

RESIDENCE DIANA:
RENTAL CONDITIONS AND REGULATIONS

1. BOOKING

The reservation is to be considered definitively confirmed only after the reception of the “written Confirmation” that Residence Diana will send immediately after having received the down payment. Residence Diana reserves itself the right to refuse down payments that arrive after the deadline indicated for payment.

2. PAYMENT

A **DOWN PAYMENT** of 30% of the total booking amount (unless otherwise stated) is required to confirm the reservation, which must be paid directly to Residence Diana by:

- bank-transfer (any commission or costs are at the sender’s expense)
- credit card Visa-Mastercard (only for online bookings)

The down payment, once received, automatically confirms the reservation and requires the guest to accept the rental general rules and conditions.

The **BALANCE** must be paid on arrival upon collecting the keys. Forms of payment accepted:

- cash (to the extent permitted by law)
- ATM card
- credit cards (Visa-Mastercard)

3. CANCELLATION: cancellation policy - penalties

In case of cancellation within 21 days before the arrival date, the down payment is reusable. It will be kept valid for a subsequent booking during the actual or in the following summer season.

If the cancellation is made from 20 to 0 days before the arrival date, the paid down payment will be retained as a penalty. The down payment is also retained in the event of a no-show.

For early departure, a penalty of 100% of the total amount of the stay will be applied.

The deposit will not be given back under any circumstances.

4. ARRIVAL

The apartment must be occupied on the fixed date between 16:00 and 19:00, in any case not before a check by staff.

In case of delay please notify Residence Diana promptly. Otherwise, the apartment shall be kept free only for another day, after which it may be rented with the consequences for the customer as set out in point 3.

Upon arrival, everyone's identity documents must be presented for registration.

5. DEPOSIT

The guest must take the maximum care of the apartment and of its equipment (kitchenware, refrigerator, mattresses etc.).

Complaints regarding the status of the apartment and its equipment shall be accepted only within 24 hours after the arrival. The guests, according to the market prices, will compensate eventual damages.

To guarantee the observance of what above written, to be sure that the accommodation will be left tidy and clean and to guarantee the observance of the general code of conduct, at arrival will be request the payment of a **DEPOSIT of € 100,00 IN CASH**, which will be returned on departure after checking the condition of the apartment, except in case of breakages, shortcomings due to the guest or except for a further right to compensation even in the case of failure to comply with the rules of conduct.

6. RENTING CONDITIONS AND RULES OF CONDUCT

It is forbidden to give hospitality to more persons than how many are allowed by the number of beds indicated on our offer. Children of any age are considered as adults.

Pets are not allowed

The use of stoves or electric heaters is strictly forbidden. Electric razors and mobile phone and PC chargers with the EC marking are allowed.

Residence Diana declines all responsibility in case of damage to the same appliances due to force majeure.

Guests have to respect the house rules with particular attention to the rules concerning the quiet especially during the afternoon (13:00-15:30) and during the night (23:00-08:00).

Failure to comply with these rules will result in termination or authorize Residence Diana to retain the paid deposit.

At any time, within the structure, behaviors, activities, games and the use of equipment that may disturb other guests must be avoided.

Doors should not be slammed, but rather accompanied. When entering late at night, all noise should be avoided to not disturb those who are already sleeping. Quiet should also be maintained in the hallways and stairs.

Adults are responsible for the behavior of minors entrusted to them. Residence Diana declines all responsibility for any injuries to minors, who must be accompanied by their parents and/or trustees.

7. EQUIPMENT OF THE APARTMENTS

All apartments are furnished and equipped with kitchenette, fridge, a set of kitchen ware (pots, dishes, glasses, cutlery), running cold and warm water and 220 Volt electricity.

For each bed there is a quilt and a pillow. Bed linen and towels are provided.

It's strictly forbidden to drop the mattresses on the floor for whatever reason.

8. DEPARTURE

The apartment has to be left free within 10:00 a.m. of the fixed date. The departure must take place during office hours to allow our staff to check if the apartment has been left clean and tidy. By request, Residence Diana may allow the departure during the night or out of office hours, but in this case, it reserves itself the right to retain the paid deposit which will be refunded once the necessary checks have been carried out.

In case of early departure, guests are not refunded.

9. FINAL CLEANING

On departure, the apartment must be left tidy with the refrigerator empty, the dishes/pans/pots/cutlery and the kitchenette clean. Otherwise, the final cleaning fee will be retained from the deposit.

10. RESPONSIBILITY

Every apartment has a safe deposit box where money and valuable items can be kept. The box must be left free and open when leaving the apartment.

The Residence declines all responsibility for any theft or loss.

No responsibility can be given to Residence Diana in case of breakage, accidents, losses, thefts delays and inconveniences in general that could happen in the apartment. However, it shall give its help to resolve the problems. Requests of compensation for damages must be agreed directly in the Residence

• General code of conduct - visitors

Entry is not allowed to anyone not staying at the Residence. For the purpose of safety and privacy, any visits from family or friends must be authorized by Reception. Visitors are required to leave an identity document which will be collected upon leaving the Residence.

Residence Diana is exempt from any responsibility for any injuries or damages to people or things that may be found inside the residence without authorization.

Guests undertake to respect the Residence's internal regulation, as well as visitors and relatives.

Residence Diana is not responsible for any injury or damage to persons or property resulting from the missed observance of this regulation.

For legal disputes, the Forensic Court is in Venice.

11. PARTICULAR RULES

Residence Diana reserves itself the right, in case of unexpected problems, to change an apartment with another one having the same standards. Residence Diana will pay extra charges, in this case.

Requests of a particular apartment (number, floor, location etc.) will be considered even if without giving guarantee.

The description of the equipment of the apartment could be different in exceptional case from what in paper and/or digital medium descript.

Staff: is authorized to enter into apartment for the daily cleaning or for any repair and maintenance, also during guest absence.

Rest-time: from 23:00 to 08:00 and from 13:00 to 15:30 please avoid any noise that could disturb other guests.

Failure to comply with rest-time will result in termination or authorize Residence Diana to retain the paid deposit.

Daily cleaning: from 09:00 to 13:00.

The service will be not guaranteed if the apartment will be not free in that time slot.

Please keep beds and floors free of personal items to allow cleaning. Otherwise, daily cleaning will not be performed.

For hygiene and safety, moving or placing mattresses on the floor is prohibited.

Linens: it is strictly forbidden to bring to the beach/swimming pool the Residence's linens for the exclusive use of the apartments. In case of missing linens, the Reception will be forced to charge it to the customer.

Breakfast (with additional charge): from 7:30 to 11:00

Swimming-pool: open from 09:00 to 20:00

It is forbidden to occupy the sunbeds with towels or personal things without using them. Staff are authorized to remove them if necessary.

It's forbidden to consume food or drinks bought outside the Residence

Reception: open from 08:00 to 20:00

Check-in: from 16:00 to 19:00

Check-out: from 08:00 to 10:00

N.B.: all Residence services start from 16:00 on arrival day and end at 10:00 on departure day

Bicycles: the bicycle rental service is free and available to guests upon availability.

The service is available from 08:00 to 20:00 upon delivery of an identity document and a € 10,00 deposit to the reception to receive the keys. Please note that the bikes are available to all guests, so the keys must be returned immediately after use, otherwise the deposit paid will be lost.

Any damage caused will result in the cost being charged to the guest responsible for the asset given to him at that time.

Parking: for each apartment is 1 parking place available (**not bookable**):

- uncovered and outdoor or
- in the underground parking (max. 2.30m high)

upon availability.

Beach: for each apartment, a beach place (1 umbrella and 2 sun beds) in the area reserved for Residence Diana is assigned. Service is guaranteed from mid-May to mid-September.

Changes within the area can only be made if authorized by the Reception and only in case of real need.

Smoking is **not allowed** (including electronic cigarettes) inside the apartments and inside the Residence.
Failure to comply authorizes Residence Diana to retain the paid deposit.