



MITWOHNZENTRALE - ALLOGGI TEMPORANEI @HOME VENICE - SHORT TIME RENTALS

di Helga Anna Gross & C. s.a.s.
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SALES CONDITIONS

1. BOOKING

The acceptance of the reservation is subject to:

- The availability of the apartment at the moment the written request is received by Mitwohzentrum Venezia s.a.s. by e-mail, fax or letter
- The payment of an advance payment

The reservation is concluded only when Mitwohzentrum Venezia s.a.s. has sent a written booking confirmation by e-mail, fax or letter.

2. PAYMENT

The total price for the required period is stated by Mitwohzentrum Venezia s.a.s. in the written booking confirmation.

After receiving the booking confirmation, and in respect of the terms stated in the same, the customer will pay an amount equal to around 30 % of the total price of the rental; this will be done by a bank transfer to:

Bank - address: Friuladria Crédit Agricole, Venezia, Campo San Bortolomeo 5281

Account-holder: Mitwohzentrum Alloggi Temporanei di Helga Anna Gross e C. s.a.s.
San Marco 2923, Calle Vitturi o Falier; I 30124 Venezia, Italy

Bank codes IBAN: IT17 H 05336 02045 000046310024 BIC: BPPNIT2P327

The balance will be paid at check-in when the holiday-rental contract will be signed.

The price includes the complete use of the apartment and the following services:

- check-in service between 9.00 a.m. and 8.00 p.m.;
- Initial and final cleaning;
- Towels and linens.

The price does NOT include:

- **Utilities such as electricity, gas and telephone which will be paid at check-out;**
- Transfer from and to the train station, airport or other terminals
- Cot or chair for children;
- Porter service.

If needed, those services can be provided and paid separately.

All of the prices shown are in Euros.

3. CANCELLATION BY THE CUSTOMER

The cancellation of the reservation by the customer, with a warning of 21 days prior to the beginning of the stay, implies the loss of the advanced payment which will be kept by Mitwohnzentrale Venezia s.a.s.. If the cancellation is made with less warning, these further payments can be required:

- From 20 to 14 days: 50 % of the agreed price
- From 13 to 7 days: 75 % of the agreed price
- From 6 days until the day prior to arrival: 90 % of the agreed price
- Non arrival: 90 % of the agreed price

The client will not have any reimbursement if he voluntarily interrupts the holiday and leaves before the established departure day.

4. CANCELLATION BY MITWOHNZENTRALE VENEZIA S.A.S.

In the event that the apartment is not available for justified reasons, Mitwohnzentrale Venezia s.a.s. reserves the right to offer an adequate alternative solution to the original reservation.

If the client don't accept the alternative that is offered to him, every obligation will end and the client will receive back all the amounts that he has paid. Upon repayment all undertakings previously made will immediately lapse and nothing else can be claimed to Mitwohnzentrale Venezia s.a.s.

5. SECURITY DEPOSIT

At check-in the client will give to Mitwohnzentrale Venezia s.a.s. a security deposit which amount will be state in the booking confirmation and which is usually arrange between 250 and 500 Euros. The deposit will cover eventual damages that the customer may cause and also those expenses not foreseen in the contract. If any damage is caused, the amount relative to that damage will be taken from the deposit; if the damage exceed the deposit the clients have to paid for the difference.

Unless any damage occurs the security deposit will be given back at check-out.

6. CHECK-IN

Our guests are kindly asked to tell us with at least 2 working day notice the expected arrival time in Venice and any other useful detail such as flight or train numbers etc. to enable Mitwohnzentrale Venezia s.a.s. to organize the schedule for the welcome service and to arrange a meeting point. The clients should provide a mobile number (working in Italy) as well. In lack of this information, Mitwohnzentrale Venezia s.a.s. will not be responsible for any failure or delay in the welcoming service; this because the apartments don't have a fixed reception (like hotels have) and every single check-in must therefore be well arranged and organized in advance.

We ask our guests to call the person in charge of the check-in (whose name and mobile number will be given to the client in time) as soon as they arrive at the airport, train station or car park, to confirm the arrival and to agree a time for the meeting. Usually the meeting point is the closest public transport station to the apartment: the staff of Mitwohnzentrale Venezia s.a.s. will advise the best way to get to the meeting point.

At the agreed time an employee of Mitwohnzentrale Venezia s.a.s. will welcome the guests, hand over the keys, show him the apartment and take note of the counters for gas, electricity and telephone. At check-in the guest will sign the contract and all necessary documents for the registration, will pay the security deposit and the balance owed.

The apartment is delivered between 3.00 p.m. and 20.00 p.m. at the arrival day and must be left no later than 10.00 am at the departure day. Apartments are delivered between 9.00 a.m. and 3.00 p.m. if they are free in the morning.

According to the availability of the apartments and our staff schedule, other timings can be arranged with the following additional costs:

- For check-in 08.00 pm and 10.00 pm: 30 Euros
- For check-in 10.00 pm and 00.00 am: 40 Euros
- For check-in 00.00 am and 01.00 am: 50 Euros
- **Please note that check-ins after 1.00 a.m. are NOT possible!** Thank you for your understanding.

Check-in time means the moment you will reach the apartment, NOT the moment you arrive at the airport, train station or car park.

7. CHECK-OUT

At check-in, or during the stay, the guest will agree with Mitwohnzentrale Venezia s.a.s. the day and time for the check-out, which anyway can't be later than 10.00 a.m. on the departure day. At the agreed time an employee of Mitwohnzentrale Venezia s.a.s. will come to the apartment to recollect the keys and to do the checking and payment of the utilities (gas, electricity and telephone). He will check the general state of the flat, to see if something got broken or damaged; he will pay attention to the cleaning as well (please, read paragraph 10). Any eventual delay by the client beyond the agreed time gives Mitwohnzentrale Venezia s.a.s. the right to debit 50,00 Euros.

8. MAXIMUM OF PEOPLE

The description of each apartment includes the number of people who are allowed to stay there.

9. ANIMALS

Animals are allowed in some of the apartments after a written request (by fax or e-mail) which must be confirmed by Mitwohnzentrale Venezia s.a.s. This request must be submitted before the reservation.

10. CLEANING

Mitwohnzentrale Venezia s.a.s. will provide a clean apartment, complete with bed and bath linen in adequate quantity for every guest and equipped with all fittings indicated in the description.

The final cleaning included in the price are not comprehensive of the washing of dishes, which the clients have to do. The guests are supposed to leave the apartment reasonably clean and tidy, otherwise Mitwohnzentrale Venezia s.a.s. can charge an additional amount for the extra cleaning.

11. CUSTOMERS' OBLIGATIONS AND RESPONSIBILITIES

The customer undertakes to take due care in the use of the apartment and avoid any action that may cause damage to the apartment or other adjoining structures. It shall be understood that, in the event of failure to abide by this obligation, the customer will be held liable for damage occurred to the structure and/or property therein.

All the rules of the building must be obeyed. From 1.00 pm until 3.00 pm and from 11.00 pm until 08.00 am the guests in the apartment must not make any noise that could disturb other residents. In the event that the customer should not respect the rules of the building or those established by Mitwohnzentrale Venezia s.a.s., the latter reserves the right of expelling them from the apartment without any reimbursement.

In the event that the guest requires the presence of our staff during their stay for a reason that Mitwohnzentrale Venezia s.a.s. may consider unimportant, they will be debited 40 Euros every time. In the event that the keys be lost, broken or damaged or that a locksmith is needed to open the door, Mitwohnzentrale Venezia s.a.s. will be authorised to debit the amount of 70 Euros which includes the replacement of the lock (If there are no other/higher costs that have been caused). In the event that the guest forgets the keys inside the apartment and the services of the Mitwohnzentrale Venezia s.a.s. staff be required to open the door, the amount that will be debited is 40,00 Euros.

12. COMPLAINTS

In the unlikely case that a customer is not satisfied with the accommodation arrangements, he/she must immediately contact Mitwohnzentrale Venezia s.a.s., who will attend to all problems as quickly as possible. If the inconvenience has not been resolved by the day of the departure, the customer is requested to submit his/her considerations and complaints by e-mail or fax and Mitwohnzentrale Venezia s.a.s. will forward them to the owner of the apartment, suggesting and acting in favour of the customer, if his complaint is justified. If the customer submits a complaint only at the end of his/her stay rather than immediately notifying us, Mitwohnzentrale Venezia s.a.s. shall not be liable to make any reimbursement.

13. RESPONSIBILITY OF MITWOHNZENTRALE VENEZIA S.A.S.

Mitwohnzentrale Venezia s.a.s. shall not be liable for any damage sustained by whoever rents the apartment unless such damage is the result of Mitwohnzentrale Venezia s.a.s. own negligence. Mitwohnzentrale Venezia s.a.s. shall not be responsible for any loss, delay or problem caused by circumstances over which it cannot reasonably be deemed to have any control, including - but not limited - to natural causes such as: flooding, explosions, storms, strikes, fire, war or threat of war, civil unrest, acts, restrictions, regulations, measures of any type by any local authority, strikes, industrial action or adverse weather conditions. Mitwohnzentrale Venezia s.a.s. shall not be held responsible for the breakdown of mechanical equipment such as pumps, boilers, etc. or for interruptions in public utility supplies such as water or electricity. Nor shall Mitwohnzentrale Venezia s.a.s. be liable for noise or disturbances whose origin is beyond its reasonable control.

14. LAW AND JURISDICTION

The contract signed between the client and Mitwohnzentrale Venezia s.a.s. is regulated by Italian Law and exclusively subject to the jurisdiction of the Italian Courts.

15. ARBITRATION CLAUSE

Any dispute that may arise between the parties regarding the validity, efficiency, interpretation or execution of this contract and subsequent agreements, and in any case linked to it, will be decided by administrative arbitration in the Venice Real-Estate and General Arbitration Chamber c/o The Venice Chamber of Commerce, of which the parties declare to know and accept the rules.