of stops may change; the vehicle used may differ from one shown on the website; and the appointed Carrier may differ from the Carrier originally expected.

These arrangements are characteristics of the Service and do not, in themselves, give rise to a right to a refund or compensation, without prejudice to any rights arising from failure to provide the Service or from mandatory provisions of law.

Any indicative journey time published on the website or communicated to the Customer is not a guarantee of a minimum or maximum transfer duration unless expressly stated otherwise.

14. CONNECTIONS AND THIRD-PARTY SERVICES

The Service does not guarantee connections with flights, trains, buses, car rentals, transfers or other services arranged by third parties, unless expressly stated otherwise.

The Customer is responsible for allowing sufficient safety margins for any connections and subsequent services.

Arabba Fodom Turismo is not liable for costs arising from missed connections or failure to use third-party services where the consequences are caused by circumstances not attributable to Arabba Fodom Turismo or the Carrier, or by delays, changes or interruptions to the Service that could not reasonably have been avoided with ordinary care.

Any mandatory liability provided by law remains unaffected.

15. FORCE MAJEURE

Arabba Fodom Turismo may modify, suspend or cancel the Service if its performance is prevented, made unsafe or significantly compromised by unforeseeable events or events that cannot reasonably be controlled.

Examples include exceptional weather conditions, heavy snowfall, avalanches, accidents, road blocks or closures, strikes, public-health emergencies, measures taken by authorities, infrastructure failures, natural disasters, force majeure, unforeseen events or other circumstances that could not reasonably have been predicted or avoided.

In such circumstances, Arabba Fodom Turismo will, where reasonably possible, take the measures necessary to minimise inconvenience to passengers and, where possible, offer an alternative solution.

If the Service cannot be provided, the refund provisions set out in these Terms and Conditions and applicable law will apply. Any mandatory rights granted to the Customer by law remain unaffected.

16. NO SMOKING, FOOD AND DRINKS

Smoking is prohibited on board the vehicles, including the use of electronic cigarettes and similar devices.

Food and drinks may not be consumed on board without the driver's express permission. Alcoholic drinks may not be consumed on board, unless expressly authorised by the Carrier and compatible with applicable law and safety requirements.

If a passenger breaches these provisions, staff may take the measures necessary to ensure safety and the proper operation of the Service, including requiring the passenger to leave the vehicle where necessary, proportionate to the circumstances and permitted by law.

Any cleaning, restoration or repair costs directly resulting from conduct attributable to the passenger may be charged to the responsible person, limited to the actual and documented damage suffered.

17. ANIMALS

The transport of domestic animals is not permitted, including animals in carriers. This does not affect statutory provisions concerning assistance animals or other cases where carriage cannot lawfully be excluded.

18. PROHIBITED ITEMS AND MATERIALS

It is prohibited to carry on board weapons, explosives, flammable substances, toxic substances, illegal substances, hazardous materials or objects likely to cause harm to people, vehicles or property, to the extent that their carriage is prohibited by applicable law or incompatible with the safety of the Service.

The appointed Carrier and service staff may refuse to carry items or materials prohibited by law or incompatible with the safety of the Service.

If refusal is caused by conduct attributable to the Customer, failure to use the Service will not give rise to a right to a refund, without prejudice to any mandatory rights provided by law.

19. PASSENGER CONDUCT

The Customer and passengers must behave respectfully and comply with ordinary safety rules.

Service staff may refuse access to the vehicle or require a passenger to leave where the passenger's behaviour is offensive, aggressive or threatening, compromises safety, seriously disturbs other passengers, breaches safety instructions, damages the vehicle or equipment, or violates the law or these Terms and Conditions.

Any refusal of access or removal must be carried out proportionately to the circumstances and in accordance with applicable law.

If interruption of the Service is a direct consequence of conduct attributable to the passenger, the Customer will not be entitled to a refund for the unused Service, without prejudice to any mandatory rights provided by law.

The Customer remains liable for damage directly caused intentionally or through negligence.

20. NO-SHOW

"No-Show" means that a passenger fails to appear at the pick-up point stated on the Voucher or in subsequent operational communications by the scheduled departure time, taking into account any operational margin communicated.

In the event of a No-Show for the outbound journey, the return journey included in the same booking may be automatically cancelled if the Customer has not promptly notified their intention to use the return journey and retaining it is operationally possible.

Failure to use the Service due to a No-Show attributable to the Customer does not give rise to a right to a refund, without prejudice to any mandatory rights provided by law.

If the failure to appear is due to a circumstance not attributable to the Customer, the Customer must promptly contact Arabba Fodom Turismo using the contact details provided in the travel instructions so that an alternative solution may be assessed, where possible.

21. CUSTOMER LIABILITY FOR DAMAGE

The Customer is responsible for damage directly caused intentionally or through negligence to vehicles, equipment, staff, other passengers or third-party property.

Arabba Fodom Turismo and/or the appointed Carrier may seek compensation for actual and documented damage suffered, within the limits provided by applicable law.

The appointed Carrier remains entitled to take immediate measures necessary to protect the safety of passengers, staff and property.

No charge will be made for damage that is not attributable to the Customer or has not been adequately documented.

22. COMPLAINTS AND REPORTS

Any complaint or report concerning the Service must be submitted in writing to:

ARABBA FODOM TURISMO – Via Mesdì 66/A-B, Arabba – I-32020 Livinallongo del Col di Lana (BL), Italy
Email: info@arabba.it

The report should include the Customer's first and last name, booking number, travel date, route, description of the issue and any photographic or other useful supporting documentation.

Customers are asked to submit reports within 30 days of the Service date so that the facts can be investigated promptly and information can be obtained from any Carrier involved. Failure to meet this deadline does not result in loss of any mandatory rights granted by law.

Arabba Fodom Turismo may forward the complaint to the relevant Carrier and/or request the information needed to handle the report. Any procedures and time limits provided by applicable law remain unaffected.

23. CUSTOMER SUPPORT

Booking assistance is available Monday to Friday from 8:00 a.m. to 12:00 p.m. and from 1:00 p.m. to 4:00 p.m.

Tel.: (+39) 0436 780019 - Email: info@arabba.it

The emergency operational support number available on Service operating days will be provided to the Customer in the travel instructions. This emergency operational number is intended for emergencies concerning bookings active on the day of service and will only be available during the Service's operating period, i.e. shortly before transfer departures from the airports and/or Arabba.

For general enquiries, please use the regular email support service at info@arabba.it.

In an emergency involving the safety or physical well-being of persons, the Customer must first contact the appropriate emergency services.

24. PERSONAL DATA

Customer and passenger personal data are processed by Arabba Fodom Turismo, as data controller, in accordance with Regulation (EU) 2016/679 ("GDPR") and applicable national law.

Data are processed for booking management, entering into and performing the contract, organising the Service, operational communications, customer support and compliance with legal obligations.

Strictly necessary data may be shared with the accommodation establishments indicated by the Customer to verify eligibility for the Service, within the limits and in accordance with the procedures required by applicable law.

Data necessary for the actual performance of the transfer may be shared with the appointed Carrier and other parties involved in organising the Service, to the extent necessary to perform the contract and in compliance with applicable law.

The full privacy notice, including purposes, legal bases, recipients, retention periods and data-subject rights, is available at www.arabba.it.

If the appointed Carrier processes personal data for its own purposes or as an independent data controller, such processing will be carried out in accordance with applicable law and the Carrier's own privacy notice.

25. GOVERNING LAW AND JURISDICTION

These Terms and Conditions are governed by Italian law.

For Customers who qualify as consumers, any dispute shall be submitted to the court having jurisdiction under the applicable consumer-protection rules.

For disputes not subject to mandatory consumer-protection provisions, the Court of Belluno, Italy, shall have jurisdiction, unless mandatory law provides otherwise.

Nothing in these Terms and Conditions limits or excludes any consumer rights granted by mandatory provisions of law.

26. FINAL PROVISIONS

Booking and payment for the Service constitute acknowledgement that the Customer has read these Terms and Conditions and accepts them to the extent permitted by applicable law. These Terms and Conditions form an integral part of the contract for the Service purchased.

If any individual provision is invalid, void or unenforceable, this will not, to the extent permitted by law, affect the validity of the remaining provisions.

Arabba Fodom Turismo may amend or update these Terms and Conditions to reflect changes in legislation or organisational or operational requirements. The version in force at the time of booking applies to the contract, unless a change is required by law and applies to existing contractual relationships.

These Terms and Conditions do not exclude or limit any rights or liabilities that cannot validly be excluded or limited under applicable law.

If these Terms and Conditions conflict with mandatory legal provisions applicable to the Service, the mandatory legal provisions prevail.