

CONTRACT

1 – GENERAL TERMS

We let out our apartments. The fee includes final cleaning, change of bed linen and towels to be performed every 3 days, a breakfast service pack which can be found inside the apartment, assistance for arrival and departure to be provided by our working staff.

Electricity, water, heating, air conditioning (if any) charges are included.

2 – PAYMENT AND BOOKING TERMS

To rent one of our apartments you shall contact our office, fill in the booking form, with the indication of the apartment you are interested in and the payment mode you have chosen.

If the apartment you have chosen is available, our booking office will e-mail you all of the booking data and the information you need in connection with your stay in Venice. The booking will be considered effective after the down payment has been made.

Payment terms and methods are as follows: 30% down payment out of the total amount payable by Credit Card (by filling in the form authorizing the payment to be charged to your Credit Card; Accepted credit cards: VISA, MASTER CARD) or by direct bank transfer to: VENETO BANCA, Venice office, ABI: 05418, CAB: 02001, C/C 218659 – from abroad, SWIFT CODE: AMBPIT2M, IBAN: IT53F0541802001084570218659.

The 70% balance of the amount payable shall be due upon arrival by credit card or cash.

3 – ARRIVAL AND DEPARTURE: Please remember to contact our staff to schedule the meeting time at the waterway bus stop that is closest to the apartment.

For assistance in transfers after 08.00 p.m., an extra charge of Euros 50.00 shall be paid by cash upon arrival of our representative in charge of customer reception. Please never fail to inform us of the expected time of your arrival in Venice, at least 3 days before the actual date. Upon request, a reservation can be made for a private waterway taxi. Transportation by waterway taxi or public boat is not included.

All apartments are available on arrival from 02.00 p.m. until 11.00 p.m. In the event of delays in arrival exceeding the expected arrival time by half and hour or more, please contact our Venice office or our local representatives. If no such notice arrives, we will be forced to charge you with an extra fee for delayed arrival. We shall not be held responsible in cases when our company does not receive any notices of long delays and you fail to enter his apartment. In this latter case, you will be charged with all additional expenses ensuing from any alternative accommodation possibly provided. Our staff will show you the apartment and how it works, and you will be asked to hand in a deposit.

Upon arrival, you shall tell our staff the apartment vacating time, ad apartments shall be vacated by 10.00 a.m. on day of departure.

If you fail to come on the agreed arrival day, your booking shall only be maintained until 10.00 a.m. of the following day.

4 - DEPOSIT

You will be requested to leave a deposit of Euros 500.00.

Such deposit will be requested upon your arrival, will be held as security throughout your stay and returned to you upon your departure.

The deposit is required as a security for any damages or loss possibly affecting the apartment and its contents. The deposit shall be given to our representative, by Credit Card payment (VISA, MASTER CARD), cheque in Euro currency or cash.

Our staff will not hand in the apartment's keys to anybody who does not give the required deposit. In the event of departure before 08.00 a.m. or, at all events, before the arranged time, we will be entitled to withhold the deposit until the apartment has been checked for damages or losses.

5 – SIZES

We have the right to decline accommodation to persons who exceed in number those stated in the booking form or exceeding the number of beds provided inside the apartment. Unless duly authorized, nobody else is allowed to reside in our apartments.

6 – CLEANING

Upon arrival, you will find your apartment properly cleaned and tidy. Upon request, additional cleaning can be provided halfway through the week or on a daily basis, and will be charged to you as a function of the apartment to be cleaned.

7 – CANCELLATION FEE

In the booking is cancelled, the 30% down payment will not be returned, and shall be considered forfeited.

8 - REGOLE PER I CLIENTI

All of the rules regulating the buildings shall be observed. Avoid making noise from 01.00 p.m. to 03.00 p.m. and from 11.00 p.m. to 08.00 a.m. Animals are not allowed in the apartments, unless otherwise agreed upon. If the building rules are not observed (e.g. noise is made at the foregoing times, etc.), our representatives will have the right to prompt you to leave the apartment with no right of refund. At all events, our company will charge you with extra fees in cases when the presence of our working staff is required during your stay for reasons such as loss of keys, keys left inside the apartment or due to urgent aid required within the property that is not well-grounded and/or for which we are not accountable.

According to municipal regulations, garbage shall be left outside the building by 8.30 a.m. or placed into the bins located near the apartment.

9 – RESPONSIBILITIES

In the event of serious technical problems or inadequate cleaning, you are kindly invited to contact our office or our working staff directly at your arrival to enable us to solve any such problems as soon as possible. Complaints shall be put in writing and forwarded to Magica Venezia at the beginning of your stay. Please give our representative reasonable time to solve the problems. If you leave the apartment without contacting our office or staff, you will forfeit all rights to refund or compensation you might be entitled to receive. Should the apartment you booked be unavailable upon your arrival or during your stay owing to circumstances we are not accountable for, or due to technical problems, we will provide you with an alternative solution in an apartment of equal size and category. Should the price of the substitute apartment be lower than the price originally contracted, we will pay back the price difference to you.

The undersigned, acquainted with the information set forth in article 13 of Law Decree no. 196/2003, pursuant to art. 23 of the foregoing decree, consents to the processing of my own personal information by Magica Venezia srl.