

## AN AGREEMENT

comes into being once Muazzo Palace has received your booking form together with the payment of a 25% deposit and we have confirmed the booking in writing. Availability of the apartment will be confirmed and held for 7 days after which, if we have not received your deposit, the apartment will be considered not confirmed. Once the deposit has been received you will be sent a Booking Confirmation with the date the balance is due, complete address and How to Get There information.

## BALANCE OF PAYMENT

is due one month before arrival unless otherwise stated in writing. Failure to pay balance due constitutes a breach of contract and deposit will be forfeited. Payments must be net of all or any bank charges and if bank charges are made to us, we will advise you and expect to be reimbursed. If you do not pay them, we will be entitled to deduct them from the security deposit.

## RENTAL PERIOD

The minimum rental period is 3 nights.

## CANCELLATION BY GUEST

Please be aware that should you cancel your booking there will be no refund of either the deposit or the balance.

## INSURANCE

It is a condition of booking that you take out travel insurance to cover all eventualities: holiday cancellation, personal injury and loss of property for yourself and your guests.

## BOOKING CHANGES

Once you have defined your booking and paid your deposit any changes on your part may incur an administration fee of £20 to cover telephone, fax and time charges.

## ARRIVAL AND DEPARTURES

Please arrange to arrive after 14.00 hours and no later than 21.00 hours. If your travel arrangements mean that you arrive early we will try to accommodate your needs but please bear in mind that the apartment is vacated only in the morning of your arrival and that it needs cleaning. Departures generally must be by 10.00 hours unless otherwise agreed. If your travel arrangements are later in the day we may be able to arrange for your luggage to be left nearby for collection later in the day. Arrivals after 21.00 hours by arrangement only.

On arrival guests will be asked to pay the Venice city tax (currently €1.50 per head per night).

## CLEANING

Apartments are cleaned and prepared for your arrival and are equipped with linen, cutlery and crockery. Beds are also made up. Please leave the apartment in good order and in the same condition as you found it on arrival.

## NOISE

All guests are expected to behave with respect for the property and for their neighbours as they would in their own homes. Loud and disruptive behaviour could result in a premature termination of the tenancy agreement with no entitlement to a refund.

## EXTRAS

All utilities are included in rates including where available, local telephone charges. If you have taken an apartment for 2 weeks there will be a linen change and a cleaning weekly included in the rate.

## ASSISTANCE

If you have any problems with the apartment during your stay, please phone +39 347 7250637.