

SUMMER 2022 BOOKING CONDITIONS

The prices listed are per apartment per night. It may be small differences in rates within the same type due to the different equipment of each accommodation and also of each villas and apartments not indicated. For more information view our proposals on the site by clicking on the complex and on the apartment you are interested in.

We point out that the accommodations belong to private owners and are furnished and equipped according to their taste. For this reason they stand out for their originality from the anonymous standard of structures with an exclusively tourist vocation. For more information and quotes please contact us.

TYPE OF APARTMENTS AND VILLAS

TYPE A: two-room apartment. Living room with kitchenette and sofa bed for two people, 1 double room, 1 bathroom, balcony/terrace.

TYPE B: three-room apartment. Living room with kitchenette and sofa bed for one/two people, 1 double room, 1 bedroom with twin beds/ bunk bed, 1 bathroom, balcony/terrace.

TYPE B+: three-room apartment. Living room with kitchenette and sofa bed for one/two people, 1 double room, 1 bedroom with twin beds or bunk bed, 1 bathroom. Private garden.

TYPE B1: three-room apartment. Living room with kitchenette and sofa/sofa bed for one/two people, 1 double room, 1 small bedroom with bunk bed, 1 bathroom, balcony/terrace.

TYPE F: 60 to 80 m2 terraced house. Private garden, terrace, living room with kitchenette and sofa bed, 1 or two bathrooms (accommodations with 2 bathrooms, 1 of which only with shower), 1 double room, 1 bedroom with twin beds or bunk bed. Type F houses with three bedrooms: the third room with a single bed or a bunk bed.

TYPE E: 80 to 110 m2 terraced house. Private garden, terrace, living room with kitchenette or separate kitchen, sofa /sofa bed, two bedrooms with twin beds, 1 bedroom with a bunk bed or twin beds. 1 and / or 2 bathrooms (accommodations with 2 bathrooms, 1 of which only with shower or 2 showers).

Visit our website for more details.

GENERAL RENTAL CONDITIONS

In the following general rental conditions:

- **"Agency"** means Agenzia Erica;
- **"Tenant"** means the person making the booking and using the services and properties offered for rent by Agenzia Erica sas on behalf of the Owners/Principals;
- **"Booking"** means the request of the Tenant to rent a villa or apartment for a period of time during the summer season;
- **"Contract proposal"** means the communication from the Agency, following receipt of the booking, of the availability of an apartment or villa, containing the details of the quotation and the request to pay the deposit.
- **"Confirmation letter"** means the communication from Agency confirming receipt of the deposit and the finalisation of the rental booking.

DURATION OF THE LEASE: minimum stay 1 week, from Saturday to Saturday. Rental from Sunday to Sunday to be agreed with the agency and on availability of the accommodation.

Daily rentals are also possible with a minimum stay of 5 nights and rentals longer than 7 nights, for example 10-13 nights, based on the availability of periods and accommodations.

DEPOSIT: - 30% of the amount indicated in the rental proposal, must be paid to Agenzia Erica without delay within the required time limits to: Agenzia Erica di Trevisan Anna,

Ibancode: **IT 88 Q 08356 36020 00000059020** BIC - Swift **ICRAITRR9W0 (the last digit is ZERO)**

If the deposit is not paid by the specified deadline, the reservation will be cancelled.

CONFIRMATION: upon receiving the deposit the Agency will issue the booking "Confirmation letter".

BALANCE: the agreed price must be paid upon arrival at the very latest, before entering the rented accommodation. To avoid long queues on the day of arrival, we recommend you send this amount to our bank a few days before the start of the holiday. Failure to pay the amounts specified above by the required deadlines constitutes express termination clause giving the Agency the right to cancel the booking.

Upon arrival tenants must provide a form of identification of all the people who will be staying in the accommodation. In no case will the price be discounted for shorter stays than the date specified on the contract.

PAYMENTS: can be made in cash/ bank transfer/ credit card (Visa/Mastercard/Maestro only).

We accept cash payments for amounts contemplated by current legislation. Payment of less than Euro 300,00 are welcome in cash. **Cash dispenser:** Duna Verde, Altanea, Camping San Francesco (1,5 Km far from Duna Verde), or in P.S. Margherita, Eraclea (3 Km far from Duna Verde).

ARRIVAL: from 5 pm to 7.30 pm – **DEPARTURE:** from 8.30 am to 10 am - on the days indicated in our booking confirmation.

CHECK-IN: to speed up the check-in, please fill out with your data the form that we will send you at booking

KEYS are handed over on arrival in Agency Erica only, in Piazza Spalato 1, 30021 Duna Verde di Caorle, tel. +39 0421 299121 and the Tenant has to give it back in the agency at departure.

SECURITY DEPOSIT: € 150,00/€ 300,00 in cash as a non-interest bearing security deposit is paid by the customer upon arrival, or he will release the data of his credit card to guarantee the compliance with the commitment to leave the apartment in order as here mentioned: the Tenant is responsible for the accommodation. The accommodation must be returned tidy and decent both internally and in external private parts (ex: garden watered, clean and free from dog excrement), kitchenette must be left in order and free from rubbish, with the fridge defrosted and the crockery washed and put away.

Upon departure, the garbage must absolutely be placed in the appropriate bin and / or as per the indications received on arrival.

Mattress covers and pillow covers cannot be used as bed linen. Pets must not use beds and sofas. The Tenant is responsible for looking after the accommodation in a reasonable and prudent way and promises to take utmost care of the apartment, the domestic equipment and the interior and exterior furnishings. The Tenant must take the chairs and table out of the garden or terrace when the apartment is left unsupervised. Any items damaged or stolen must be paid by the Tenant. The deposit will be returned upon verification of the state of the furnishings and the order of the apartment. In case of early departure or during office closing time the deposit will be sent by bank transfer (deducting shipping costs) always after checking the state of the furnishings and the order of the apartment. The Tenant has to scrupulously observe the condominium regulations, in particular the rules relating to the quiet.

CANCELLATION POLICY: In case of cancellations, the deposit, subject to agreements with the agency and available accommodation, can be used in another period of the current season.

If there are no accommodation available, it will be returned exclusively in the form of a voucher to be spent in one of our facilities during the next summer season. Availability of accommodation and period to be agreed with the agency.

In the case of seasonal contracts / more than 30 days, only the cancellation conditions that were communicated to the customer at the time of the proposal will be applied.

For Guests who do not arrive by 20.00 scheduled on the day of arrival, the accommodation will be considered free and available, unless prior written notice, indicating any delay. In case of no show, the customer will lose the deposit and will be required to pay the balance of the entire reservation

RULE AND REGULATION: the accommodation or use of the apartment together with the condominium services of a number of people higher than the one agreed and indicated in our offer, will result in the termination of the contract, pursuant to art. 1456 c.c. and the obligation to pay the Erica Agency, which will always collect it in the name of the owner, an amount equal to the amount of the entire amount agreed, as a penalty pursuant to Article 1382 of the Civil Code. **Sublocation is forbidden.** Children over one year are considered as adults.

PRICE: The price indicated in the price list includes the rental fee, agency fee, agency commission including VAT, water and gas consumption, waste tax, condominium service charges for the apartment block. Electricity up to 9 KWh per day is included. **In case of consumption of electricity exceeding 9 Kwh per day (consumption that covers the normal needs) it is reimbursed by the Tenant on the basis of Euro 0,40 KWh. The consumption is calculated on the average stay.**

Pay attention: use of air conditioning must be with closed windows. Check the electricity consumption on the meter. Do not use several appliances at the same time (ex. washing machine and air conditioner), to avoid electricity blackout.

ADDITIONAL COSTS: required for booking are to be added to the price indicated in the price list, which include contract administrative expenses, € 2.00 duty stamp, final cleaning and sanitation (from Euro 110,00 to Euro 160,00 VAT included depending on the type of accommodation), everything will be indicated in detail in the proposal.

Daily cleaning of the accommodation has to be made by the tenant.

APARTMENT EQUIPMENT: Apartments with 1 reserved parking place or car parking in the garden, with a few exceptions which will be highlighted in the property description and in our website. Parking place is for cars of normal size. Parking is not guaranteed for minibuses, minivans and vans.

Gas cooker, fridge, pans and crockery, oven or microwave oven, TV no Sat, iron, hairdryer and garden furniture if there is a garden or terrace. Every bed is equipped with blanket, cover, pillow with a mattress cover and pillow cover for hygiene purposes, on which sheets and pillowcases must be placed. Almost all our apartments have air conditioning, washing machines and safe deposit boxes (see description of the individual apartment).

GUEST should bring sheets, tablecloths, tea towels, only special pans, adapters and reducers for plug sockets, small electrical appliances (food processors, mixers, etc.). Read carefully the detailed description of the apartment so you can avoid to bring with you unnecessary luggage.

It is possible to rent bed linen / towels / camping beds (without linen). To be requested upon booking.

Guests must not use their own stoves, electric hobs or air conditioners in the rented apartments.

GAS: gas is provided by cylinder. The service for the replacement of the gas cylinder is free.

The supplier company observes the following times: 10.00 am to 12,30 pm and 4.30 pm to 7.00 pm, on Saturday and Sunday, too. The Tenant is asked to notify the agency in advance, at least 1 hours' notice.

PETS: the agency must be informed before booking of the presence of pets. There is a surcharge of Euro 35,00 for the duration of the stay. 1 small / medium-sized pet is allowed in almost all accommodations, subject to confirmation from the agency. Ask at the time of booking. Large pets are accepted only if suitable accommodations are available. It is forbidden to leave pets alone inside the apartment. The responsibility for any damage caused will be attributed to the Tenant.

TOURIST TAX: based on the current tariffs established by the Municipality of Caorle. Payment is requested upon arrival in cash. Any tax or duties envisaged by legislation in force, duty stamps or the like must be covered by the Tenant.

To be paid for contracts by correspondence a duty stamp of € 2,00 (it is already included in the additional cost above mentioned), for those on spot it is a duty stamp of € 16,00.

POOLS AND TENNIS: for the equipped complexes, the use of the sports facilities during the opening periods will be governed by the individual regulations approved by assembly of the respective condominium complexes and, in any case, subject to any legal limitations imposed by the measures of local, regional and national authorities. No responsibility is assumed for partial or total failure to use the swimming pools, tennis courts and any other sports facilities present in the complexes, determined by situations of epidemiological, bacteriological risk, adverse climatic conditions, measures by the authorities, unforeseeable circumstances or force majeure. The use of the sports facilities constitutes in any case an accessory and possible service of the rent and is not an essential condition of the contract.

For the rental of the tennis court, it is required a contribution of € 4,50 / 5,00 per hour to be paid to the administration of the complex.

BEACH SERVICE: not included. Beach umbrellas and deck chairs can be hired directly at the beach establishment. It is advisable to book the beach in advance. There are stretches of free public beach in between.

COMPLAINTS or requests to move in other accommodation are not accepted if the accommodation corresponds to the description/proposal and photos of the apartment in the website of agency Erica and is in a proper standard. The Tenant must pay the agreed amount for the specific apartment rented and provided by the owner.

To speed up check-in guests are invited to click on the link indicated in the "Rental contract proposal", which we will send, and fill in the form "**denuncia delle persone alloggiate**" (list of guests).

Agenzia Erica rents out privately owned villas and apartments, therefore no responsibility can be taken for any breakages, accidents, losses, delays or problems that may arise in general in the accommodation. However, it will do whatever it can to solve any issues, it being understood that any requests for compensation for damage must be sent to the owner of the apartment through Agenzia Erica.

The Agency reserves the right to inspect the rooms, so as to check that they are being looked after properly. Should any serious non-compliances emerge from the inspection, the rental contract shall be terminated with immediate effect due to breach by the Customer and the Agency may demand that the premises be immediately cleared, claiming any amounts outstanding at the time, notwithstanding the right to compensation for any damage.

The Agency personnel or its trusted contractors are authorised to enter the apartments if necessary in the occupants' absence.

The Agency reserves the right, in the event of unforeseen circumstances when assigning the booked apartment, to replace it with another one of the same type. Any higher costs will be covered by the Agency.

The description of the furnishings provided in the catalogue may exceptionally be subject to change.

ACCEPTANCE: upon booking and with the payment of the deposit, the Tenant expressly and without reservation accepts all the conditions listed here, which have been attached to the proposal sent to him brought to his attention.

For any dispute will be competent the court where the Erica Agency has seat.

Opening times 2022

From 15/01 to 27/05 and from 12/09 to 17/12	9.00 am – 12.30 pm and 3.00 – 7.00 pm (closed on Tuesdays)
From 28/05 to 11/09:	9.00 am – 12.30 pm and 4.00 – 8.00 pm (every day)
On Saturdays from 04/06 to 11/09:	8.30 am – 1.00 pm and 3.00 – 8.00 pm

Closed: Easter Sunday, from 26/09 to 05/10/2022 inclusive, All Saints Day and related holidays from 01/11 to 03/11/2022 inclusive, from 08/12 to 09/12/2022 inclusive, from 17/12/2022 to 13/01/2022 inclusive.



With our best regards
Agenzia Erica

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