

## **Terms and conditions**

### Terms and conditions

The rent is concluded in the name and on behalf of the owner of the property with the prices publicized on the internet and agreed according to the trade rules. An external company, which is not Rental in Venice, or the owner himself will take care about the check in and the cleaning service. The name of the check-in agent will be on the voucher in the " check-in/cleaning" section alongside with his mobile phone number.

### 2 ) HOW TO MAKE A BOOKING

Our guests can make a booking using our online booking system from the website [www.rentalinvenice.com](http://www.rentalinvenice.com) according to the following rules.

General rules to make a booking:

An apartment is booked after the receipt of the payment has been sent and the client has put down his personal details in his/her personal booking area. The official confirmation of the booking ( Voucher ) can be downloaded directly from the website.

- When a client books a property he/she implicitly accepts our Cancellation Policy and states that he/she read and understood the description of the property and considers it suitable for his/her needs.

The booking procedure requires that we receive a copy of the receipt of the deposit payment by credit card or pay pal. The remaining balance can only be paid in Euro CASH on the client's arrival at the apartment. Our guests must bring the reservation voucher (downloaded at the moment of the confirmation of the booking).

All the prices on the website however are subject to a fixed one-off fee of euro 25,00 per booking.

Standard booking procedure:

Please verify the availability of the apartments which is possible either by consulting our online calendar and filling in an appropriate form, by sending an email to [info@rentalinrome.com](mailto:info@rentalinrome.com) or by contacting us by phone.

Please access to your personal area through the link which will contain the entry data which you will receive once the apartment is blocked for you, then proceed with the payment of the deposit and put down your personal details in the appropriate form.

Once you receive the link, the apartment will be temporarily blocked for 24h. if the request has been made to an agent, or for 1 hour if the request has been made through our website. The amount of time available to proceed with the payment will be shown in the personal area. If the payment has not been made within this limits of time, the option will be automatically deleted from the system.

The apartment is booked and consequently it's possible to download the voucher once the payment has been sent and the personal details have been inserted in your personal area.

### 4 ARRIVAL AND DEPARTURE DAY

The check-in time must be communicated within 7 days prior to the arrival day. The arrival and departure times are the following ones: check-in is between 03.00 pm and 8.00 pm, check out is between 09.00 am and 10.30 am. Every change with the arrival time and day must be communicated to the owner or the one on behalf of the owner who name is on the voucher alongside with his/her mobile phone number.

In the case of any delay on the arrival day, the guests are kindly invited to call the check in agent in order to set up a new check in time. The check in and the cleaning service are included in the total price shown on the voucher. For the check in between 08.00 pm and 11.30pm there is an extra fee of € 20,00, after 11.30pm an extra of € 40,00.

### 5) CHECK IN

The guests have to go to the meeting point showing the passport or ID card to the check in agent whose name is on the voucher in order to register themselves according to the law.

### 6) DAMAGE DEPOSIT

Our guests must leave their valid credit card number ( Visa or Mastercard ), the security code and the expiry date after having visited the apartment, as a guarantee in the case of any damage to the apartment. The owner or the person on behalf of him can deny the entrance in the apartment to those guests not willing to accept this rule.

### 7) Overnight accommodation tax

From August 24 all visitors will have to pay the overnight tax which varies from € 1.25 in low season to € 2.50 in high season per person per day until the 5 day of stay. Children under 3 years old don't pay while children between 10 and 16 yo pay 50%. The income will help the city to improve the touristy services ( museums, events etc.. ) and finance the works of art, the restoring of the cultural and architectural side of the city.

### 8) NUMBER OF PEOPLE – SUBSTITUTION OF PEOPLE - PETS

Only the guests who have been registered by the local authority will be able to stay in the apartment. The number of the occupants can't exceed the number of the beds shown on the website, except for the children up to 2 years old, as long as the parents bring their own baby crib and linen. Any exceptions are shown on the pricings (?). Any substitution of person is forbidden unless previously agreed with the booking agent.

The guest must communicate to Rental in Venice the presence of any pet giving details about the number and size at the moment of the booking. The pets will be allowed only after the owner has agreed. The clients must keep an eye to their pets staying in the apartment.

### 9) ORDER – CLEANING – HEATING

The apartments are clean and in perfect order. The rent includes the final cleaning which is done by the owner or an external company, however the guests must empty the fridge and remove the garbage. In the case this is not done, the owner will ask for an extra charge. The rent includes the linen and towels for the number of the occupants indicated on the voucher.

Every request for extra linen is 10,00 Euros a head.

Vista la situazione dell'approvvigionamento energetico e le leggi in vigore attualmente in Italia, the use of the heating (ching on / off, the temperature ) is regulated by laws which vary from region to region. Approximately the heating is on from November to April. Consequently the heating, which is included in the rent, can be used in this period of time.

### 10) ADSL and WI-FI

Internet connection is offered by the owner of the apartment and it is subject to the following conditions:

It's strictly forbidden to use internet connection for any unlawful purpose. Rental in Venice is not liable for the illegal use of internet connection.

### 11) EXTERNAL REPAIR AND UPKEEP

If necessary the owner of the apartment, or who acts in his stand, has the right to carry out necessary maintenance works (gardening, pool maintenance, etc.).

### 12) CANCELLATION FEES

The cancellation of a reservation, even though it will be replaced by another one, requires the following cancellation fees: with at least 15 day notice before the first day of the reservation the 25% of the total rate is required, with a notice between 15 and 7 days before the first day of reservation the 50% of the total rate is required and with a 7 day notice before the first day of reservation the TOTAL rate is required.

### 13) RESPONSABILITIES

Each apartment was inspected and checked by Rental in Venice. The descriptions of the apartments are faithful and correspond to truth; therefore Rental in Venice is not liable for possible changes made by the owner without our knowledge. In the case there might be non-functional appliances in the apartment, the guest has to report notifications upon the check in. The guest is expected to give the owner, or who acts in his stand, enough hours in the day to solve the problem. In the absence of such a communication, if the client leaves the apartment before the agreed check out date, the client is not eligible for any refund. The client has no right for a refund if a notification is reported after the client's departure. In the rare occasions in which unforeseen circumstances force the agency to cancel the apartment's reservation, the client can choose to book another apartment with similar characteristics among our wide range of offers. In case that the alternative options do not fit the client's needs, we will refund the total deposit amount and Rental in Venice will have no further liability. However, in the case of one of the above described events, we commit ourselves in providing an apartment with the same or higher characteristics of the originally booked apartment.

### 14) FORUM AND PLACE OF JURISDICTION

These booking conditions are subject to the Italian Law. In case of any dispute the Court of Venice will be the only competent body. Every reservation involves the knowledge and the agreement of Rental in Venice's terms and conditions. In case of any change to parts of this document the validity of the remaining conditions can't be implicated.