

GENERAL RENTAL CONDITIONS

1. Reservation

The reservation is considered confirmed upon receipt of the deposit and the subsequent written confirmation by the Agency. By paying the deposit, the Guest fully accepts the following terms and conditions.

2. Payment

Required deposit: 20% of the total stay amount. The balance must be paid upon arrival, at the time of key collection. Cash and credit cards are accepted (American Express is not accepted).

3. Reservation Cancellation

Any cancellation must be communicated in writing at least 14 days prior to arrival.

In such cases, the amount paid will be converted into a voucher of equal value, which may be used for a new reservation within the following year.

Under no circumstances will the deposit be refunded.

4. Check-in

Accommodation check-in is available between 4:00 PM and 8:00 PM on the day of arrival.

In the event of a delay, the Agency/Reception must be informed promptly.

If no communication is received, the accommodation will be held until 10:00 AM the following day. After that time, the apartment may be re-rented and any advance payment will not be refunded.

5. Check-out

The apartment must be vacated by 9:00 AM on the day of departure and returned:

- clean and tidy;
- free of rubbish;
- with all dishes washed;
- with the refrigerator emptied and left open.

A final cleaning service is available upon request at a cost of €80.00.

6. Early Departures

No refund will be granted in the event of an early departure.

7. Care of the Accommodation

Guests are required to use the apartment and all its facilities with due care.

Any issues concerning the condition of the accommodation must be reported within 24 hours of arrival.

Any damage caused during the stay will be charged to the Guest.

8. Security Deposit

The Agency/Reception may require a security deposit of €100.00, which will be refunded upon departure after inspection of the accommodation.

For the **BRA Bibione** complex, the security deposit is mandatory.

9. Air Conditioning

The use of air conditioning is included for up to 80 hours per week and can be managed by guests using the remote control. Additional hours may be purchased at the Agency/Reception.

10. Stay Regulations

To ensure a pleasant stay for all guests:

- regulations and opening hours of all common areas, including the swimming pool (where available), must be respected;
- it is not permitted to accommodate more people than the number of available beds;
- children are counted as full occupants in all respects;
- the Landlord shall not be held liable for PERSONAL INJURY, damage to personal belongings, loss, theft, or any other inconvenience;
- any visitors must be reported to the

Agency/Reception and may not use the village facilities or the swimming pool (where available);

- specific requests regarding the apartment (floor, orientation, apartment number, etc.) will be taken into consideration but cannot be guaranteed.

If necessary, the Agency reserves the right to assign alternative accommodation with equivalent or superior features, including accommodation in a different property, at no additional cost to the Guest.

11. Pets

The presence of pets must be communicated at the time of booking.

Acceptance of pets is subject to authorization by the Agency and compliance with the rules of the booked property.

Pets may not be left unattended inside the apartment.

Any damage caused by pets will be the responsibility of the pet owner.

Pets are not allowed at BRA Bibione and Village ANNA.