

Palazzo Querini alla Carita  
Dorsoduro 1051  
30123 Venice – Italy

When making a reservation online, you automatically enter into a contract with Views On Venice. For this reason, we ask to read the following contract conditions carefully. The lease will be regulated by the following conditions:

1. The lease contract is drawn up for the period indicated in the order, with obligation for the tenant to leave the property with restitution of the keys to Views On Venice by h. 11.00 a.m. of the departure day.
2. The rent has to be paid: 40% of the total amount is due at the moment of the booking; the balance is due at least 20 days before the rental period. For booking made 20 days or less before the rental period begins, the full balance is due immediately. If the client intends to pay by wire transfer, the payment should be done in accordance with the instructions provided by Views on Venice and should be received within 4 working days from the day of the booking.

#### CANCELLATION POLICY

a) The cancellation by the client, for any reason, or by Views on Venice, at any time, because the client's failure to pay the amount due in order to secure the booking, implies the payment by the client of the following amounts:

- if the cancellation takes place 10 weeks prior arrival: 10% of total amount.
- if the cancellation takes place from 10 weeks to 8 weeks prior arrival: 40% of total amount.
- if the cancellation takes place 8 weeks or less prior arrival: 100% of total amount.

b) Please put your cancellation in writing to use by email or by fax on 0039 041 2415821.

3. The rented apartment is completely furnished and provided with cooking equipment (also linen). The household appliances are handed over in perfect using conditions and the tenants agree to use them with maximum care.

4. The real estate (apartment) will have to be used exclusively for tourist household needs and people mentioned in the booking form will be included with the Lessee<sup>1</sup>. Their presence will be registered by competent Authorities.

5. When the Tenant meets the Views On Venice agent to collect the keys and to take over the apartment, as security for obligations undertaken by the present contract, he/she will pay to this agent a minimum amount of 400 € as a deposit. This deposit will be given back to the Tenant at the time of leaving, against check in the apartment and its furniture, with deduction of any possible damage or extra-charges. The Views On Venice agent will not allow the Tenant to enter the apartment if he/she does not pay the deposit. If the Tenant anticipates his/her leaving, Views On Venice will have to give the deposit back only against check of furniture and decorations, with deduction of any possible damage or extra-charges. In any case of leaving by the Tenant, he/she won't be allowed to have his/her rent back, not even partially.

6. The Lessee declares to have checked the apartment mentioned in the present contract in the home-page of Views On Venice website, to have checked all its characteristics, the booking conditions and the terms of this lease contract, to have found it suitable for the need agreed and to have taken it over with collection of keys, becoming the keeper. The Tenant has to give the apartment and its furniture back in the same conditions as when he/she received it. If not, he/she will have to pay compensation for damages. The Tenant has to respect the rules of neighbourliness, their application as well as the

condominial rules. It is however strictly forbidden: a) the use of the condominium spaces that are not specifically pertaining to the apartment (cellar, corridors, stairways, the part of the garden in exclusive use, etc...); b) to keep any kind of pets (dogs, cats, etc...); c) to disturb the other tenants in any way; d) to remove furniture or any other object that constitute the apartment's furnishing. The Tenant will not be allowed to make any kind of modification, innovation, improvement or addition to rooms and their uses or to existing installations without a written permission made by Views On Venice. If not, the Tenants will be obliged to restore any change at their own expenses, under simple request by Views On Venice. Concerning any possible improvements or additions made by the tenant even under Views On Venice permission, the agency can keep them without any obligation of refund or compensation, and the lessee renounces to them expressly from now on.

8. CHECK IN Upon your arrival - One of our representatives will meet you at the vaporetto stop (or water taxi disembarkation point) closest to the apartment (as agreed during our prior correspondence with you) and accompany you to the property where they'll check you in, hand you the keys, show you the ins and outs of the apartment, answer any queries you may have and give you all the assistance you should need. It is at this point that payment for the Security Deposit and the Venice Tourist Tax is taken by our representative.

During your stay - For peace of mind, please be assured that we are always available/contactable during office hours (Monday-Friday from 9 am to 6 pm, Saturday from 9 am to 1 pm) at our office close to the Accademia Bridge in the historical centre of Venice and, upon check-in at the apartment, we will also provide you a 24 hour emergency contact number to call in case of need outside office hours.

ALL VIEWS ON VENICE RATES, IRRESPECTIVE OF LENGTH OF STAY, ARE FULLY INCLUSIVE OF ALL UTILITIES\* - gas, electricity, bed linen, towels, final cleaning, welcome on arrival and check-in up until 8 p.m.\*\* are all included, as are air-conditioning and internet access if available at your chosen apartment. And while the Venice Tourist Tax €4,00 per person per night\*\*\* is an extra, there are NO HIDDEN CHARGES. Rentals of over 7 nights also include a weekly bed linen and towel change during your stay.

\* Telephone charges, where applicable, are extra.

\*\* Our check-in time is from 15:00 up to 20:00 (arrivals before 15:00 can be organized upon request). Arrivals between 20:00 and midnight incur an arrival fee of €50, payable in cash upon arrival. We do organize check-in between midnight and 1:00 a.m. with a surcharge of € 100 to be paid in cash upon arrival. Check-in after 1:00 a.m. CAN ONLY BE ORGANIZED UPON REQUEST. These charges are due to the fact that Vov employs extra staff for these occurrences.

\*\*\* Introduced by the City of Venice Council on stays at hotels, b&b, campsites, apartment rentals etc., this per night/per person tax is levied on the first 5 consecutive nights of a client's stay in Venice and is payable to your Views on Venice representative in cash (euros) upon arrival at the apartment.

9. The Tenant will have to inform Views On Venice about any possible defects or problems related to the apartment or to furniture within 24 hours since the collection of the keys and he/she is obliged to give Views On Venice the time needed to solve the problem. In lack of this communication, the apartment and the furniture in it are supposed to be given in working order, and the Tenant is not allowed to ask for any kind of refund or compensation. In any case, the Tenant will not be allowed to have any refund or compensation for any dispute presented after the end of the stay.

10. Charges related to services like water, light and gas supply, as well as condominium charges are paid by View On Venice.

11. If necessary, Views On Venice has the right to enter the apartment for indispensable maintenance operations.

12. Views On Venice has the right to visit the apartment and to bring visitors after having given notice to the Tenants.

13. The Tenant is not allowed to sublease or lend, totally or partially, the apartment. If not, the contract duty will be cancelled.

14. The Tenants have no pre-option right in the sale nor in case of a new lease at the end of the contract period.

15. The Tenant expressly exempts Views On Venice from any responsibility for direct or indirect damage that may derive from cohabitants' behaviour or others, gas leaks, toxic emissions, fire, flood, burst or other as well as for direct or indirect damage that may derive from Views of Venice agents, as well as for guiltless interruptions of services.

16. The subscription of the Booking implies the knowledge of booking conditions and of the present contract. It also implies their complete acceptance, without any reserve or exception.

17. The applicable law to the present contract is the Italian one. As it is not provided for in the present contract and for sake of clarity, the parties expressly refer to Italian legislation on the matter, especially to L. 392/1978 and L. 431/1998.

18. No changes to the contract will be allowed unless they are in written form.

19. Should there be any dispute regarding the contract the authority competent to settle the matter is the Judicial Authority of Venice.

20. Views On Venice and the Tenant are mutually authorized to inform third parties about their personal data with regard to the obligations related to the present contract (Law Decree n. 196 of 30th July 2003).