



Faq

- **What is the recommended clothing?**

The optimal clothing depends on the season. Mostly we recommend trekking or running shoes for most of the tours (except the top crater).

It is better to wear layered clothing according to the season, the weather and the altitude.

Mind that the temperature can drop 10–15 degrees compared to the coast.

During winter season snow clothing is highly recommended (gloves and hat are a must!).

During summer a windbreaker, a hat and sun cream are ideal.

We suggest you bring water.

- **What happens in case of bad weather?**

Usually the tour will not be affected, but it is possible anyway to change your booking without extra charge. In case you paid in advance and would like to cancel the tour, the entire cost will be refunded.

- **When will I know the pick up time?**

If you booked a tour with pick up from your location/hotel, or meeting point, no later than the evening before the tour, you will get a text message or WhatsApp sent to your mobile phone and an e-mail with the pick up time.

Please get back to us to confirm.

- **Can I bring my dog?**

Certainly! But tell us in advance.

We are animal lovers, call us on time and we will find the best solution for your buddy and any special needs.

You could also book a private tour if you prefer.

- **What happens in case of eruption?**

Usually the tour goes on normally, in some case there will be some changes.

It is also possible to book a night tour to admire the activity of the volcano in its fullest.

- **What if I have health issues?**

Tell us in advance about any special needs: health issues, allergies, cardiopathy, blood pressure issues, reduced mobility, handicaps. We will find the best solution for you.

- **How can I pay the tour?**

Bank transfer (max 7 days before the tour)

Previously authorised by our office you can pay:

- Cash to the guide
- By credit card to the guide

- **How can I book?**

The easiest and best way is to use the contact form at the bottom of the page.

Telephone numbers:

Tel.: [+39 328 197 7919](tel:+393281977919)

Tel.: [+39 347 770 4302](tel:+393477704302)

It is also possible to book via email (info@etnaway.com)

Through our booking point based in Taormina:

Legendary Sicily Booking Point

Taormina

Salita De Luna

Tel.: [+39 328 197 7919](tel:+393281977919)

Tel.: [+39 347 770 4302](tel:+393477704302)

* For further questions, contact us by clicking [here](#)

Cancellation

- **How can I cancel a booking?**

You can easily cancel a booking sending a mail (info@etnaway.com)

If the cancellation occurs according to the website terms and conditions, the entire amount will be refunded.

Otherwise there will be no refund. We will still consider each cancellation request to try and find a compromise.

IMPORTANT: We will not accept any cancellation made by phone, text message or WhatsApp.

- **How do I get my refund if I cancelled according to terms and conditions?**

You can easily cancel a booking sending an e-mail (info@etnaway.com)

If the cancellation has occurred according to the terms and conditions, we will refund you the entire amount through a bank transfer or a card refund.

- **In case of bank transfer:**

Give us the IBAN and BIC/SWIFT of your bank account via e-mail, and we will provide to refund you.

- **In case of credit card payment:**

The amount will be refunded directly on your card.