



## REFUND REQUEST

- how to apply for “Travel Guarantee Fund” intervention -

1. Download and complete the following documents:
  - A. [Delegation Form](#) - The Form must be completed by each trip participant to delegate the tour package holder to sign the Fund's Application for Intervention;
  - B. [Substitute Declaration](#) - The Form must be completed - if applicable - by the parents/guardians of the minor participants in the trip named in the tour package;
  - C. [Application for Fund Intervention](#) - The Form must be completed by the owner of the tour package;
  - D. [Reimbursement Privacy Policy](#) - The Form must be signed by the tour package holder.
2. Filing a lawsuit with a Police officer, describing the facts
3. Send by registered mail (with return receipt) the following documents within 30 days from the date of actual return if the trip has begun; or within 30 days from the date on which the insolvency or bankruptcy of the tour company has occurred.
  - A. Original travel contract (signed by the agency)
  - B. Original documents proving the traceability of the payment of the tour package (e.g. receipts of payment by credit card or bank statements)
  - C. Original of the lawsuit
  - D. Copies of the identity documents of all participants named in the travel package
  - E. Statement to express your willingness to receive reimbursement or, alternatively, use the services included in the tour package

All documents must be sent by registered mail to:  
Garanzia Viaggi S.r.l. - Via Nazionale 60 - 00184 Rome

(it is suggested to advance them by email to [assistenza@garanziviaggi.it](mailto:assistenza@garanziviaggi.it))