

TERMS AND CONDITIONS

You agree to comply the following Terms & Conditions of The Red House Company di Caroline e Marco Malafante s.n.c (Italian VAT number 03992220271) and ensure that they are observed by all members of your party according to the Italian legislation (ex art.1587 of the Civil Italian Code). Specifically, the moment you sign this contract and enter the property you are responsible for the flat and the items of the annex inventory and you have to observe the due diligence of "*Bonus Pater Familias*" in the use of the property.

You agree that it is absolutely forbidden to sublease the property or part of it to other people. You agree that the Guests are not allowed to have parties in the house during the stay, unless previously agreed with The Red House Company s.n.c.

You agree to keep and leave the property and the furniture, kitchen equipment and any item in the flat in good condition and undamaged as you found them. Therefore, you agree neither to cause any damage to the walls, floor, doors, windows or furniture of the property especially coming in and out with the luggage nor to do anything that may be reasonably considered to cause a nuisance or annoyance to us or any other occupier of adjoining or neighborhood properties. Moreover you agree that during your stay you will not change the layout of the furniture present in the house. No liability is accepted by you in respect of damage to or loss of such property except where the damage or loss is caused by your negligence.

You agree that "The Red House Company" can't be considered responsible for any un-culpable inefficiency in the utilities of the apartment.

INVENTORY OF THE HOUSE - During check-in is provided a full inventory (that can be also a portfolio of pictures of the items present in the house) of the objects present in the flat. Should any item be missing or damaged, you agree that we reserve the right to retain part of the deposit to replace it. Signing this contract you agree with the content of the inventory of the house.

HIGH TIDES - Any items left in the entrance on the ground floor are under your responsibility as they might get wet in case of high tides.

MAINTENANCE OR SECURITY - You agree to allow any representative of The Red House Company to access the property at any reasonable time, with previous warning, during your stay for the purpose of essential and/or urgent maintenance or security reasons. You agree to notify us immediately of any problems occurred to the property.

SAFETY RULES - You agree for security reasons, always to close the shutters, the windows, the doors to the terraces if any, the apartment doors and the street door (but you agree not to lock the common entrance to the street) before leaving the house. You agree that we are not responsible for any items missing from your belongings during your stay in one of our apartments.

RESERVATION - You agree that the reservation is confirmed when the deposit/advance/first payment of at least 35% of the rental arrives in our account or is confirmed by Paypal with a receipt of payment. You agree that The Red House Company applies the rule "first come, first served ". You agree that the balance is due one month before arrival and The Company do not accept balance in cash upon arrival.

RISK DEPOSIT - You agree to leave a credit on hold on your credit card not earlier than two weeks before your arrival for the risk deposit. You agree that it will be kept on hold until the date of your departure and the check out of the apartment by a member of our staff, then the

Signature

credit will be released if you or your party have not cause any damage to the property and its contents; otherwise, you agree that the Red House Company can cash that credit of part of it to replace or repair damaged items. Please note that all bank charges related to payments of rent or security deposits are not to be deducted to the amounts due. PayPal, credit cards ore bank transfer do have costs even for hold payments of the security deposit.

CHECK IN - You agree to call us before getting on board the "*vaporetto*" / waterbus or taxi or Bus Shuttle (Alilaguna) from the airport to inform us that you and your party are arrived in Venice and to confirm the estimated time of arrival to the nearest "Vaporetto"-waterbus / taxi / Alilaguna stop. A member of the staff of the Red House Company will meet you at the vaporetto or Alilaguna/taxi stops nearest to the apartments you have rented and walk you to the apartment to show and explain all its facilities.

You agree that check-in of the apartment is normally from 15.00 until 20.00. Check-in is free of charge until 20.00. Between 20.00 and 22.00 there is an extra charge of €50 and between 22.00 and 24.00 there is an extra charge of €100,00. The red House Company do not accept arrivals from 24.00 and 09.00. The Company organize one check-in per apartment rented. You agree that if you need more than one check-in for other members of your party the costs is €50,00.

CITY TAX - As per the 24th of August 2011, the City Council has approved (Decision of CC n. 83 - 23 June 2011) a City Tax that the Company will have to collect on the Council behalf. This tax will be applied to all rents depending on the number of guests, age and period of stay and has to be paid cash upon arrival.

NEIGHBOURHOOD - Between 1pm and 3pm and from 11pm until 8am you agree that any loud noise in the house is not permitted.

GUESTS, PETS, SMOKING - You agree not to allow more people to stay in the Property than expressly authorized, nor to change the make-up of the party during your stay. By law, we must declare every guest that resides at our property to the Police. Pets are not allowed. Smoking indoors is not permitted. You agree that if you breach any of the above rules The Company can ask you to leave the property immediately without any refund of the rent.

HOUSE KEYS - You agree that should you lose the apartment's keys, €400,00 will be charged to change the safety lock. Should you forget the keys inside the apartment, €50,00 will be charged for our staff to come and opens the door and between 22.00 and 00.00 a.m. the charge is of 100,00€.

WASTE AND RECYCLING - You agree to leave the waste beside the front door from 06.00am until 08.00am daily according to Venice City Council regulation for recycling. You agree not to leave any rubbish in the stairs or inside the building the day you leave except on Sunday and holiday.

CANCELLATION POLICY - You agree that if you decide to cancel your reservation, or part of it, you will be refunded as follows: 100% refund if the cancelation occurs a month before arrival, 50% refund if the cancelation occurs between a month and a week before arrival, no refund if the

Signature

cancellation occurs within a week from arrival. All bank costs involved will be charged upon you. The refund will be related only to what paid at the moment of the cancellation.

CHECK OUT - You agree to check out by 10.00am in order to allow the Company staff to prepare the house for the next Guests. The staff is happy to try to accommodate check out time before 10.00 am to suit your travel arrangements if possible.

At check-out, you agree to leave the apartment in order, assembling all used linen on the beds and all items in its place; you agree to leave the kitchen tidy and the fridge emptied of all perishable food. Please note that check-out will take around 20 minutes, the Company staff have to check that nothing from the house is missing or broken and then your credit on hold for the risk deposit will be released. You agree that if you cause a damage and its value is more than the value of the risk deposit you will answer also directly to the property.

Upon departure, you agree not to unplug or switch off the electricity and gas, to switch off the air conditioning/heating and leave, at the proper time in the morning and according to the City Council Regulation communicated to you, the rubbish outside the property in the street except on Sunday. You also agree to close all the shutters, windows, door to the terraces and the front door of the apartment before you leave.

Acknowledged,

CHECK IN AGENT.....

NAME OF THE APARTMENT

PERIOD OF STAY.....**CHECK OUT DATE.....AND TIME**

NAME and SURNAME OF THE ACTING GUEST (capital letters).....

DATEAND COUNTRYOF BIRTH;

MOBILE NUMBER

E-MAIL OF THE ACTING GUEST IN VENICE.....

N. OF KEYS HANDED.....

NOTES OR SERVICES.....

Venice,

Signature X

According to the Italian law n. 196/2003 on the **protection of privacy** I herewith authorize the Red House Company to send me offers and advertising materials, as well as to provide information on my stay to enable me to retrieve messages and phone calls. I also authorize "The Red House Company" to keep copies of my document and those of my party during my stay to fulfill legal procedures.

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