



## GENERAL CONDITION

### 1. Previs.

In these "General Rental Conditions" we mean:

- for "Universo Agency" the company Universo Vacanze Srls, which carries out its own property leasing and subletting of tourist properties;
- for "Customer", the person making the reservation and using the services and properties offered for rent by the real estate agency Agenzia Universo Vacanze Srls;
- for "Offer" the communication of housing availability at the Customer's request to rent an apartment, for a certain period of time;
- for "Contract Proposal" the communication by the Universo Agency, following the receipt of the Offer, of availability of an apartment to the Customer, containing the detail of the availability of the accommodation chosen by the Customer and the invitation to send the deposit;
- for "Confirmation Letter" the communication by the Universo Agency confirming receipt of the deposit and finalizing the Lease; - for "Lease" the contract that is concluded between the Universo Agency and the customer;
- for "General Contract Conditions" the conditions and rules to which the Lease is subject

**2) RESERVATION** The reservation is considered to be fully confirmed upon receipt of the "Confirmation Letter". The Agency will only send this letter once it has received the down payment, the completed list of guests and the acceptance of the signed rental proposal.

**The fee is inclusive** of the rent, electricity, water, gas, use of the swimming pool where existing, sanitation of the premises, a parking space, ordinary condominium fees and waste removal costs, unless otherwise agreed in writing in the contract agreed between Universo Agency and the lessor / sub-lessor.

**The fee does not include** tourist tax (calculated according to the rates established by the Municipality) linen, beach service, air conditioning, final cleaning, and stamp duty € 2.00 **to be placed on your contract copy to load and care.**

**3) DOWN PAYMENT / FULL BALANCE** The down payment amount is indicated in the "Contract Proposal" and must be paid by the deadline stated therein. The down payment can be made via bank transfer or via credit card. We kindly request that you indicate the "Contract Proposal" reference number and the name of the person making the booking in the payment description. The Agency reserves the right to refuse any down payments made after the stated deadline. The remaining balance must be paid upon arrival by cash or by cheque, or via a bank transfer made at least 4 days prior to arrival. Account holder: Agenzia Universo Vacanze Srls :  
IBAN: IT 52 N 08356 36090 000000056437 - BIC: ICRAITRR9W0

**4) CANCELLATION** The Customer undertakes to promptly notify the Agency should they be unable to attend the holiday and if the reservation therefore needs to be cancelled; a.**if the holiday is cancelled "for just cause" at least 5 weeks before the beginning of the stay, the Customer will receive a voucher equal to the value of the down payment, net of administration fees. This voucher may be used for another reservation in one of our facilities during the same year or during the following year.**

b.if the holiday is cancelled less than 5 weeks before the beginning of the stay, then the down payment will be lost, without any further charges; c.if the Customer does not turn up on the first day of the stay (NO SHOW), without having provided prior written notice to that effect (via mail to [centro@agenziauniverso.it](mailto:centro@agenziauniverso.it) or via fax to 0039.0421.66049), then the Customer undertakes to pay the balance for the days when the accommodation subsequently remains vacant. Vouchers cannot be used together with other special offers or promotions and they may not be accepted in all of our facilities. Please be informed that it is possible to take out online insurance to cover any cancellations or holidays being cut short. Health, accident and third party liability insurance etc. is also available. For further information, we recommend that you visit sites such as Allianz Assistance or Columbus Direct.

**5) ARRIVAL / LATE ARRIVAL / FAILURE TO ARRIVE / EARLY DEPARTURE** The apartment will be ready on the agreed arrival date, between 4pm and 7pm. The Agency reserves the right to hand over the keys to the apartment before this time to anyone who may request this, but only under the following conditions, which the Customer expressly declares that he/she accepts: a.the apartment will be handed over in the same condition that the previous Customer left it in; b.it will not be possible to make any complaints about the cleanliness of the apartment; c.upon departure, the apartment must nonetheless be left in a perfectly clean state. In some facilities, it is possible to request, some days before arrival,



an EARLY CHECK-IN service from the Agency (Euro 30.00), which guarantees that the apartment will be ready by 12-midday. If the Customer is coming late, they are kindly requested to notify the Agency, otherwise the apartment will be kept free until 10am the following day, after which time the Agency will have the right to rent it to somebody else, with the consequences referred to by point 3, letter c. Should the Customer decide to arrive one or two days after the agreed date, they will be under the obligation to pay the full balance in advance. Should the Customer decide to leave early, they will not have the right to any rent reductions.

**6) HOUSE RULES** a.It is forbidden to host more people than the number indicated in the “Confirmation Letter”. In this regard, children are counted as adults. The Agency, at its sole discretion, may authorise the presence of one additional person. In this case, a surcharge will apply. b.Guests are under the obligation to follow the house rules and must ensure that they respect the hours of rest in the afternoon and at night (generally: 1.30pm - 3.30pm / 10pm-8.30am). c.Guests are committed to taking the utmost care of the apartment and its equipment. The Customer must pay for any damages. d.Complaints regarding the state of the apartment will only be accepted if they are made on the day of arrival. Complaints regarding the apartment’s equipment and accessories will be accepted up to 24 hours after arrival. e.Customers may bring their pets only if they requested to do so when making their booking and only if they received our prior authorisation, taking into consideration the rules of each apartment and depending on the wishes of the individual apartment owner. A surcharge will apply for pets. In any case, it is strictly forbidden to leave animals alone inside the apartment. f.It is forbidden for Customers to use their own heaters, stoves, air conditioning units or any other energy-consuming appliances or accessories. The Agency reserves the right to enter the apartments even when the guests are not present in order to check that these regulations are being followed and for any maintenance work. Should the Agency discover a serious failure to respect the regulations, the rent contract will be considered automatically terminated with immediate effect.

**7) APARTMENT FACILITIES** Apartments are furnished and are equipped with a gas powered kitchen, refrigerator, kitchen accessories (plates, cutlery, glasses and pans, with the exception of non-stick pans) and a bed cover and cushion for each bed. The Customer must bring their own table linen, towels and bed sheets. Upon request, it is possible to rent bed sheets on site. Mattress covers and cushion covers may not be used as bed linen. If they are returned dirty, laundry charges will be applied. In most facilities, gas is supplied through gas cylinders. When the cylinder runs out, it will be promptly replaced during the following working hours: 9.00 – 12.15 / 15.00 – 19.00 (summer season)  
The properties for renting are class G certified (greater than 160 Kwh/mq.per year)

**8) DEPOSIT** In order to ensure that the apartment is handed over, the Customer must pay the Agency a security deposit of 100,00 Euro in cash or it will be increased from Euro 200.00 to Euro 500.00 in the presence of animals or groups of young people. The Agency will be refunded it at the departure after checking the apartment. Customer has to wait in the apartment while it will be inspected. Alternatively, the Agency can refund the paid amount via bank transfer to the Customer’s account, the details of which must be provided in writing the day before the departure.

**9) LOCAL TOURIST TAX** at the arrival clients have to pay the tourist tax by cash according to the Municipal Law n. 6 of 15.02.2013 of town of Eraclea and Municipal Law n. 39 of 22.02.2013 of town of Caorle too.

**10) DEPARTURE** The day of departure at the agreed time (within 10 am) with a tolerance of 15/20 minutes before or after, the operator of the agency will check the apartment. The customer must show the deposit receipt, in which the operator will report any deficiencies and the condition of the apartment. At the end of compilation, the operator and the guest will sign the receipt. The cleaning includes the differentiated disposal of waste, clean and tidy rooms and furniture, clean and degreased stove, washed dishes, clean and defrosted refrigerator and oven cleaning. The guest with the deposit receipt must go to the Agency, where he will be returned the deposit paid on arrival net of any deductions founded during the check. Even if, the Customer has requested and paid for the final cleaning service, he has to return the apartment free of rubbish with the refrigerator and kitchenette clean, dishes and pans completely clean and placed in their cupboards. At the discretion of the Agency, departures may be authorised outside office hours but, in this case, the Agency reserves the right to refund the security deposit via bank transfer by debiting the relative cost. If the day of departure, after the check, the apartment will be dirty and untidy, the cost of cleaning will be charged as per pricelist. In the case that pans, crockery or dustbin are dirty Euro 20,00 will be charged; for no – dispose waste Euro 5,00; for uncleaned refrigerator Euro 15,00. If hair, excrement or any holes are found in apartments and/or gardens where animals have been kept, then a sum of Euro 100.00 will be charged only for this reason. Under no circumstances will the keys be given back for the apartment.



**11) THE AGENCY'S RESPONSIBILITIES** The Agency cannot be held responsible for any breakages, accidents, losses, thefts, delays or other inconveniences which may occur in the apartment, as its role is merely that of intermediary between the apartment owner and the Customer. The Agency will nonetheless provide its help to resolve any problems that may arise. Any proven requests for compensation must be presented on site in writing. If the air-conditioning does not work properly, the Agency will provide a portable unit until repair work is completed, or 5% of the daily rent will be refunded for the days when the air conditioning was out of order. We inform you that the staff authorized by the Universo Agency can enter the apartments for any repairs or maintenance even in the absence of the customer. For any disputes, the court of Venice will have sole jurisdiction.

**12) SPECIFIC REGULATIONS** a. In the case of unforeseen circumstances, the Agency reserves the right to replace the allocated apartment with another one with the same characteristics. b. The Agency will take into consideration any specific apartment requests (number, floor, orientation, view, etc.), but can nonetheless provide any relative guarantees. c. The images of furnishings included in the catalogue and on the website are to be considered "typical" and will not necessarily be the same for all accommodation. d. The prices agreed in writing between the Universo Agency and the guest are binding for the parties, unless if there are errors due to transcription and / or incorrect calculation of economic evaluation and / or incorrect computerized typing and / or error due to management program in service at the Universo Vacanze Srls agency. e. Any taxes imposed by the Municipal Authorities (please see Tourist Tax) are not included in the price and must be paid upon arrival. f. WI-FI - This service is provided free of charge in the facilities marked with the specific logo, and may be available in the apartment or only in the communal areas (such as the swimming pool, etc.). Upon arrival, Customers will be provided with 1 free password for each apartment. Should this service become unavailable, or if it doesn't work properly, the Agency will contact the service provider as a matter of urgency. However, no requests for compensation may be made. g. SAT TV - The 'Sat TV' logo means that a satellite system is installed, allowing Customers to watch a number of pre-set foreign channels that cannot be altered. TV - The TV signal in Eraclea is often weak, especially in the pinewood buildings. It is therefore only possible to watch a limited number of channels. Each building's administrator is responsible for the TV antennas and, therefore, the Agency cannot intervene unless it does so on their behalf. As a result, no requests for compensation can be presented to the Agency. h. SWIMMING POOL - The swimming pool will be open from June until first of September, depending on the weather conditions during said period. -AIR CONDITIONING-Air conditioning service is not included in the rental price, unless otherwise agreed in the confirmed agreement.

**13) ACCEPTANCE** When making their reservation, the Customer expressly accepts all of the provisions and terms and conditions stated herein. CHECK-IN During the high season, Customers may inevitably have to queue up to pay the balance of their stay and pick up the keys to their apartment. For safety reasons, only 2 people per apartment are allowed to enter, bringing with them the identification documents of all of the guests staying in the same apartment. PRIORITY CHECK-IN / FAST CHECK-IN, a FAST CHECK-IN service is also available, with priority access being granted ONLY to those who: 1. have already paid the balance of the reservation at least 36 hours before arrival, via a bank transfer to the following account, indicating the reservation number and the name of the recipient of the "Confirmation Letter" or "Rental Proposal" (NO CREDIT CARDS). Account holder: Agenzia Universo Vacanze Srls IBAN: IT 52 N 08356 36090 00000056437 BIC: ICRAITRR9W0. 2. have filled out the online Customer Registration / List of Guests form. According to art. 13 of D.L. 30/6/03 No. 196 states that the data provided to the agency will be used for sending the catalog and for the purpose of booking and notification of the persons accommodated to the competent authorities.

*Upon confirming the booking, the guest accepts all the above mentioned conditions.*