

Terms and Conditions

Welcome to Trame Living! These Terms and Conditions govern your use of our website (www.trameliving.com) and your participation in the retreats, events, and related services we offer. By accessing our website or purchasing our services, you agree to abide by these terms. Please read them carefully.

1. General Information

1.1 Company Details

TRAME LIVING ETS is a cultural association based in Via Pietro Gaona, 24, 74015, Martina Franca, TA, Italy, fiscal code 90282630731 specializing in retreats, events, and coliving experiences for digital nomads and expats.

The association is striving to create authentic experiences to discover the South of Italy through locals' eyes. We are working to put Puglia on the map as a digital nomad destination – boosting off-season tourism and attracting international talent to enhance cultural diffusion by blending global and mediterranean cultures.

1.2 Contact Information

For inquiries, please contact us at ciao@trameliving.com.

1.3 Eligibility

Our services are available to individuals aged 18 and over.

2. Booking and Payment

2.1 Booking Process

All bookings are made through our website or via email. Your booking is confirmed only upon receipt of full payment or as specified in the package details.

2.2 Payment Methods

We accept payments via credit/debit cards, bank transfers, and other secure payment methods as listed during the checkout process.

2.3 Pricing

All prices are listed in EUR and include applicable taxes unless stated otherwise. Prices are subject to change without prior notice.

2.4 Deposits

Some events may require a deposit. The deposit is non-refundable unless otherwise stated or as specified by point 3.

3. Cancellations and Refunds

3.1 Cancellation by Participant

- **More than 45 days before the event start date:** 100% refund minus any fees paid to payment platforms and/or other digital service providers.
- **Between 45 and 30 days** Total refund minus deposit, any fees paid to payment platforms and/or other digital service providers.
- **Between 30 and 15 days before the event start date:** 50% refund minus any fees paid to payment platforms and/or other digital service providers.
- **Within 15 days of the event start date:** Non-refundable.

3.2 Cancellation by Trame Living

If we cancel an event due to unforeseen circumstances, participants will receive a full refund or the option to transfer to a future event.

3.3 Force Majeure

Trame Living is not responsible for cancellations due to events beyond our control, such as natural disasters, travel restrictions, or pandemics.

This cancellations terms apply unless differently stated in the specific event or service.

For cancellation and refunds contact us at ciao@trameliving.com

4. Participant Responsibilities

4.1 Travel Arrangements

Participants are responsible for their own travel arrangements, including transportation to and from the event location.

4.2 Insurance

We strongly recommend that participants purchase travel insurance, including coverage for medical emergencies and cancellations.

4.3 Code of Conduct

Participants must respect local laws, property, and fellow participants. Trame Living reserves the right to remove any participant engaging in disruptive or harmful behavior without a refund.

5. Use of the Website

5.1 Intellectual Property

All content on the Trame Living website, including text, images, and logos, is the property of Trame Living and may not be used without permission.

5.2 Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the content or policies of these sites.

5.3 Prohibited Activities

Users may not engage in activities that harm the website, compromise its security, or misuse its content.

6. Privacy Policy

6.1 Data Collection

We collect personal information necessary for bookings and event organization. For details, please refer to our Privacy Policy.

6.2 Data Sharing

Your information will not be shared with third parties except as required to fulfill our services.

6.3 Cookies

By using our website, you agree to the use of cookies for improving user experience.

7. Liability

7.1 Assumption of Risk

Participants acknowledge that travel and group events involve inherent risks. Trame Living is not liable for injuries, losses, or damages incurred during events.

7.2 Limitations of Liability

Trame Living's liability is limited to the cost of the event purchased.

7.3 Indemnification

Participants agree to indemnify Trame Living against claims arising from their actions during events.

8. Governing Law

These terms are governed by the laws of Italy. Any disputes will be resolved in the court of Taranto, Italy.

9. Changes to Terms and Conditions

9.1 Updates to Terms

Trame Living reserves the right to modify these terms at any time. Changes will be effective immediately upon posting on our website.

9.2 Acceptance of Updates

Continued use of our services or website after changes constitute acceptance of the updated terms.

10. Contact Us

If you have any questions about these Terms and Conditions, please contact us at:

- **Email:** ciao@trameliving.com

Thank you for choosing Trame Living. We look forward to welcoming you to our community!