

General and contractual conditions of mediation

The Real Estate Agency MC di Mario Marcello Cicuto & C. SNC acts as an intermediary between the owner of the property and the tenant, therefore it is between these parties that the lease takes place.

In these "General rental conditions" we mean:

- for "Agency" or "Lessor" the real estate agency MC di Mario Marcello Cicuto & C. SNC;
- for "Client" or "Tenant" the one who makes the reservation and uses the services and properties;
- for "Offer". the stay proposal, which follows a customer's request, the proposal will contain offers with the best price guaranteed at the time of sending.
- for "Reservation" ... the sending of the ... communication ... by ... the agency to have reserved the requested accommodation for the client. With the booking, the payment of a deposit equal to 30% of the rental amount is expressly requested and the general conditions have been read and accepted;
- for "Confirmation Letter" means the communication by of the agency confirming the receipt of the deposit;
- for "Lease" the contract that is concluded between the agency and the customer;
- for "General Terms and Conditions" the conditions and rules to which the Lease is subject;

RESERVATION:

Reservations can be made: by mail, telephone or directly at one of our offices.

The customer must communicate complete data such as name, surname, home address, email, mobile phone and tax code. It is not possible to make multiple bookings under the same name for the same period. Each contract must be attached to the actual tenant who must be of age. A transfer of the contract to third parties requires an explicit written confirmation from the agency.

In the periods of medium and high season, reservations are accepted for a minimum of 7 nights, with arrival and departure on Saturday; in the remaining periods it is possible to stay for a minimum of 3 nights. With the booking the guest expressly accepted all the conditions indicated here.

PAYMENT:

The reservation is considered valid and definitively confirmed only after receipt of the deposit equal to 30% of the total amount of the rent (tourist tax excluded). This amount can be paid in cash (directly on site), bank transfer or credit card, no later than and not beyond the deadline indicated in the booking. In the case of a bank transfer, the booking number must always be indicated as the reason and, in the event that transfer is issued from a bank account in a different name from the booking, the name and surname of the booking must also be indicated. If within the expiration date, the agency will not receive the payment, the reservation will be automatically canceled. For "last-minute" bookings, made within 7 days prior to the arrival date, the deposit will also be requested and must be paid by fast bank transfer (visible within 24 hours) or by credit card (by filling in the appropriate form that will be forwarded to you which will be returned filled in and signed).

The customer is required to send by email copy of the payment of the deposit. The amount of the deposit will be deducted from the total only upon receipt and the Confirmation Letter will be sent at this specific time. The balance of the rent, together with the additional expenses, must be paid upon arrival by credit card or cash (only if the total amount is less than Euro 1,000.00) .

CUSTOMER CANCELLATION AND WITHDRAWAL:

The cancellation must always be communicated writing by email to our offices at info@agenziamc.com If it's communicated within the 4 weeks prior to the date of arrival, the amount of the deposit will keep valid valid for a new booking to be made during the season, therefore the deposits are never returned. The deposit is to be considered lost if the reservation is canceled after these terms, except for serious cases such as illness / bereavement which must be justified by a certificate. For these cases, the agency reserves the right to evaluate the individual case, from time to time. If the customer decides to return the apartment in advance, with respect to the end date agreed in the lease, the agency will not return the rent for the remaining days and the expenses already paid.

AGENCY WITHDRAWAL:

The Agency may withdraw from the lease at any time, even if the rent has already been paid, in the event that it becomes impossible to comply with the contract itself (example: sale of the property, reservation for the owner, damage to the property).

The agency can also withdraw at any time, when:

- the customer constantly disturbs, despite the warning;
- the customer does not respect the rules and the contract;
- the customer does not pay the rent.

PRICE:

The rental price includes electricity, hot/cold water, gas, air conditioning/heating where present, condominium fees and waste charged to the owner, agency fees and ancillary services, charged directly to the tenant. Only for the apartments located in Bibione Spiaggia the beach service is included in price, 1 umbrella with 1 deck chair and 1 cot (regardless of the occupation of the apartment) from the 4th row onwards, which it is scheduled from the day of arrival to the day before departure. This service is provided by delivering a voucher to the guest with which they can proceed to book the umbrella at any office in Bibione Spiaggia. The choice of location varies depending on the availability of the company managing the service. Surcharge for the 1st, 2nd and 3rd row to be paid at the cashier on the beach. It is also possible to book an umbrella online according to the methods indicated on the agency's website. Service not guaranteed in the low season.

The free promotional service is not provided for the accommodations in Bibione Pineda. This can be requested as an extra and paid service. In the Pineda, Shany, Kokeshj, Lido, Seven sectors the service is guaranteed from mid-May to mid-September. By requesting the extra beach service, you can take advantage of a voucher valid at these offices for the beach umbrella from the third row onwards.

The prices indicated in the contract do not include the final cleaning which is charged to the customer, otherwise an extra cost and an additional supplement for the kitchenette will be charged.

Any other costs are indicated on the catalog page dedicated to additional costs.

TOURIST TAX:

The tourist tax (tourist movement tax of the holiday location or state tax) is calculated separately from the rental price. It depends on the regulations of the Municipality of San Michele al Tagliamento, on the age of the tenant and of the occupants of the accommodation. It is paid on arrival in cash only, and amounts to 0.75 euros per person per day, unless further changes by the Municipality.

BAIL:

The agency will also collect a cash deposit of € 100.00 at the time of payment. Higher amounts may be requested as a security deposit. To confirm the payment of the deposit, a receipt will be delivered which must be returned to our office at the time of check out for the return of the same.

When the keys are returned, after the apartment has been checked by one of our staff, the deposit will be returned, except in the event of breakages or shortages attributable to you, to our further right to compensation. The deposit will also be retained if the customer leaves the fridge, cooking corner, pots, plates, cutlery and glasses uncleaned. The landlord will return the deposit directly to the office. If

the customer leaves at night or outside office hours, he will be required to communicate his bank details via email. The agency will return the deposit (less bank charges and stamp duty) by bank transfer only once the necessary checks have been carried out.

I ARRIVE:

Apartments and parking spaces are available from 17:00 to 20:00.

Arrivals and departures take place at the headquarters in Corso del Sole 43 for the apartments located in Bibione Spiaggia, Lido dei Pini and Lido del Sole, while for the apartments in Bibione Pineda at the headquarters in Viale dei Ginepri 112.

To facilitate the bureaucratic aspect, you are asked to fill out the online public safety card via the link that is sent by our office via email. If you have not completed online, while you are waiting for your turn, we ask you to fill in this paper form with the details of the occupants and to sign it. At check in, in fact, the delivery of the ticket, the signature on the contract that will be delivered at the time and the balance of the lease will be required.

In order to respect privacy and above all the safety regulations, Covid informs you that only one person per family can access our offices. While waiting for your turn, you are required to wait outside the agency and therefore not to stop inside. In case of delay, the customer must promptly notify the Agency that will provide all the information for the collection of the keys.

NO ARRIVAL AND EARLY DEPARTURE:

The tenant who does not occupy the apartment by 12:00 on the day following the alleged arrival, without notifying of their delay, is intended as a renouncer and the Agency may rent the apartment to third parties. In this case the deposit will be considered lost and not usable for a subsequent stay. In the event of late arrival or early departure, payment will still be required for the entire booked period, as established by the booking.

DEPARTURE:

Apartments and parking spaces must be vacated no later than 09:00 on the day of departure. In case of departure outside the office opening hours, the customer can leave the keys in the special mailbox outside the office by prior arrangement. For apartments with deposit, customers must strictly follow the instructions provided above in the "Deposit" session.

RULES OF STAY:

It is forbidden to exceed the number of beds indicated in the catalog or contract. Babies and children are counted as adults. Any change in the number of people occupying the property must be agreed in advance with the MC Agency. The landlord can refuse the extra persons than the beds and can immediately withdraw from the contract, without reimbursement of the rent, due to the violation of the lease.

Pets (small / medium-sized) are welcome only and exclusively with the authorization of the agency and in consideration of the rules of each house. In this case, the relative deposit of a minimum amount of € 100.00 will be paid upon arrival; the payment of a supplement will also be required, which will depend on the type of apartment reserved. In any case, the apartment must be returned clean and tidy, otherwise the cost of final cleaning will be charged. Should the Agency ascertain the presence of animals in apartments in which they are not allowed or without pre-agreement, it will be able to instantly terminate the rental commitment without any reimbursement.

Guests undertake to take the utmost care of the apartment (walls, floors, etc.), of the household equipment (dishes, refrigerator, stove, etc.) and of the furnishings (furniture, beds, tables, etc.).

The customer is required to respect the regulations of each facility and in particular the rest time established between 13:00 and 16:00 and between 22:00 and 08:00. Please also respect the closing time of the swimming pools (from 13:00 to 16:00 and from 20:00 to 09:00). The use of the swimming pools is not guaranteed during the low season (May and September). We recommend that you get more precise information at our offices.

It is absolutely forbidden to make noises or loud noises, wear clogs in the apartment and on the stairs, move furniture and slam doors, or throw bulky objects into drains or sinks.

It is strictly forbidden to use your own stoves, air conditioning systems or stoves. Smoking is strictly prohibited inside the apartments.

It is forbidden to keep doors and windows open while the air conditioner is running (where present). In case of bad weather, please close all the doors and windows of the apartments (especially in the attic rooms), the awnings, and collect the garden set (if present).

Any damage occurring due to non-compliance with this standard will be charged to the customer.

The authorized staff of the Agency can enter the housing units for any repairs, maintenance or checks without notice even in the absence of the customer. Should serious non-compliance emerge from the inspection, the Agency may order the immediate release of the premises using, if necessary, the public force, as well as claim the payment of the agreed fee still remaining. Any right to claim compensation for any damages is reserved.

CLEANING OF THE APARTMENT:

The apartment is delivered to the customer clean and must be left at the time of departure. Final cleaning is the responsibility of the customer. He must leave the apartment tidy, free of waste, with the internal and external shelves clean, the dishes washed and the refrigerator empty. Detergents and toilet paper are always charged to the customer. Upon request and for a fee, indicated on the page dedicated to additional costs, the final cleaning can be performed by the staff of the Agency. In any case, the customer will have to clean the kitchenette and dishes, remove waste and clean the fridge.

Any complaints for inadequate cleaning upon arrival must be promptly reported within 24 hours of entry. The agency will check and rearrange the apartment compatibly with the presence of its staff on site. No reimbursement and rearrangement will be made in case of late communication with respect to the above terms or cleaning carried out directly by the customer.

GENERAL INDICATIONS

All apartments are equipped with the essentials, gas stove or cooker, refrigerator, kitchen utensils (pots, plates, glasses, dishes), hot / cold running water, 220 Volt electricity. As for TV channels, not all channels are guaranteed, especially foreign ones. The availability of hot water in the shower depends on the water heater, whether it is from it that the distribution of hot water takes place. In this case it will be necessary to make sure upon arrival that the switch / plug is correctly connected. It is not guaranteed that inside the apartment there are chairs and garden table adequate for the beds.

The electric power in the apartments is 1.5-3.0 KW: before using any household appliance (hairdryer, iron, microwave, etc.), disconnect the switch from the boiler. In case of suspension of the power supply, please look for the meter to be restarted, which, in most cases, is located on the ground floor of the same structure. Customers are requested to make sure that the fridge thermostat is between the number 2 ° or 3 °, to allow the best functioning of the same.

The supply of gas takes place by means of a cylinder, upon exhaustion of which it will be sufficient to notify the Agency which will promptly contact the company authorized to replace it (external company). The service is guaranteed from 09.00 to 12.30 and from 16.00 to 19.00. Excluding Sunday afternoon and August 15th. Following the communication, the tenant is asked to wait for the arrival of the staff in the accommodation. No refunds will be made for inconveniences due to failure to supply the new cylinder if requested outside the times and days indicated.

A blanket and a pillow are made available for each bed. The apartments are not equipped with table linen, tea towels, cleaning rags, bed linen and towels. In the event that the customer does not have sheets / towels, he can rent them through the Agency (the prices are indicated in the relevant table). The mattress covers and pillow covers cannot be used as bed linen. For the protection of bunk beds, an explicit request must be made to the Agency; otherwise, we decline all responsibility.

Each apartment has only one parking space and the car must be parked only in the assigned place. The second car can be parked near the house in compliance with the highway code. The parking spaces and garages have been designed to park normal cars and the possibility of parking for minivans, off-road vehicles and special vans is not guaranteed heights and dimensions: in the event that the customer has these types of cars, he will have to provide otherwise at his own care and expense, as it is absolutely forbidden to clutter up other parking spaces already assigned with his car. The Agency is not liable in the event of any fines and does not make any refunds if paid parking spaces are used.

It is advisable not to leave valuables in the apartment as the properties are not insured in the event of theft or damage.

If outside the structure that hosts you there are bins for the separate collection of waste (wet, dry, non-recyclable, paper, glass-plastic), please carefully observe the division of waste

The distances from the accommodation to the sea / center are estimated as the crow flies by the agency and are purely indicative.

In the event of unforeseen events in the allocation of the booked apartment, the Agency reserves the right to replace it with one with similar or superior characteristics, without additional costs for the customer, where possible. The request for a particular apartment (number, floor, view, etc.) is taken into consideration by the Agency, which however does not provide the relative guarantee. The photographs of the apartments reproduced in the catalog and on the website are indicative. Each accommodation has its own characteristics and therefore may differ slightly from the photos. All data in the catalog has been checked; nevertheless, any printing errors must be taken into account. Apartments all equipped with APE (Energy Performance Certificate) available for viewing by the customer at the headquarters of the Agency.

RESPONSIBILITY:

The customer undertakes to report faults and breakages to the agency by 12:00 the day after arrival, otherwise he will be held directly responsible for them.

The Agency is not responsible or liable for any compensation in the event of accidents, breakdowns and breakages, theft, malfunctions of the air conditioning system and condominium systems such as lifts, centralized and satellite antennas, digital TV decoders and satellite, various automations and even if the parking space reserved for the apartment is unduly occupied by third parties. However, the Agency provides its services to help solve any problems, it being understood that emergencies are assessed by the staff in charge. Any claims for damages must be agreed directly on site. The apartments are not covered by theft / fire insurance, therefore the customer will take care, during the stay, not to leave any valuables inside the rented apartment and not to leave any personal electrical appliance connected to the power outlet. For any legal disputes the only competent court is that of Venice.