

HIGH SEASON 2023  
ENGLISH

# PALERMO

**VISITS AND  
EXCURSIONS**



CARRANI INTERNATIONAL





## Useful information before booking our tours

### High season 2023

Valid from April 1 to October 31 2023

ALL RATES ARE PER PERSON

### Cancellation Policy:

Free cancellation until 6 days before arrival.  
100% penalty after 5 days before arrival or no-shows.

## Why are Palermo tours unique and beloved by travelers?

### Strategic partnership benefits

Our tours are allowed to visit areas usually closed to others. And we never wait in line!

### Culture and leisure

Customize your city break with professionally-guided tours to heritage sites and experience new ways to visit Palermo with us. From art visits to excursion experiences, we are your key to Palermo.

### Expert local tour guides and tour escorts

All of our tour guides are experts, professional and friendly.

### Speaking your language

Our best-selling tours are performed in one language only.

### Departures always guaranteed

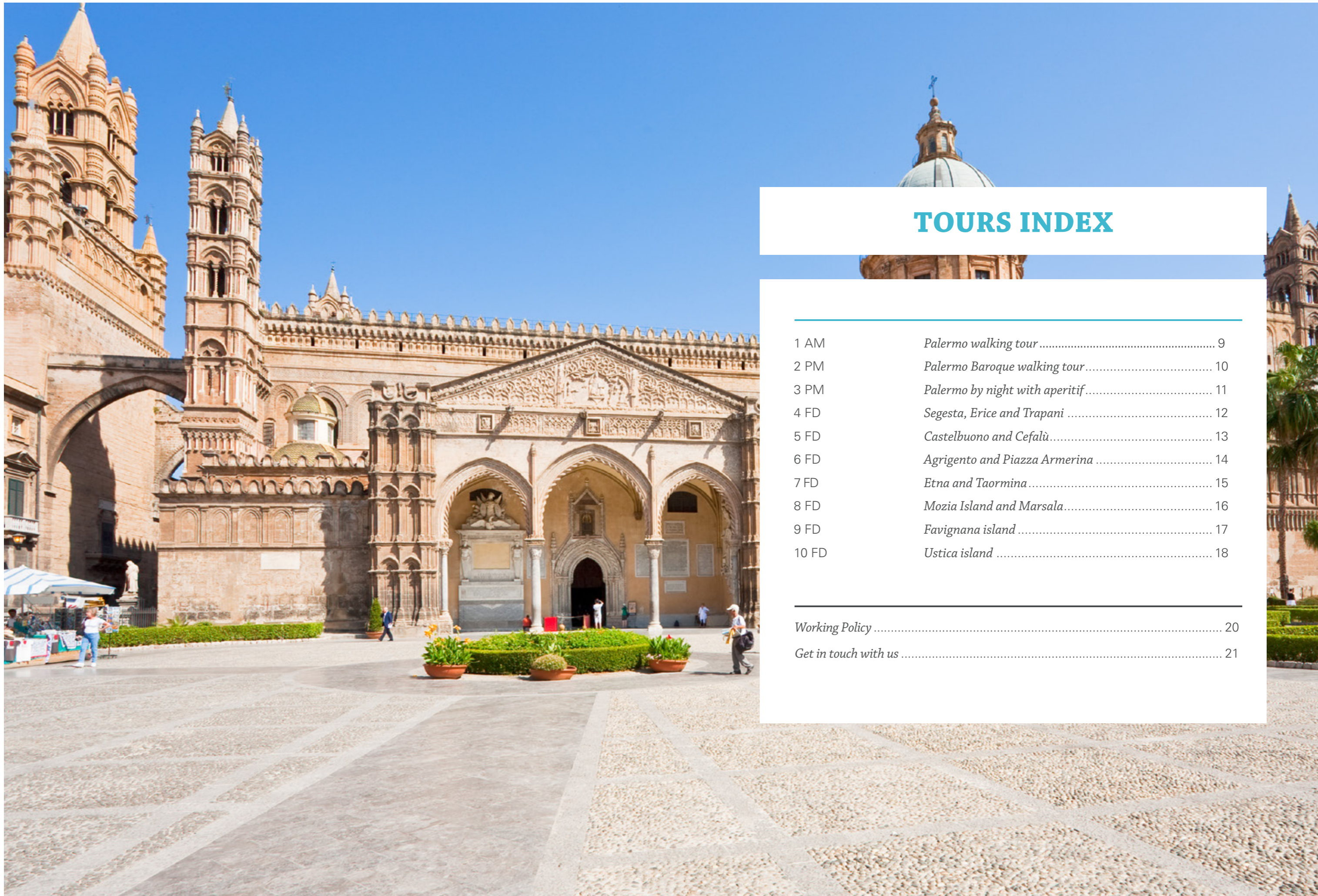
No minimum number of participants requested for most of our tours and activities.

### Fantastic day excursions

Reach the surroundings of Taormina and live the wonders of Italy in an easy and affordable way.







## TOURS INDEX

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1 AM	<i>Palermo walking tour</i> .....	9
2 PM	<i>Palermo Baroque walking tour</i> .....	10
3 PM	<i>Palermo by night with aperitif</i> .....	11
4 FD	<i>Segesta, Erice and Trapani</i> .....	12
5 FD	<i>Castelbuono and Cefalù</i> .....	13
6 FD	<i>Agrigento and Piazza Armerina</i> .....	14
7 FD	<i>Etna and Taormina</i> .....	15
8 FD	<i>Mozia Island and Marsala</i> .....	16
9 FD	<i>Favignana island</i> .....	17
10 FD	<i>Ustica island</i> .....	18

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<i>Working Policy</i> .....	20
<i>Get in touch with us</i> .....	21



1  
AM

## Palermo walking tour

Discover the most important and iconic sights of the city of Palermo on a thrilling walking tour explained by a local guide whose insight is crucial to comprehend the complex history of the Sicilian capital city.

**54,50€**  
ADULT

**37,50€**  
CHILD 2-11 YEARS OLD

**FREE**  
CHILD 0-1 YEARS OLD



**WHERE**  
TEATRO MASSIMO  
HISTORICAL MARKET "U CAPU"  
PALERMO CATHEDRAL  
NORMAN PALACE

**INCLUDES**  
LOCAL GUIDE

**DEPARTURES**  
DAILY AT 09:00 AM

**BLACKOUT DATES**  
AUGUST 15

**MEETING POINT**  
TEATRO MASSIMO STAIRCASE  
AT 08:45 AM

**LANGUAGES**  
ENGLISH AND SPANISH

THE TOUR ENDS AFTER  
APPROXIMATELY 3,5 HOURS

Meet your local guide in Piazza Verdi in front of Teatro Massimo, the largest opera house in Italy. From there you will access in a few steps the heart of the historical Mercato Del Capo where history, tradition and local food mix with the voices and faces of the people. Through alleys and ancient buildings, you will reach the magnificent Palermo Cathedral, whose mix of style will leave you in awe. The monumental tomb of Emperor Frederick II is located here. At the end of the left aisles, the Sacrament chapel is decorated with precious stones and lapislazuli. To the right, in the presbytery, the chapel of Saint Rosalia, patron of Palermo, is to be admired, with relics and a 17th-century silver urn (or vara) which is the object of special devotion by the palermitani. Past

Villa Bonanno (public gardens) and ancient Roman ruins, you will reach the Palazzo dei Normanni (Norman Palace) which displays 3000 years of history. A major highlight are the splendid mosaics of the Palatine chapel. Moving on, you will photograph San Giovanni degli Eremiti, an evocative Arab-Norman and Romanesque style church, notable for its brilliant red domes showing undoubtedly the persistence of Arab influences in Sicily. Exploring medieval quarters, Spanish facades and courtyards of historic houses, you will walk along the Càssaro, the most ancient street of Palermo, and reach Quattro Canti (or piazza Villena, or Ottagono del Sole, or Teatro del Sole), a beautiful Baroque square, where your tour terminates.



2  
PM

## Palermo Baroque walking tour

Explore Baroque Palermo and its most fascinating spots! Famous churches, squares and even movie sets will be yours to admire as you tour guide tells stories and anecdotes from an often dark past. End the tour on a sweet note near the sea and enjoy a typical ice cream or cannoli.

**54,50€**

ADULT

**37,50€**

CHILD 2-11 YEARS OLD

**FREE**

CHILD 0-1 YEARS OLD

**WHERE**

QUATTRO CANTI SQUARE  
SAN CATALDO  
SAINT CATHERINE CHURCHES  
GANGI PALACE  
ORATORY OF SAN LORENZO

**INCLUDES**

LOCAL PROFESSIONAL GUIDE

**DEPARTURES**

DAILY AT 02:30 AM

**BLACKOUT DATES**

AUGUST 15

**MEETING POINT**

QUATTRO CANTI SQUARE  
(VIGLIENA SQUARE) AT 02:15 PM

**LANGUAGES**

ENGLISH AND SPANISH

THE TOUR ENDS AFTER  
APPROXIMATELY 3,5 HOURS

The tour starts in Piazza Quattro Canti (meeting point). From there you will reach Palazzo Alliata di Villafranca, a former aristocratic mansion, now a museum, which houses a beautiful 'Crucified Christ' by Antoon Van Dick. Then head to Piazza Pretoria to admire the Praetorian Fountain, a monumental fountain originally located in Florence and moved to Palermo in 1574. In Piazza Bellini you will admire the domes of the Church of San Cataldo as well as the Church of Martorana, where Baroque and the Middle Ages coexist in the beautiful mosaics of the Norman era. A visit to the Church of Santa Caterina is also a must. Walking down the alleys the guilds of craftsmen and judges once trod to take the "inquisiti" to their death during the hard Inquisition times you

will arrive to Palazzo Valguarnera-Gangi, an urban palace. In 1963 this palazzo, and its ballroom in particular, was the setting for Luchino Visconti's film "Il Gattopardo", a masterpiece of Italian XX-century literature. The church of San Francesco d'Assisi is also worth a glimpse. From there, your tour guide will unveil the richest and darkest centuries of "Spanish Sicily", reaching Piazza Marina to admire the Ficus macrophylla inside Villa Garibaldi, a public garden, considered one of the biggest trees of Europe. This place in the heart of Palermo was once a place reserved for executions and tortures by the Holy Inquisition. We will end the walk in the district La Cala, by the sea, among traditional ice cream and cannoli sellers.

3  
PM

## Palermo by night with aperitif

Palermo is a lively city! Discover its nightlife and taste a typical Sicilian aperitivo in a renowned pub downtown.

**66€**

ADULT

**47,50€**

CHILD 2-11 YEARS OLD

**FREE**

CHILD 0-1 YEARS OLD

**WHERE**

KALSA ARAB DISTRICT  
PIAZZA MAGIONE  
PIAZZA RIVOLUZIONE  
CHURCH OF SAINT FRANCIS

**INCLUDES**

LOCAL PROFESSIONAL GUIDE  
1 GLASS OF SICILIAN WINE

**DEPARTURES**

DAILY AT 07:00 PM

**BLACKOUT DATES**

AUGUST 15

**MEETING POINT**

IN FRONT OF PORTA FELICE  
(CITY GATE) AT 06:40 PM

**LANGUAGES**

ENGLISH AND SPANISH

THE TOUR ENDS AFTER  
APPROXIMATELY 3 HOURS

Let us take you through the streets of the historical center of Palermo to enjoy the lively atmosphere of its movida, where history and modernity combine. We will walk through the ancient Arab district of the Kalsa, and we'll take a glimpse at amazing examples of street art. We'll then reach Piazza Magione and Piazza Rivoluzione, the heart of the nightlife! Finally, we'll take you to the famous pub Colletti, where you'll taste a nice Sicilian aperitivo. Afterwards, we'll go back to the meeting point, walking past the gorgeous Church of Saint Francis of Assisi which is worth admiring.



4  
FD**Segesta, Erice and Trapani**

Discovering western Sicily with a wonderful full day full of history and nature.

**120€**

ADULT

**86€**

CHILD 2-11 YEARS OLD

**FREE**

CHILD 0-1 YEARS OLD

**WHERE**SEGESTA  
ERICE  
TRAPANI**INCLUDES**TRANSPORT  
MULTILINGUAL ACCOMPANYING  
GUIDE OR DRIVER/GUIDE  
(DEPENDENT ON THE NUMBER OF  
PARTICIPANTS)**DEPARTURES**TUESDAY AND SATURDAY  
AT 09:00 AM**BLACKOUT DATES**

AUGUST 15

**MEETING POINT**PALERMO CENTRALE RAILWAY  
STATION AT 07:45 AM  
NH PALERMO HOTEL AT 07:50 AM  
POLITEAMA PALACE HOTEL AT  
08:05 AM  
PIAZZA FRANCESCO CRISPI  
(AKA PIAZZA CROCI) AT 08:15 AM  
ASTORIA PALACE HOTEL  
AT 08:25 AM  
MONDELLO PALACE HOTEL  
AT 08:45 AM**LANGUAGES**

ENGLISH AND SPANISH

THE TOUR ENDS AFTER  
APPROXIMATELY 8 HOURS

Meet us and the rest of the group at the meeting point and head to western Sicily toward Erice. The Elymians settled here during the Bronze age. Perched on the top of the mountain of the same name, Erice enjoys an exceptional panoramic view overlooking the Gulf of Trapani and the Aegadian Islands on one side and the Valderice valley on the other. Erice is a maze of cobbled streets that flow between churches, squares and ancient courtyards. After visiting Erice, we'll drive toward Trapani and encounter the famous saltworks, located in the Natural Reserve of Saline di Trapani and Paceco, characterized by a remarkable flora and fauna

and managed by the WWF. With its extension of 1000 hectares it is one of the largest protected areas in Sicily. In the afternoon, we'll reach Segesta, another major center founded by the Elymians. The well-preserved Doric temple (admission fee not included) from the late 5th century BC, built on a hill just outside the site of the ancient city of Segesta, is a must-see. You don't need to be a Greek and Roman history buff to be overwhelmed by Segesta: the ancient ruins of this very important archaeological site have a powerful evocative force and a truly suggestive charm. At the end of the tour, we'll drive back to Palermo.

5  
FD**Castelbuono and Cefalù**

Reach Castelbuono and Cefalù easily from Palermo and spend a day exploring two little gems east of Palermo.

**120€**

ADULT

**86€**

CHILD 2-11 YEARS OLD

**FREE**

CHILD 0-1 YEARS OLD

**WHERE**CASTELBUONO  
VENTIMIGLIA CASTLE  
CEFALÙ**INCLUDES**TRANSPORT  
MULTILINGUAL TOUR LEADER  
TASTING OF TYPICAL PRODUCT  
IN CASTELBUONO**DEPARTURES**

TUESDAYS AT 09:00 AM

**BLACKOUT DATES**

AUGUST 15

**MEETING POINT**MONDELLO PALACE HOTEL  
AT 07:45 AM  
ASTORIA PALACE HOTEL  
AT 08:05 AM  
PIAZZA FRANCESCO CRISPI  
(AKA PIAZZA CROCI) AT 08:15 AM  
POLITEAMA PALACE HOTEL  
AT 08:25 AM  
NH PALERMO AT 08:40 AM  
PALERMO CENTRALE RAILWAY  
STATION AT 08:45 AM**LANGUAGES**

ENGLISH AND SPANISH

THE TOUR ENDS AFTER  
APPROXIMATELY 8 HOURS

Meet our staff and the rest of the group at the meeting point. Travel along the Tyrrhenian coast of Sicily towards the Madonie, one of the principal mountain ranges on the island of Sicily. We will arrive in Castelbuono in approximately an hour and a half. This town is surrounded by oaks, chestnuts, cherry and ash trees. Visit the Ventimiglia Castle, the city's main sight, which stands on the remains of an ancient Byzantine/Arab-Norman settlement. Subsequently, visit the church of Matrice Vecchia, built in the 15th century on the ruins of a pagan temple. We will not leave Castelbuono without tasting a selection of the

many pastry products that are produced in this small corner of Sicily. Next stop will be Cefalù. This is a very ancient city: the Greeks founded it in the 4th century BC. You'll enjoy free time for lunch. Take advantage to stroll the tiny streets of the village at your pace, or visit the wonderful Cathedral, now one of the nine structures comprising the UNESCO World Heritage Site, Arab-Norman Palermo and the Cathedral Churches of Cefalù and Monreale. Afterwards, you can still take a moment to relax on the sandy beach just a few steps from the historical center. In the afternoon, return to Palermo.



6  
FD

## Piazza Armerina and Agrigento

Piazza Armerina and the Valley of the Temples are two absolute must-go locations if you are touring Sicily! You will re-live more than two thousand years of Mediterranean history in the company of a professional tour leader

### 148,50€

ADULT

### 104,50€

CHILD 2-11 YEARS OLD

### FREE

CHILD 0-1 YEARS OLD



#### WHERE

VALLEY OF TEMPLES (AGRIGENTO)  
VILLA ROMANA DEL CASALE  
(PIAZZA ARMERINA)

#### INCLUDES

TRANSPORT  
TOUR LEADER  
LOCAL MULTILINGUAL GUIDE FOR  
THE VISIT OF THE VALLEY OF THE  
TEMPLES IN AGRIGENTO

#### DEPARTURES

THURSDAYS AND SUNDAYS  
AT 07:00 AM

#### BLACKOUT DATES

AUGUST 15

#### MEETING POINT

MONDELLO PALACE HOTEL  
AT 05:45 AM  
ASTORIA PALACE HOTEL  
AT 06:05 AM  
PIAZZA FRANCESCO CRISPI  
(AKA PIAZZA CROCI) AT 06:15 AM  
POLITEAMA PALACE HOTEL  
AT 06:25 AM  
NH PALERMO AT 06:40 AM  
PALERMO CENTRALE RAILWAY  
STATION AT 06:45 AM

#### LANGUAGES

ENGLISH AND SPANISH

THE TOUR ENDS AFTER  
APPROXIMATELY 10 HOURS

Meet us and the rest of the group at the meeting point and leave for Piazza Armerina to visit the Villa Romana del Casale (admission fee not included). The splendid Roman villa or palace was a magnificent rural residence, whose charm persisted along the centuries and is mainly due to its featuring well-preserved enchanting mosaics. They significantly embellish the remains of this sumptuous residence that was included in the UNESCO World Heritage List in 1997. We'll then travel to Agrigento to visit the magnificent Valley of Temples (admission fee not included),

erected by the Greeks in the 5th century BC. The Valley includes remains of seven temples, all in Doric style, that have stood on the crest of a hill, majestic and proud, over the course of two thousand years. Even if they are not intact and only a few columns are located in their original location, it is still enough to guess what the area must have looked like (the largest and best-preserved temple being the Temple of Concordia). You'll return to Palermo at the end of the visit.

7  
FD

## Etna and Taormina

Enjoy spectacular views of the sea from Mount Etna! This excursion is a once-in-lifetime experience and also include Taormina, the unmissable town approximately a forty-five-minute drive away from Etna. A memorable experience you will treasure forever!

### 181,50€

ADULT

### 128€

CHILD 2-11 YEARS OLD

### FREE

CHILD 0-1 YEARS OLD



#### WHERE

MOUNT ETNA  
TAORMINA

#### INCLUDES

TRANSPORT  
TOUR LEADER  
EXCURSION TO THE SILVESTRI  
CRATERS (1,800 METERS)\*

#### DEPARTURES

WEDNESDAY AND FRIDAY  
AT 07:00 AM

#### BLACKOUT DATES

AUGUST 15

#### MEETING POINT

MONDELLO PALACE HOTEL  
AT 05:45 AM  
ASTORIA PALACE HOTEL  
AT 06:05 AM  
PIAZZA FRANCESCO CRISPI  
(AKA PIAZZA CROCI) AT 06:15 AM  
POLITEAMA PALACE HOTEL  
AT 06:25 AM  
NH PALERMO AT 06:40 AM  
PALERMO CENTRALE RAILWAY  
STATION AT 06:45 AM

#### LANGUAGES

ENGLISH AND SPANISH

THE TOUR ENDS AFTER  
APPROXIMATELY 12 HOURS

Mount Etna is one of the tallest active volcanoes in Europe. A tour to this area (located in eastern Sicily) is thrilling and a once-in-lifetime experience. Over the centuries, the eruptions have changed the slopes of the volcano, and today the area is a massive natural park that can be visited with a guide on most common routes. The tour then moves to Taormina, a romantic town on the slopes of the Mount Tauro perched on a cliff overlooking

the Ionian Sea. This is a stunning position from which spectacular views of the sea and Mount Etna can be enjoyed like nowhere else. There will be plenty of free time. We suggest visiting the famous Greek theatre (admission fee not included) overlooking the Taormina Bay. You also opt to go for a walk in the elegant old town, so full of beautiful buildings, shops, pubs and restaurants. Drive back to Palermo at the end of the day.

#### NOTES:

\* We can reach as high as 2,800 meters by cable car or 4x4 jeep if the weather allows it. We suggest wearing comfortable shoes or hiking boots, layered clothing and a coat/anorak. This is not included in the rate: the cost is € 65,00 per person to be paid on spot.



8  
FD

## Motya island and Marsala

Sicily is full of surprises! Off its west coast, in the Stagnone Lagoon, a Carthaginian settlement was called Motya by the Greeks. This archaeological site is the object of this fascinating tour which also include wine tastings and lunch in Marsala

**181,50€**

ADULT

**128€**

CHILD 2-11 YEARS OLD

**FREE**

CHILD 0-1 YEARS OLD

**WHERE**MOTYA ISLAND  
MARSALA**INCLUDES**TRANSPORT  
TOUR LEADER  
ENTRANCE AND BOAT  
TRANSPORT TO MOTYA ISLAND  
LUNCH IN A RURAL HOUSE IN THE  
AREA  
MARSALA WINE TASTING**DEPARTURES****FROM 15 MAY TO 15 OCTOBER**  
MONDAY AND THURSDAY  
AT 08:30 AM**BLACKOUT DATES**

AUGUST 15

**MEETING POINT**PALERMO CENTRALE RAILWAY  
STATION AT 07:15 AM  
NH PALERMO HOTEL AT 07:20 AM  
POLITEAMA PALACE HOTEL AT  
07:35 AM  
PIAZZA FRANCESCO CRISPI  
(AKA PIAZZA CROCI) AT 07:45 AM  
ASTORIA PALACE HOTEL  
AT 07:55 AM  
MONDELLO PALACE HOTEL  
AT 08:15 AM**LANGUAGES**

ENGLISH AND SPANISH

THE TOUR ENDS AFTER  
APPROXIMATELY 10 HOURS

Meet us and the rest of the group at the meeting point and set off to the San Pantaleo Island where the remains of an ancient and powerful Phoenician city are located: Motya, founded in the 8th century BC. We'll board a ferry to reach this fascinating small island. The island still preserves numerous artifacts and it is here that the so-called Giovinetto di Mozia (the Motya Charioteer) was found in October 1979, a marble statue dating from the ancient Greek classical period. After a visit to these amazing ruins, you'll be invited to a rural house in the area for lunch. During lunch, you will taste the famous Marsala wine. In the afternoon, you'll visit the Marsala saltworks (saline) and then enjoy another delicious wine tasting at the Cantine Pellegrino winery. The city of Marsala

is famous for its typical wine, a fundamental product in the Marsala economy if we consider that 80% of the agricultural area of the territory is planted with vines. The charming center of Marsala resembles that of Palermo, with its baroque buildings, marble-paved streets, elegant squares, doors and arches overlooking the sea. The Marsala Duomo is worth a stop. Its facade faces onto Piazza della Repubblica and is dedicated to the Anglo-Norman saint Thomas Becket, whose cult was introduced to Sicily due to its relations with William I and William II (kings of Sicily in the XII century). At the end of this wonderful day, return to Palermo.

9  
FD

## Favignana island

Spend a day in Favignana, one of the Aegadian islands off the coast of Trapani! Here nature and history combine. There are few beaches on the island which makes it unique. Scuba diving and snorkeling are typical activities tourists come here for with frequent hydrofoil connections to the mainland. Let your tour leader take you there and enjoy the island atmosphere at your leisure.

**170€**

ADULT

**119,50€**

CHILD 2-11 YEARS OLD

**FREE**

CHILD 0-1 YEARS OLD

**WHERE**

FAVIGNANA ISLAND

**INCLUDES**TRANSPORT FOR TRANSFERS  
TO/FROM THE PORT OF TRAPANI  
TOUR LEADER  
HYDROFOIL TICKET TRAPANI-  
FAVIGNANA-TRAPANI**DEPARTURES****FROM 15 MAY TO 15 OCTOBER**  
MONDAY AND THURSDAY  
AT 08:30 AM**BLACKOUT DATES**

AUGUST 15

**MEETING POINT**PALERMO CENTRALE RAILWAY  
STATION AT 07:15 AM  
NH PALERMO HOTEL AT 07:20 AM  
POLITEAMA PALACE HOTEL AT  
07:35 AM  
PIAZZA FRANCESCO CRISPI  
(AKA PIAZZA CROCI) AT 07:45 AM  
ASTORIA PALACE HOTEL  
AT 07:55 AM  
MONDELLO PALACE HOTEL  
AT 08:15 AM**LANGUAGES**

ENGLISH AND SPANISH

THE TOUR ENDS AFTER  
APPROXIMATELY 10 HOURS

Meet us and the rest of the group at the meeting point and drive to Trapani. From here, we'll board a high-speed boat and reach Favignana, the biggest of the The Aegadian islands, also known as the The Butterfly Island for its shape resembles that of a flying butterfly. The eastern half of the island is mostly flat, whereas the western half is dominated by hills of which Monte Santa Caterina is the tallest. It is topped by a fort built by the Saracens as a watchtower. It was later improved by the Normans and then used as a prison by the Bourbon kings. Favignana has a simple,

unpretentious charm and a relaxing atmosphere, wonderful steps, clean sea, a selected cuisine for lovers of fresh fish. The island was famous for the ancient fishing technique of tonnara, which includes the trapping and slaughter of the bluefin tuna. What you will also appreciate is the almost total absence of cars, something that makes tourists feel like they're traveling back in time. You will have free time to explore it all at your own pace. In the afternoon, we will take the ferry to return to Trapani and then transfer to Palermo.



**Ustica Island**

Come visit a corner of paradise in the middle of the Mediterranean Sea north of Palermo: Ustica, the black pearl, a volcanic island, a dream destination for recreational divers who are attracted by the relatively deep dives, which are a feature of the island's volcanic geology. You'll see all of that on a boat tour around the island included in this experience and the guidance of a local expert.

**206€**

ADULT

**144,50€**

CHILD 2-11 YEARS OLD

**FREE**

CHILD 0-1 YEARS OLD

**WHERE**

USTICA ISLAND

**INCLUDES**

HYDROFOIL TICKET ROUNDTRIP  
MINIBUS WITH DRIVER ON THE ISLAND  
LOCAL EXPERT IN USTICA  
LIGHT BREAKFAST AT A LOCAL BAR IN USTICA  
WINE TASTING IN A RURAL HOUSE IN USTICA  
BOAT TRIP AROUND THE ISLAND OF USTICA

**DEPARTURES**

**FROM 01 JUNE TO 30 SEPTEMBER**  
MONDAY, TUESDAY, WEDNESDAY,  
THURSDAY AT 07:15 AM

**BLACKOUT DATES**

AUGUST 15

**MEETING POINT**

PALERMO PORT, IN FRONT OF  
LIBERTY LINES FERRY TICKET  
OFFICE AT 07:00 AM

**LANGUAGES**

ENGLISH AND SPANISH

THE TOUR ENDS AFTER  
APPROXIMATELY 11 HOURS

From Palermo we'll reach Ustica by ferry in one hour and 30 minutes approximately. Ustica is a beautiful volcanic island in Tyrrhenian Sea - a paradise for divers and explorers. The island has been populated at least since about 1500 BC by Phoenician peoples. The Romans renamed the island Ustica, Latin for 'burnt', due to its black rocks. It is also locally known as the "black pearl". After a typical Italian breakfast (sweet) at the KIKI bar, we'll begin the tour of the island by bus and make a first

stop at a local wine producer for a wine tasting. Afterward, you'll enjoy a boat tour to take a glimpse of the island's coasts and its caves. The island has limited sources of water, and this is why the vegetation is quite scarce and the coast rocky and full of grottoes. Ustica is amazingly beautiful, a paradise of rocks and blue waters, undoubtedly one of the most beautiful islands in Sicily. You'll enjoy free time for lunch or recreational activities, and then return to Palermo is in the afternoon.









# Discover Italy with us

## Carrani Tours history

When Benedetto De Angelis founded Carrani Tours in 1925, he was a pioneer of transport services and guided tours in Rome, and he was the first to obtain a license of Roman bus operator for tourists in Rome.

Today, not only is Carrani Tours the first family-run bus company in Rome, but also one of the main and most prolific Destination Management Companies in Italy.

Carrani Tours is an official partner of Gray Line Worldwide, Julià Tours, Ferrovie dello Stato as well as Hard Rock Café and its main goal is to create and make memorable experiences possible in Italy for its customers.

At Carrani Tours, we work every day to provide the best solutions for both your FITs and group travelers, putting in all our passion and expertise.



## Our Services includes:

Ticketing - trains, boats, museums, attractions; customized itineraries for groups & individuals; Italy city sightseeing; private luxury cars; gourmet tours; sports packages; hotels; villas; and more.

## Working policy:

In order to avoid issues with your FIT reservations, we kindly remind you our booking and cancellation policy: complaints must be sent via email or fax no later than 60 days after the date of the last service provided by Carrani Tours;

please note that we will reach out exclusively via email;

if a particular hotel your requested happens to be unavailable or fully-booked, we will confirm a similar accommodation (same category);

in case of cancellation, we will send an email/fax to confirm the cancellation – if you don't receive an email confirming the cancellation, the booking may still be standing;

if a provider charges us a no show penalty, we will be charging you accordingly; our rates do not include city tax in Florence, Rome and Venice – the final client will pay directly at the hotel reception desk during check-in or check-out (the amount depends on hotel category);

all our services must be paid before the customer's arrival (7 to no later than 17 days before, depending on the service).

# Get in touch with us

SALES DEPARTMENT : [sales@carrani.com](mailto:sales@carrani.com)

PRODUCT DEPARTMENT : [product@carrani.com](mailto:product@carrani.com)

INCOMING AND ACTIVITIES DEPARTMENT : [incoming@carrani.com](mailto:incoming@carrani.com)  
[activities@graylinerome.it](mailto:activities@graylinerome.it)

PREMIUM DEPARTMENT : [premium@carrani.com](mailto:premium@carrani.com)

GROUPS DEPARTMENT : [groups@carrani.com](mailto:groups@carrani.com)

ACCOUNTING DEPARTMENT : [amministrazioneclienti@carrani.com](mailto:amministrazioneclienti@carrani.com)

COMMUNICATION DEPARTMENT : [comunicazione@carrani.com](mailto:comunicazione@carrani.com)



# PALERMO

