

GENERAL BOOKING CONDITIONS

Accommodation units

The GENERAL BOOKING CONDITIONS herein and the Camping Guide (in-house regulations) referred to therein govern the relationship between the holiday resort referred to as Marina di Venezia Camping Village (hereinafter “the Campsite”), on the one hand, and the subject making the booking (“Guest”) and those subjects travelling with the latter (“Crew”), on the other. A booking at the Campsite itself implies for the Guest and for the Crew the full awareness and acceptance of all the clauses in the “General Booking Conditions” herein as well as the related “Camping Guide” in force and available for consultation at www.marinadivenezia.it.

1) BOOKING

1.1 Subject making the booking

The booking is in a specific name. The person under whom the booking has been made undertakes and is obliged to inform all Crew members of the General Booking Conditions and of the Camping Guide, to ensure they are abided by all.

The name changing of the booking is not allowed if the booking has been confirmed by payment of the full stay amount.

Any bookings on behalf of third parties will not be considered valid.

Furthermore, multiple bookings cannot be made for the same household for the same period.

1.2 Method and validity of booking

Guests can make bookings using the on-line Booking service, available on the website: www.marinadivenezia.it.

In the booking, the Guest must specify: their name and surname, the dates of the chosen period for their stay, the type of accommodation unit, the number of occupants, divided up by type (junior, senior, adult) and their address of residence.

Minors must always be accompanied by the adult who exercises guardianship over them. The Campsite must be notified in the event of minors who are not part of the household, specifying the name of the subject who will be responsible for them during their stay, as well as their relationship.

Once the booking has been confirmed by making full payment, the Guest will receive a booking confirmation, specifying: the name of the person under whom the booking has been made and the booking number, the type of accommodation unit, the arrival and departure dates, the total amount for the stay including the number of occupants, divided up by type (junior, senior, adult), the amount paid and the booking conditions.

Once the Guest has checked the contents of the booking, the booking is deemed confirmed once full payment for the stay has been made.

The total amount includes the cost of the accommodation unit, the cost for the number of guests up to the maximum occupancy provided as per the price list (maximum 3 dogs for the Rex lodges), and the booking fee of €20.00.

With the payment of the amount for the stay, the Guest confirms the booking for the specified period of stay, the General Booking Conditions, and the contents of the Camping Guide.

Booking confirmations guarantee only the booked period and the type of booked accommodation unit; the number of the accommodation unit and its position within the Campsite are allocated and communicated only at the time of arrival.

In the event of a change of accommodation unit after the stay has begun, subject to availability verification by the booking office, a cleaning fee will be charged.

The total amount does not include the costs of the tourist tax, which must be paid locally at the cash office on the day of departure for each person and for each night spent during the period in which the tourist tax applies, according to the applicable regulations in force.

1.3 Duration of the stay – Accommodation occupancy

The minimum stay for bookings is seven nights.

Any stays of a shorter duration can only be booked last minute, subject to availability, which can be checked using the on-line Booking service on the website: www.marinadivenezia.it.

The maximum number of persons per accommodation unit is indicated in the price list and must not be exceeded (maximum occupancy). Children of all ages are included in the calculation of this number.

1.4 Booking cancellations/Force majeure

Booking cancellations must be sent by e-mail to camping@marinadivenezia.it only from the address of the person under whom the booking has been made and it must specify: the booking number, the accommodation period, the IBAN and BIC of the guest the booking confirmation was sent to, for any refund of the amount paid.

The amount paid during the booking phase is only refunded if the cancellation is received **at least 14 days** before the arrival date specified in the booking confirmation, **net of the €20.00 booking fee and a €50.00 cancellation penalty fee**.

After this deadline, the amount paid is not refundable. The date of receipt of the e-mail is considered valid. The partial cancellation of the booking period is not allowed. The booking is not modifiable in any way, and no refunds or credits are provided in the event of a reduction of the booked stay.

2) HOW TO CHECK IN

2.1 On-line check-in (pre stay)

The Guest will receive an e-mail 10 days before arrival with instructions and a link to perform the advance check-in, completing the required details for all members of their crew.

In any event, the Guest must go to the Campsite Reception on the date of arrival to present valid pieces of ID for each member of the Crew, along with any custody papers for minors.

2.2 Check-in

Check-in is possible at the Campsite on the day of arrival during opening hours, from 7:00 am to 10:00 pm.

Upon arrival at reception, a bracelet (which must be worn throughout the Resort) will be applied to Guests. They will also be given instructions to download the digital camping pass to use the services offered by the Resort and a key to their accommodation unit.

For each car present in the resort, guests must display the dedicated car pass received from Reception upon check-in on the windscreen, on the passenger side.

2.3 Accommodation unit availability

On the day of arrival, the Guest can collect the keys to the accommodation unit from Reception between 5:00 pm and 10:00 pm.

Access to the accommodation unit and its pertinences is not permitted if the Guest has not been handed the keys by Reception.

Access to the car park allocated to the accommodation unit is only granted if instructed by Reception. While waiting for the keys to the unit, the Guest may nevertheless remain in the Resort and use all the services.

2.4 Hours of silence

To organise Campsite access times, Guests are kindly advised that the use of any vehicles whatsoever is forbidden to enter, leave or drive around the resort from 1:00 to 3:00 pm and from 11:30 pm to 7:00 am.

2.5 Delayed arrival after the booking date

In case of delay on the booked arrival date, the booking is considered valid until 5:00 pm of the day after the expected arrival date specified in the booking: failure to arrive by this time entails the cancellation of the booking and no refund of the deposit. To ensure the booking remains valid in case of arrival after 5:00 pm the day after, the Guest must notify the new arrival date in writing to the e-mail address camping@marinadivenezia.it. The Campsite reserves the right to confirm this new arrival date or not by e-mail. No refunds will be made for the day or days of delay agreed with the Campsite.

Marina di Venezia recommends taking out travel and accommodation insurance, in order to experience your holiday with greater peace of mind.

3) HOW TO CHECK OUT

3.1 Check-out

On the day of departure, Guests must vacate the accommodation unit and return the key card by 10:00 am. Check-out, including the return of your bracelets and car pass, and the settling of the tourist tax balance, must be completed during the Cash Office's operating hours.

It is possible to remain within the resort until 11:00 am on your departure day.

3.2 Delayed departures after the expected time

In case of delayed vacating of the accommodation unit, after 10:00 am, Guests must pay the daily rate for the unit for the departure day as a penalty.

3.3 Early departure

In the event of early departure with respect to the booking date, no refunds on the amount paid will be made.

The Campsite reserves the right to receive a new booking for the unit vacated early, with no refund obligation.

4) BED LINEN AND TOWEL SERVICE

Bed linen and towels are provided to match the number of beds available within your accommodation unit.

Bed linen can be changed upon request at Reception, at no extra charge.

Towels will be replaced for Guests upon request at Reception, at no extra charge, for stays lasting at least 8 nights or more.

5) MINORS AND RULES OF CONDUCT - PENALTY

While the Guest remains personally liable, minors may not make bookings in their own name.

Minors may only enter the Campsite if accompanied by a parent and are not permitted to occupy a pitch or an accommodation unit alone, even if the parent is present elsewhere within the Campsite.

The Guest with parental responsibility and as an accompanier of the minors in the Crew is obliged, under his or her responsibility, to supervise minors and to ensure their conduct is polite and respectful vis-à-vis the Campsite and its other guests.

All Guests and members of the Crew are obliged to abide by the Camping Guide (In-house Regulations), which is referred to herein and available on the website: www.marinadivenezia.it. They also declare that they are aware that the Campsite, in the event of a breach of the aforementioned rules of conduct, has the right to terminate the contract and withhold the sums received up to that point, without prejudice to the payment of further damages.

6) PROCESSING OF PERSONAL INFORMATION (GDPR)

Pursuant to EU Regulation 2016/679 (GDPR), Guests declare that they are informed that the personal data provided will be processed by Marina di Venezia S.p.A. solely for purposes related to the management of the booking and the stay. The full privacy policy is available for consultation on the website: www.marinadivenezia.it/privacy.