
SALES CONDITIONS

1. Reservation

The acceptance of the reservation is subject to:

- the availability of the apartment at the moment the written request is received;
- the payment of a deposit, as a down payment;
- the authorisation for eventual debits of other amounts foreseen in Point 3 in the case of cancellation.

The reservation is accepted only when Dimora Veneziana sends a written communication (by fax or e-mail).

2. Reservation confirmation

When the written confirmation that the apartment is available is received, and in respect of the terms contained therein, the client will pay an amount equal to 30% of the total price of the reserved holiday sending a fax to 0039(0)412414871 that authorises the debit of the established percentage on a credit card (for which you will already have sent the number and expiry date), including details of the name of the apartment and the period of stay. Alternatively a bank transfer can be sent to:

DIMORA VENEZIANA S.r.l.
UNICREDIT BANCA
CAMPO S. LUCA 4586
30124 Venezia – Italia
CAB. 02033
ABI 02008
N. 000020156349
IBAN: IT45I0200802033000020156349
SWIFT: UNCRIT2B

The balance must be paid within 6 days of the check-in date and no later. The price of the holiday for the required period is that shown by Dimora Veneziana S.r.l. in the written reservation confirmation. Apart from the apartment which is completely furnished and equipped, the price includes the following services: reception during office hours (from 15:00 to 19:00), initial and final cleaning, linen and relative weekly change, utilities such as electricity and gas (excluding the use of telephone, fax and similar which will be paid for separately on check-out). The price does not include transfer from and to the station, airport or other terminal. All of the prices shown are in euros.

3. Cancellation by the client

The cancellation by the client, with a warning of 15 days prior to the beginning of the stay, implies the loss of the deposit which will remain the property of Dimora Veneziana S.r.l. . If the cancellation is made with less warning, these further payments will be made:

From 14 to 7 days: **50%** of the agreed price.

From 6 to 3 days: **75%** of the agreed price.

From 2 days until **the day prior to arrival**: **90%** of the agreed price.

Non-arrival: **90%** of the agreed price.

Dimora Veneziana S.r.l. is authorised to debit the amount on the credit card indicated by the client

upon reservation for these payments. The client will not have the right to any reimbursement if he voluntarily interrupts the holiday and leaves before the established departure date.

4. Cancellation by Dimora Veneziana S.r.l.

In the event that the apartment is not available for justified reasons, Dimora Veneziana S.r.l. reserves the right to offer an adequate alternative solution to the original reservation. If the client should not wish to accept the alternative that is offered, every obligation will be terminated and the client will receive all amounts that he has paid: nothing else will be requested by Dimora Veneziana S.r.l.

5. Arrival and departure times

Seven days before your arrival (weekdays – from Monday to Saturday, from 9:00 to 18:00) the client will telephone Dimora Veneziana S.r.l. (on 0039(0)412411697 or 0039335246115) or send us a mail (at info@dimoraveneziana.com), to inform the office of their planned arrival time in Venice and to obtain the final details about their welcome at the apartment. If the client does not make the information known at the required time, the agency will not be responsible for any eventual delays or failure to collect you, in as much as the apartments do not have a reception (like hotels do) and the welcome must therefore be organised. The apartment is delivered between 15:00 and 19:00 on the arrival date and must be left before 10:00 on the departure date. Arrival and departure can be organised for different times, according to the availability of Dimora Veneziana S.r.l. staff and with the following additional costs:

For arrival between 20:00 and 22:00 **euro 30,00**

For arrival between 22:00 and 01:00 **euro 40,00**

For arrival between 01:00 and 07:00 **euro 70,00**

At the agreed time an employee of Dimora Veneziana S.r.l. will wait for the guest at the public transport station that is closest to the apartment, to hand over the keys and also to supply useful information about the apartment itself. All late arrivals, after 30 minutes from the scheduled arrival time, shall be counted as a new check-in at the price of euro 30,00 which shall be paid directly by the client to Dimora Veneziana S.r.l. Should the delay be prolonged until after 8 p.m., it shall be considered a “second check in” and the same rates shall be due according to the different arrival hours indicated above. In order to make the arrival easier the guest is asked to supply details of their transport (by fax or e-mail), as well as flight number, train details or planned arrival time in their car. This way the staff at Dimora Veneziana S.r.l. will be able to advise you of the best way to get to the apartment or the reception office.

6. Check-Out

During the stay the guest will agree with Dimora Veneziana S.r.l. about the actual return of the apartment which, you are reminded, will occur before 10:00 on the morning of the departure date, so that an employee of Dimora Veneziana S.r.l. can carry out all the formalities such as: checking utilities and the general state of the apartment, discussion about damage to the structure and other, and delivery of the keys and contract. Any eventual delay by the client beyond the maximum allowed time of 10:00 gives Dimora Veneziana S.r.l. the right to debit euro 100,00.