

Why do we request your contact information?

Firstly, we do realise that when you are in Rome, you are on vacation, and do not want to be disturbed. We also appreciate that when you are away from work, you do not plan on checking emails all the time! Finally, we are aware of the costs of accepting international calls on cellphones.

We totally understand your reasons for not wanting us to call you when you are on your vacation, and completely respect your privacy. However, there are a number of reasons why we may need to reach you while you are in Rome:

1. You are late for your tour.

Sometimes people leave their hotels and then have difficulty finding our meeting point, or their taxi gets stuck in traffic or the driver makes a mistake. These things can happen, and if you are not at the meeting point at the designated time, we will try to contact you to see how we can help you, or if you tell us you are on your way and stuck in traffic, we will have the guide wait for you. If you have already left your hotel, there is no point in leaving a message with them, and if we cannot contact you to find out where you are, the tour would have to leave without you.

2. There is a strike.

This is a common problem in Italy, which has an unfortunate culture of strikes. During your stay in Rome, you may be affected by a one-day public transport strike, which affects buses, trams and the underground (the most commonly-used mode of transport in Rome). On other occasions, taxi drivers may go on strike.

In the event of any strikes in the transport sector, we like to contact our clients the day before the tour to advise them to leave their hotels early, or to provide information on alternative methods of getting to the tour.

Worse than transport strikes, for the tour business, are strikes of museums and tourist attractions. These happen occasionally every year, and in 2011, the Colosseum staff went on strike on 6 occasions, closing the building for either the whole day or for the entire morning.

There is nothing we can do about such strikes, in that we cannot prevent them, but we can plan around them. Very often the strike will only be announced with 24 hours notice, in which case we will make a decision to re-schedule the tour for another time. For this, we will need to be able to contact you to notify you of the change.

3. The weather takes a turn for the worse.

This is usually only an issue during the winter. Usually, we do not cancel or re-schedule tours on account of bad weather, but on some occasions when the weather is extremely bad, and the tour is deemed to be unfeasible or even dangerous, we will contact the clients on the tour to ask if they would like to re-schedule or cancel. If everybody agrees to cancel or postpone the tour, we will follow the groups' wishes. Again, for this, we will need to have a reliable method of contacting you.

There can be other occasions when we may need to contact you, if there is information which we feel you need to know, but it is important to us that you are aware that ***we do not use your contact information unless absolutely necessary.***

What we do not use your contact information for:

- We do not pass your information to any third party.
- We do not contact you to promote any tour services.

Preferred Contact Information

- The best method of contacting you is by cellphone. If you are only able to receive SMS messages, or if you would prefer to be sent an SMS rather than called on your cellphone, please indicate this and we will make a note of it.
- If you have a smartphone, iPad, laptop or any device on which you can receive emails on the go, please let us know the email address you will be using when in Rome for this purpose.
- If you cannot be reached by cellphone or email, please let us know your hotel or apartment, and the number at which we can reach you if necessary. If this is the only way we have of contacting you, please realise that if you are running late for your tour we will probably not be able to reach you, and will have to begin without you.

Incidentally, if you would like us to contact you on your day of arrival, whether to re-confirm your tours or just to welcome you to Rome, just let us know and we will take care of it!