



Santa Margherita S.p.A.

Via Ita Marzotto, 8 | 30025 Fossalta di Portogruaro (Ve) | Tel.+39 0421 246111 | Fax +39 0421 246417 | [www.santamargherita.com](http://www.santamargherita.com)  
cap. soc. euro 7.231.000 I.V. | Unico azionista: Zignago Holding S.p.A. | codice fiscale e nr. del registro imprese di Venezia: 00717760243  
R.E.A. Venezia N. 159187 | partita iva N. 00884040270

### General booking conditions:

- All prices shown include 22% IVA (Value Added Tax).
- The booking will be considered confirmed only after communication in writing by the staff of Santa Margherita S.p.A. and, when applicable, following reception of the client's deposit.
- To ensure that the experience takes place smoothly, we kindly ask visitors to present themselves at the meeting point 10 minutes before the beginning of the event.
- During the experience, participants are obliged to follow any safety and hygiene advice they receive from the staff of Santa Margherita S.p.A. at the beginning of the event. Specifically, they must:
  - o Always remain close to the person accompanying them and comply with any instructions given, avoiding straying from the route indicated by the company personnel conducting the visit.
  - o Not consume food and drinks (including chewing gum) other than those included in the experience that has been booked.
  - o Not touch any materials, equipment or other items unless requested to do so. Any damage caused, even involuntarily, to the premises and equipment will be charged to the person responsible, who will have to pay for the damage incurred.
- Animals are not allowed either inside or outside our buildings.
- For the tastings in the winery, we advise against the use of perfumes and very strong deodorants, face creams or any other product that might alter one's olfactory perception of the wines and also disturb other people who are tasting.
- The tasting of alcoholic beverages is limited to people of legal age, as we are not permitted to serve such drinks to those under 18 years of age.
- Santa Margherita's experiences are conducted in Italian or English, according to the language spoken by the person making the request.
- Please advise us of any food allergies or intolerances at the time of booking. The company denies any responsibility if we are not made aware of these before the visit.
- Santa Margherita S.p.A. is not responsible for any damages incurred by clients due to third parties or to *force majeure* (fires, earthquakes, flooding, etc.).
- As Santa Margherita S.p.A. does not offer any custodial services, the company denies any responsibility and will not be answerable in any way for the theft and/or loss of objects and/or money left unguarded anywhere on the premises.
- In case of emergency (fire, natural disaster), keep calm and do not stray away from those accompanying you. Follow the instructions given by the staff and use the escape routes shown on the relevant signs.
- Calls for emergency services (ambulance and/or fire brigade) should be requested through the staff of Santa Margherita S.p.A..



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## Payment:

Tastings at our winery at Fossalta di Portogruaro (VE): As a confirmatory deposit, we request payment of the total amount for bookings made more than 2 months prior to the date requested or for groups of more than 10 people. The staff of Santa Margherita S.p.A. will send the client or the person in charge of the group a Nexipay link for payment by credit card.

Guided tours at the convent of San Francesco della Vigna: As a confirmatory deposit, we request payment of the total amount of the booking. The staff of Santa Margherita S.p.A. will send the client or the person in charge of the group a Nexipay link for payment by credit card.

When the confirmatory deposit has been received, we will issue a sales invoice to the person paying, who will be asked to provide their address and tax code for the purposes of issuing the document.

Confirmation of reception of the confirmatory deposit implies confirmation of the booking itself.

## Cancellation policy (Italian Legislative Decree of 6<sup>th</sup> September 2005, no. 206):

- Cancellations in writing over 48 hours before the start of the experience: 70% cancellation charge.
- Cancellations in writing less than 48 hours before the start of the experience: 100% cancellation charge.
- No – show: 100% cancellation charge.

Requests for cancellation must have been received at this address: [visit@santamargherita.com](mailto:visit@santamargherita.com) .

## Minimum number of participants (valid only for guided tours at the convent of San Francesco della Vigna):

The event will take place provided at least 8 people are present. If this minimum number is not reached, the deposit will be returned by bank transfer.

## Privacy policy:

Our policy regarding the processing of personal data can be consulted on Santa Margherita's website, using the following [LINK](#).