LOCAL WAY

User Cancellation and Refund Policy

Version 1, text revised on 29 October 2026

SECTION I - SCOPE AND APPLICABLE RULE

Article 1 - Scope

1.1. This Policy governs cancellations, changes, no-shows, refunds, credits and vouchers for Services purchased or booked through Local Way. It forms part of the General Terms and Conditions for Consumer Users.

1.2. For each option or rate, the Listing and the summary displayed immediately before the order specify the applicable rule and exact deadline. The same information appears in the confirmation on a durable medium.

1.3. A restrictive condition that was not clearly displayed before the order or is inconsistent with the confirmation cannot be enforced against the consumer to the extent provided by law. In the event of a conflict, the more favourable condition communicated to the User prevails, except for a recognisable error corrected before the contract was concluded.

Article 2 - Available rate types

2.1. "Refundable until the deadline": 100% of the Total Price is refunded if the cancellation request is recorded by the exact deadline shown in the Listing, at checkout and in the confirmation. After that deadline, voluntary cancellation does not entitle the User to a refund, subject to statutory obligations and the exceptions in this Policy.

2.2. "Non-refundable": after confirmation, voluntary cancellation by the User does not entitle the User to a refund. The right of withdrawal for contracts governed by Article 20 of the User Terms, the right to a refund for Supplier cancellation or breach, a material change or an error attributable to the Platform, and other mandatory rights remain protected.

2.3. Local Way does not apply a partial refund band unless the band, the percentage and the calculation method are expressly displayed before the order and supported by the system. The label "Flexible", "Moderate" or "Strict" alone does not replace the full financial rule.

2.4. The deadline is calculated using the start time and the local time zone of the place where the Service is performed. The timestamp recorded by the Platform applies, without any rounding to the User's disadvantage compared with the information displayed.

Article 3 - How to cancel or request a change

3.1. The User uses the function available in the Bookings area or emails info@local-way.com, quoting the Transaction number. The request takes effect when recorded or received through the stated channel.

3.2. A change of date, time, option or participants is subject to availability and may require payment of the difference or give rise to a refund of the difference. It is binding only after written confirmation.

3.3. If a change cannot be accommodated, the original Transaction remains valid unless the User cancels under the applicable rule.

SECTION II - CANCELLATIONS NOT ATTRIBUTABLE TO THE USER

Article 4 - Supplier cancellation or inability to perform

4.1. If the Supplier cancels, declines an already confirmed Transaction, fails to appear or cannot perform the Service, the User receives a full refund of the Total Price, including the Service Fee.

4.2. Rescheduling, an alternative Service or a voucher may be offered. Acceptance requires a free and affirmative choice by the User. Silence does not constitute acceptance, and declining the alternative does not reduce the refund due.

4.3. A refund does not exclude any entitlement to further remedies or damages provided for by law.

Article 5 - Material changes

5.1. Changes are material if they alter essential characteristics promised in the Listing and confirmation: the date, a time slot that was decisive for the purchase, location, a significant change in duration, language, main content, accessibility, difficulty level, essential inclusions or the identity of the professional where decisive for the purchase.

5.2. The User may accept the change or decline it and receive a full refund. A minor change necessary for safety that does not reduce quality or value is communicated promptly and assessed in the circumstances of the case.

Article 6 - Extraordinary events and weather

6.1. If an event beyond reasonable control makes the Service impossible, prohibited or unsafe, the User is entitled to a full refund under Article 4. Rescheduling or an alternative Service requires the User's free and express acceptance.

6.2. If the Service cannot be performed, a voucher cannot be imposed in place of the refund due. The User may freely choose a voucher after being informed of its value, validity period and conditions.

6.3. Ordinary or foreseeable weather conditions that do not prevent safe performance do not automatically entitle the User to a refund if the Listing stated that the activity would go ahead. The safety decision must be professional, non-arbitrary and capable of being documented.

SECTION III - NO-SHOWS, REQUIREMENTS, WITHDRAWAL AND REFUNDS

Article 7 - No-shows and late arrival

7.1. Failure to arrive, or arrival after a clearly communicated time limit, may result in loss of the refund. The Supplier must wait for the period stated in the Listing or confirmation and, where reasonable, attempt to contact the designated contact person.

7.2. If the meeting point, time or instructions were incorrect, incomplete or changed without adequate notice, a no-show cannot automatically be attributed to the User.

7.3. Refusal on the ground that a requirement was not met may be relied on only if that requirement was essential, lawful and clearly stated before the order.

Article 8 - Right of withdrawal

8.1. Leisure Experiences for a specific date or period are exempt from the fourteen-day right of withdrawal in the cases provided for in Article 59(1)(n) of the Italian Consumer Code.

8.2. For open-date vouchers, Services without a specific date and Local Way's intermediation service, withdrawal is governed by Article 20 of the User Terms. For contracts outside the exclusions in Article 59 of the Italian Consumer Code, the User may use the model form annexed to the Terms or make an unequivocal statement.

8.3. Commercial cancellation rules apply independently of the right of withdrawal and may grant more favourable rights.

8.4. For online contracts subject to a right of withdrawal, the "Withdraw from contract here" function is available under Article 20.5 of the User Terms and Article 54-bis of the Italian Consumer Code. The function allows the User to submit and confirm the statement online and provides for an acknowledgement of receipt to be sent on a durable medium.

Article 9 - Amount and method of refund

9.1. Unless more favourable terms are stated, a full refund includes the Service Price, Service Fee and taxes included in the order. A partial refund, where validly provided for, is calculated using the basis expressly stated before the order.

9.2. The refund is issued to the original payment method without undue delay and in any event within fourteen days after the entitlement arises. The time taken for the funds to appear afterwards depends on the payment service provider.

9.3. If the original payment method is no longer available, Local Way requests a lawful alternative and carries out the checks necessary to prevent fraud.

9.4. The consumer is not charged a refund fee when a refund is due by law or because of the Supplier's cancellation or breach.

Article 10 - Vouchers and credits

10.1. A voucher offered in lieu of a refund requires express acceptance. The offer and confirmation state its value, validity and conditions of use. A voucher does not limit the original right to a refund if acceptance was not free and informed.

10.2. Gift or open-date vouchers purchased as standalone products are subject to the specific terms communicated before purchase and the withdrawal rules applicable to the relevant contract.

Article 11 - Complaints and proof of the request

11.1. To challenge a decision, the User emails info@local-way.com with the Transaction number and relevant documents. Local Way reviews the case with the Supplier and communicates the outcome on a durable medium.

11.2. Platform logs, communications, confirmation and payment records are assessed together with the evidence provided by the User and the Supplier. No clause makes Local Way's data alone exclusive and conclusive evidence.

11.3. Access to ADR, the jurisdiction of the consumer's courts, rights against the payment service provider and all mandatory remedies remain unaffected.