

TASTE BOLOGNA – TERMS AND CONDITIONS

Last updated: September 2026

These Terms and Conditions apply to all tours, food experiences, cooking classes, private activities and other services offered by **Taste Bologna di Andrea Chierici** (“Taste Bologna”, “we”, “us” or “our”).

By making a booking with Taste Bologna, you confirm that you have read and accepted these Terms and Conditions.

1. BOOKINGS AND PAYMENT

A booking is confirmed once payment has been successfully received and a booking confirmation has been issued by Taste Bologna or through our booking platform.

The person making the booking is responsible for providing accurate contact information, including a valid email address and telephone number where requested.

The customer is also responsible for checking the booking confirmation and immediately notifying Taste Bologna of any errors or discrepancies.

Unless otherwise agreed in writing, the prices applicable to a booking are those displayed at the time of purchase.

For private tours, cooking classes, corporate activities, custom experiences and bookings made through travel agencies or other partners, different payment and cancellation conditions may apply if specifically agreed or stated in the booking confirmation.

2. CANCELLATION AND REFUND POLICY

The cancellation terms applicable to your booking are those displayed at the time of purchase and/or stated in your booking confirmation.

Group Activities and Booking Protection

When offered and purchased at the time of booking, **Booking Protection** allows customers to cancel their booking and receive a refund of the activity price provided that the cancellation is made at least **48 hours before the scheduled starting time**.

The cost of Booking Protection and any applicable booking or payment fees are non-refundable.

If Booking Protection has not been purchased, bookings for group activities are non-refundable in the event of customer cancellation, regardless of the reason for cancellation or non-attendance.

Private Activities

Unless otherwise stated in the booking confirmation, private tours, private cooking classes and other private activities may be cancelled free of charge up to **7 days before the scheduled starting date and time**.

Cancellations made less than 7 days before the scheduled activity are non-refundable.

No-Show and Late Arrival

Bookings are non-refundable in the event of a no-show.

Guests are expected to arrive at the designated meeting point on time. If a guest arrives late, Taste Bologna will make reasonable efforts to accommodate them, but the activity may need to continue according to the original schedule.

No refund will be provided for time or portions of an activity missed due to late arrival.

Cancellation by Taste Bologna

If Taste Bologna needs to cancel an activity before it begins, we will make reasonable efforts to offer an alternative date or an equivalent experience.

If no suitable alternative is available or accepted, the customer will receive a refund of the amount paid for the cancelled activity.

This does not affect any rights that cannot legally be excluded under applicable law.

3. CHANGES TO BOOKINGS

Requests to change the date, time or number of participants are subject to availability and may be accepted at Taste Bologna's discretion.

Any price difference resulting from a change will be communicated to the customer before the change is confirmed.

A reduction in the number of participants may affect the total price of a private activity and is therefore subject to the conditions applicable to the specific booking.

4. TICKET TRANSFERABILITY

Tickets and bookings may be transferred to another person unless otherwise stated in the booking confirmation.

The original purchaser remains responsible for providing Taste Bologna with any information reasonably required to identify the new participant.

Transferability does not change the cancellation or refund conditions applicable to the original booking.

5. TOUR TIMES, MEETING POINTS AND ITINERARIES

Customers are responsible for arriving at the designated meeting point at the time indicated in their booking confirmation.

Meeting points, schedules and itineraries are provided in good faith and are subject to reasonable changes when necessary.

Taste Bologna may modify the itinerary, order of visits, tasting locations, dishes or other components of an activity when reasonably necessary due to availability, operational requirements, traffic, weather, local events, technical issues or other circumstances beyond our reasonable control.

We will make reasonable efforts to provide an experience of comparable quality and value.

Because many of the businesses we visit are small, independent local establishments, occasional changes may be necessary due to their opening hours, holidays, operational requirements or unforeseen circumstances.

6. FOOD ALLERGIES, INTOLERANCES AND DIETARY REQUIREMENTS

Guests must inform Taste Bologna of any food allergies, intolerances or dietary requirements **before the activity**, preferably at the time of booking.

We will make reasonable efforts to accommodate dietary requirements when they have been communicated to us in advance.

However, food is prepared and served by independent restaurants, producers, shops and other venues. Taste Bologna cannot guarantee that food prepared by third-party venues will be completely free from a particular allergen or that cross-contamination will not occur, unless a specific service has been expressly booked and confirmed as a dedicated allergen-free experience.

Guests with severe or life-threatening food allergies are responsible for informing Taste Bologna clearly and for carrying any medication or emergency treatment prescribed for them.

Guests remain responsible for assessing whether the food and tastings offered are suitable for their individual medical or dietary needs.

Taste Bologna should be informed immediately if a guest experiences any problem or reaction during an activity.

7. HEALTH AND SAFETY

Guests participate in Taste Bologna activities at their own responsibility and must follow reasonable instructions provided by Taste Bologna, its guides and the venues visited.

Guests are expected to be in a condition that allows them to safely participate in the activity.

Taste Bologna reserves the right to refuse participation, or to ask a guest to leave an activity, where their behaviour presents a significant risk to themselves, the guide, other guests, venue staff or property.

No refund will normally be provided where a guest is unable to participate or is removed from an activity due to their own conduct or failure to comply with reasonable safety instructions, subject to applicable law.

8. GUEST CONDUCT AND DAMAGE

Guests are expected to treat guides, other participants, venue staff and local businesses with respect.

Guests must not intentionally or negligently damage property belonging to Taste Bologna, its guides, partner businesses or venues visited during an activity.

A guest may be held responsible for the reasonable cost of repairing or replacing property damaged by them through intentional or negligent conduct, to the extent permitted by law.

Taste Bologna reserves the right to refuse participation or terminate an activity where a guest behaves in an abusive, threatening, discriminatory or otherwise inappropriate manner.

9. CHANGES OR CANCELLATION DUE TO UNFORESEEN CIRCUMSTANCES

Taste Bologna may modify, postpone or cancel an activity when circumstances beyond our reasonable control make it impossible, impractical or unsafe to operate as planned.

Such circumstances may include, without limitation, severe weather, natural events, strikes, transport disruptions, public emergencies, government restrictions, venue closures, road closures, technical failures or other extraordinary events.

In these circumstances, Taste Bologna will make reasonable efforts to offer an alternative date or an equivalent experience.

Where Taste Bologna cancels an activity and no suitable alternative can be agreed upon, the customer will receive a refund of the amount paid for the affected activity.

Taste Bologna is not responsible for additional costs incurred by customers as a result of changes or cancellations, such as transportation, accommodation, flights or other travel arrangements, except where required by applicable law.

10. OUR RESPONSIBILITY

Taste Bologna carefully selects the local businesses, guides, producers, restaurants and other partners involved in our experiences.

However, some services forming part of an activity are provided by independent third parties.

Taste Bologna is responsible for providing the services that we have agreed to provide as described in the booking confirmation, subject to these Terms and Conditions and applicable law.

We are not responsible for the independent acts, omissions or failures of third-party suppliers where such matters are outside our reasonable control.

Nothing in these Terms and Conditions excludes or limits liability where such exclusion or limitation is prohibited by applicable law.

11. LIMITATION OF LIABILITY

To the fullest extent permitted by applicable law, Taste Bologna shall not be liable for loss, damage, delay or additional expenses arising from circumstances beyond our reasonable control.

This may include, where applicable, traffic, weather conditions, strikes, public events, transport disruptions, venue closures, government measures, technical problems or other unforeseen circumstances.

Taste Bologna will not be responsible for loss or damage to personal belongings brought by guests during an activity.

Nothing in these Terms and Conditions excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot legally be excluded or limited under applicable law.

12. PERSONAL BELONGINGS

Guests are responsible for their own personal belongings during Taste Bologna activities.

Taste Bologna recommends that guests avoid bringing valuable or unnecessary items to tours and experiences.

Taste Bologna is not responsible for lost, stolen or damaged personal belongings unless such responsibility cannot legally be excluded.

13. TRAVEL INSURANCE

Taste Bologna strongly recommends that customers obtain appropriate travel insurance covering, where relevant, cancellation, medical expenses, personal belongings and other risks associated with their trip.

Taste Bologna does not provide or sell travel insurance.

14. COMPLAINTS AND FEEDBACK

We want every guest to have an excellent experience.

If you are dissatisfied with any aspect of an activity, please inform your guide or contact Taste Bologna as soon as possible, preferably while the activity is still taking place. This gives us the opportunity to understand the issue and, where reasonably possible, resolve it immediately.

We also welcome feedback after the activity and will review complaints fairly and in good faith.

Any request for compensation or refund will be assessed according to these Terms and Conditions, the circumstances of the case and applicable law.

15. PHOTOGRAPHS AND CONTENT

Taste Bologna or its guides may occasionally take photographs or videos during activities for operational or promotional purposes.

Where consent is legally required, we will obtain it in accordance with applicable law.

Guests who do not wish to appear in promotional photographs or videos should inform their guide or Taste Bologna.

16. PRIVACY AND COOKIES

Taste Bologna processes personal data in accordance with applicable data protection legislation.

For information about how Taste Bologna collects, uses, stores and protects personal data, please refer to our **Privacy Policy** available on our website.

Information about cookies and similar technologies is provided in our **Cookie Policy**.

These policies form part of the information provided to customers when using our website and booking our services.

17. THIRD-PARTY BOOKING PLATFORMS AND TRAVEL AGENCIES

Where a booking is made through a third-party booking platform, travel agency or other intermediary, additional terms and conditions may apply.

In the event of any difference between these Terms and Conditions and specific conditions expressly agreed in writing for a particular booking, the specific conditions applicable to that booking will prevail to the extent of the inconsistency.

18. CHANGES TO THESE TERMS AND CONDITIONS

Taste Bologna may update these Terms and Conditions from time to time to reflect changes to our services, business practices or applicable legal requirements.

The version applicable to a booking will generally be the version in effect at the time the booking is made, unless a subsequent change is required by law or expressly communicated to the customer.

19. GOVERNING LAW

These Terms and Conditions are governed by the laws of Italy.

Nothing in these Terms and Conditions is intended to deprive consumers of any mandatory rights or protections granted to them under the laws applicable to their place of residence.

Any dispute that cannot be resolved amicably will be subject to the jurisdiction of the competent courts in accordance with applicable law.

20. CONTACT

For questions, changes, complaints or other matters relating to a booking, please contact:

Taste Bologna di Andrea Chierici

Via Malta 19

40135 Bologna, Italy

Email: info@tastebologna.net

Phone: +39 348 9346282

By making a booking with Taste Bologna, you acknowledge that you have read and accepted these Terms and Conditions.