

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).

#### **GENERAL RENTAL CONDITIONS 2023**

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.

**1.PERIOD OF THE LEASE:** the minimum rental period is 1 week, from Saturday to Saturday. Rentals from Sunday to Sunday to be agreed with the agency and subject to availability of accommodation. Daily rentals with a minimum stay of 5 nights and rentals longer than 7 nights, e.g. 10-13 nights, are also possible, subject to availability of periods and accommodation. More information when booking.

**2.DEPOSIT:** equal to 30% of the list amount indicated in the rental proposal. It must be delivered to Agenzia Erica by the required deadline by bank transfer to the account payable to:

Agenzia Erica di Trevisan Anna - Bcc Pordenonese e Monsile

Ibancode IT 88 Q 08356 36020 000000059020

BIC – Swift ICRAITRR9W0 (the last digit is ZERO)

In case of non-receipt within the deadline, the reservation will be cancelled.

**3.CONFIRMATION:** upon receipt of the deposit, Agenzia Erica will issue a "letter of confirmation" of the booking.

**4.BALANCE:** the balance of the amount, plus any additional compulsory and/or optional expenses, must be paid in full upon arrival, at the same time as the presentation of the documents (confirmation letter and documents) before taking possession of the rented accommodation.

The keys to the flat will be handed over following full payment.

In order to avoid long queues on the day of arrival, we recommend that you send this amount to our bank a few days before your departure for your holiday.

The non-payment of the above-mentioned sums on the established dates constitutes an express termination clause such as to determine, on the part of the Erica Agency, the legal cancellation of the booking.

**5.PRICE:** The total price for the reservation of the flat chosen by the Client, including additional expenses and/or other charges that vary according to the Client's needs, is indicated in the "letter of confirmation". The Client at the time of booking and by paying the deposit also expresses his knowledge and acceptance of the additional charges.

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 and Electricity till 7 KWH per day.

**ELECTRICITY:** in view of the delicate moment and in order to pay attention to waste, the Tenant is advised that the consumption of electrical energy is included up to 7 Kwh per day, consumption which covers the normal activity of a Duna Verde flat during the summer period, in relation to the use of boiler, refrigerator, washing machine.

Any excess will be reimbursed by the Tenant on the basis of Euro 0.55/Kwh detected by initial and final meter reading. In order to avoid unnecessary waste, please remember to use the air conditioner sparingly, taking the necessary precautions, keeping doors and windows closed and avoiding leaving it on during the hours of absence. The Tenant can personally check the consumption of electricity from the meter.

Some flats, on the other hand, are equipped with a "kilowatt counter" dedicated exclusively to the air conditioner, in which case the Tenant is responsible for consumption at the rate of Euro 0.55/Kwh.

**6.PAYMENTS:** can be made by cash / bank transfer / credit cards (Visa, MasterCard and Maestro only). Cash payments are accepted for amounts covered by current regulations. Payments of less than Euro 300.00 are accepted in cash.

**7.ARRIVAL:** from 4.30 p.m./5.00 p.m. to 7.30 p.m. – **DEPARTURE:** from 8.30 a.m. to 10.00 a.m. - on the days indicated in the "letter of confirmation".

**CHECK IN:** In order to speed up check-in, we invite you to click on the link indicated in the form we will send you where you can fill in the form "**denuncia delle persone alloggiate**" (list of guests).

**KEYS:** are delivered on arrival only at Agency Erica, in Piazza Spalato 1, 30021 Duna Verde di Caorle, tel. +39 0421 299121 and returned personally by the Tenant only at the Agency.

**8.DEPOSIT:** equal to Euro 150.00 to be paid upon arrival at the same time as payment of the balance, as a non-interest-bearing security deposit.

This deposit shall be returned at the end of the rental period, after the state of the flat has been checked. As an alternative to paying the deposit in cash, credit card details may be left, protected by an encrypted system, which will only be used in the event of the need to recover damages and/or extraordinary cleaning costs. In case of cash deposit and departure outside office hours, the deposit will be returned by bank transfer at a cost of € 5.00.

The deposit remains as a guarantee of punctual compliance with the following and the commitment to leave the flat in order. We remind you that the Tenant is responsible for the accommodation.

The accommodation must be returned in order and decent both internally and in the private external parts (e.g. garden watered, clean and free of pet droppings) free of food, garbage, kitchenette in order, fridge defrosted, dishes well washed and put away.

On departure, garbage must be placed in the appropriate bin and/or as instructed on arrival.

Mattress and pillow covers may not be used as bed linen. Pets must not use beds and sofas. Pet droppings must be carefully collected. The Tenant undertakes to take the utmost care of household equipment (dishes, refrigerator, mattresses, etc.). Any broken or damaged items shall be reimbursed at the supplier's/shopkeeper's price. Chairs / deckchairs/ table and sunshade must be removed from the terrace/garden when the flat is left unattended and/or if weather disturbance is on the way, and it is recommended that the sunshade curtains be retracted.

The Tenant undertakes to scrupulously observe the condominium regulations, in particular the rules concerning peace and quiet.

#### **9.CANCELLATION CONDITIONS AND PENALTIES:**

In the event that the client is forced for serious proven reasons to cancel the booking (serious reasons being understood to mean only and exclusively illness or injury that absolutely does not allow the travel of one of the members of the booking, to be proven by medical certificate) by notifying us in writing, **the deposit paid will not be forfeited if the cancellation is made up to 14 days prior to arrival. The deposit can be used in another period** of the current season, subject to agreement with the agency and available accommodation. In the event that there are no accommodations available the deposit will be returned exclusively in the form of a voucher to be spent in one of our facilities during the next summer season. The availability of accommodation and period must be agreed with the agency.

In case of cancellation from the 14th day before arrival the deposit will be retained.

For Guests who do not arrive by 8.00 p.m. on the day of arrival, the accommodation will be considered free and available, unless prior written notice is given highlighting any delay. In the event of a No SHOW (failure to show up by 8.00 p.m. of the day following the arrival date without giving notice), the client will lose the deposit already paid and will be required to pay as a penalty the balance of the rent for the entire booking, if the Erica Agency fails to rent the property or re-lets it at a lower price.

In no case will the price be reduced for stays shorter than the date agreed in the confirmation letter.

In the case of seasonal contracts / exceeding 30 days, only the cancellation conditions that will be communicated to the client at the time of the proposal will be applied.

**10. RULES OF STAY:** the overnight stay or the use of the flat together with the condominium services by a number of persons exceeding the number agreed upon and indicated in our offer shall entail the termination of the contract, pursuant to art. 1456 c.c. and the obligation to pay to the Agency, which will always collect it on behalf of the owner, a sum equal to the amount of the entire agreed amount, as a penalty pursuant to art. 1382 c.c. In this regard, children over one year old are considered to be adults.

The Agency may in any case authorize, on request and if permitted by the regulations in force, to accommodate 1 additional person against payment of an additional charge.

The tenant must notify Agenzia Erica of any defects in the apartment or furnishings within 24 hours of arrival. Failing such notification, the aforementioned defects and non-conformities shall be presumed to be the fault of the tenant. Should the client notice an inadequate level of cleanliness on arrival at the flat, he must notify the agency within the same day of arrival (or within the morning of the following day for arrivals after 7.00 p.m. hours), in order to allow the agency to tidy up the property unit.

**Sublocation is forbidden.**

**11. ADDITIONAL COSTS PER RESERVATION:** from Euro 115.00 to Euro 165.00

These amounts include administration costs, final cleaning and sanitation VAT included, depending on the type of accommodation. Everything will be detailed in the proposal.

Revenue stamp: € 2.00 for correspondence contracts, € 16.00 for contextual contracts.

Daily cleaning of the accommodation must be made by the tenant.

**12. APARTMENT EQUIPMENT:** Each accommodation has 1 reserved parking place or a parking place in the garden (apart from a few exceptions that will be highlighted in the property description and on our website). The parking place is intended for normal-sized cars. We would like to remind you that the parking places were built in the 1970s with the measurements provided at that time. Minibuses, minivans and vans are not guaranteed parking space.

Equipment: gas cooker, refrigerator, pots and pans, oven or microwave oven, TV, iron, hairdryer, outdoor furniture and/or sun loungers where there is a garden/terrace. Each bed is equipped with a blanket and a pillow with a mattress and pillowcase cover for hygienic protection on which sheets and pillowcases must be placed.

**GUEST should bring** sheets, tablecloths, tea towels, only special pans, adapters 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 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.

**13. 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 am 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.

**14. PETS:** the agency must be informed before booking of the presence of pets. **There is a surcharge of Euro 50,00 for the whole 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.

**15. TOURIST TAX:** based on the current tariffs established by the Municipality of Caorle. Payment is requested upon arrival in cash. Any taxes or duties provided for by current legislation, revenue stamps/other are to be paid by the Tenant.

**16. 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.

**17.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.

**18.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.

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/website may exceptionally be subject to change.

**19.RESPONSIBILITY OF THE AGENCY:** The Agency Erica rents villas and flats of private owners, no responsibility can therefore be attributed to the agency for any breakages, accidents, loss, delays or problems and inconvenience in general that may arise in the accommodation. The Agency will do whatever it can to help to solve any problems. Any claims for damages must be addressed to the owner of the apartment through Agenzia Erica.

**20.PARTICULAR RULES:** The Agency reserves the right to inspect the apartments in order to verify their scrupulous maintenance. Should the inspection reveal serious non-observance, the lease shall be understood to be terminated with immediate effect due to non-fulfilment attributable to the Client and the Agency may order the immediate vacating of the flat, claiming payment of the agreed rent that may remain at the time of release, without prejudice to the right to claim compensation for any damages.

The Agency's employees or trusted firms are authorised to enter the flats in case of need or for ordinary maintenance even in the absence of the occupants.

**21.ACCEPTANCE:** Upon reservation and payment of the deposit, the Tenant expressly and without reservation accepts all the terms and conditions set out herein, which have been attached to the proposal and submitted for his attention.

**22.PRIVACY PROTECTION:** Pursuant to the EU REG. 2016/679 "Protection of persons and processing of personal data", we inform you that the personal data provided to the Erica Agency will be processed by the same in compliance with this regulation, only and exclusively for purposes related to the provision of the booking service, the required public security, administrative, accounting and tax obligations and the sending of communications for the updating of rates and offers.

**23.JURISDICTION:** for any disputes, in addition to the provisions of the conditions mentioned herein, the Court where Agency Erica has its headquarters shall have exclusive jurisdiction, except for the exceptions provided for by Italian law.

**Opening times 2023:**

**Closed: from 18/12/2022 to 08/01/2023 inclusive.**

**Office timetable 2023:**

From 09/1 to 27/5 and from 16/9 to 17/12

9.00 am – 12.30 pm and 3.00 – 7.00 pm (closed on Tuesdays)

From 28/05 to 15/9:

9.00 am – 12.30 pm and 4.00 – 8.00 pm (every day)

On Saturdays from 03/06 to 09/9:

8.30 am – 1.00 pm and 3.00 – 8.00 pm

**Closed:** Easter Sunday, from 25/09 to 08/10/2022 inclusive, All Saints Day and related holidays from 01/11 to 02/11/2022 inclusive, from 08/12 to 10/12/2022 inclusive, from 17/12/2023 to 08/1/2024 inclusive.

**With our best regards  
Agenzia Erica**