

GENERAL RENTING CONDITIONS OF AGENCY SERENA

1. BOOKING

The reservation can be considered certified only after you'll have received the booking confirm of Agency Serena which shall be send immediately by post after receiving the deposit. The enclosed List of Tourists (in 3 copies) has to be filled in, signed and send back as soon as possible to Agency Serena (all the 3 copies). Agency Serena, after communicated the availability of the apartment, may refuse deposits which will arrive later than 15 days.

2. PAYMENT

40% of the total renting amount has to be paid as deposit to Agency Serena. This amount can be send through a bank-transfer (any commission or costs are at the sender's expense) or by a payment on-line. **The settlement of the rest must be paid at the arrival in Agenzia Serena – Corso del Sole 175 – BIBIONE.** Accepted forms of payment are: cash and credit cards (Visa and MasterCard).

3. CANCELLATION

In case of renunciation of the booking, the deposit will not be loosen: for refusals communicated at least 4 weeks before the established arrival day of your Holiday, the transferred deposit will be converted into a credit, valid for a booking for the current or following year .

4. ARRIVAL

The occupation of the apartment must occur at the established arrival date, between 16:00 and 20:00 o'clock. In case of delay, it is necessary to inform Agency Serena, otherwise the apartment shall be kept free only for another day. At the arrival, for the registration, the Identity Documents or Passports of all persons are to be shown.

5. RENTING CONDITIONS

It is not allowed to give hospitality to more persons (children as well) as allowed by the number of beds indicated in the booking confirm, variations are to be communicated and accepted at the Reception. Small pets can be brought in the flats only with permission of Agency Serena. All guests have to respect the house rules, with particular attention to the rules concerning the quiet especially during the afternoon and night.

6. EQUIPMENT OF THE APARTMENTS

All our apartments are furnished and equipped with gas stoves, a set of kitchenware (pots, dishes, glasses), running cold and warm water, fridge and 220 Volt electricity. A blanket and a pillow are available for each bed. The guests must bring sheets, table linen and bath towels. By request it is possible to rent sheets and pillowcases directly in the agency.

7. BAIL

The guest has to take the maximum care of the apartment and its equipment (kitchenware, refrigerator, mattresses etc.) Complains regarding the status of the apartment and the equipment are accepted only into 24 hours after the arrival. To guarantee the observance of all rules and the correct use of the apartment, Agency Serena may ask a bail, which will be reimbursed at the departure after having checked the status of the apartment. Eventual damages are to be compensated by the client following the price list.

8. DEPARTURE

The apartment must be left free into 10:00 o'clock of the established departure date. The departure must take place during the office hours to permit our staff to check if the apartment has been left clean and in order. By request, Agency Serena may permit the departure during the night but in this case, after having checked the apartment' status, the bail will be sent back by post. **In case the client departs spontaneously earlier than the agreed departure date, he has no right of a reduction of the rent price with the consequence that there will be no reimbursement.**

9. FINAL CLEANING

The final cleaning of the apartment has to be done by the client. The apartment will be given clean and so it has to be left; free from garbage, the kitchenware washed, the refrigerator empty and cleaned, the kitchen in perfect order. By request, against paying, the final cleaning can be done by the agency's personnel.

10. LIABILITIES OF THE AGENCY

No responsibility can be given to Agency Serena in eventual cases of breakage, accidents, losses, thefts delays and general inconveniences which could be happen inside the apartment. However, in any case, Agency Serena is available to resolve eventual problems. Requests of compensation for damages must be agreed directly in Agency Serena. The Agency Serena is only mediator between the owner of the apartment and the guest, therefore the contract is between these two parts. For legal disputes, the Forensic Court is in Venice.

11. PARTICULAR RULES

In case of unexpected problems regarding the booked apartment, Agency Serena has the right to substitute the apartment with another apartment of the same type. In this case, eventually extra charges are at Agency Serena's expense. **Requests of a particular apartment (number, floor, location, view etc.) will be considered, but not guaranteed.** The equipment of the apartment, only in exceptional cases, can be different as decrypted in the catalogue. For eventual repairing or maintenance, the authorized personnel of Agency Serena are allowed to enter into the apartments even in absence of the client.

12. ACCEPTANCE

By booking the client accepts voluntarily the conditions as written above.