

Dear guest,

this easy guide wants to welcome you in our accommodation and remind you of our simple rules.

Upon arrival, the guest must show the **reservation voucher**, a valid **personal identification**, according to art. 109 Tulps (for European countries identity card/driver licence/passport, for non-European countries passport required) and pay the **tourist tax** of 4,00€ per person per night.

All details regarding the reservation payment, and the balance to pay on arrival, are indicated on the detailed voucher of your booking

Veneziacentopercento has not a reception desk, the check-in takes place at the check-in office, located in Venice, Castello district, n. 1980, and not directly at the property. Please contact us at least 72 hours before arrival to make arrangements regarding your check-in appointment

- ❖ **CHECK-IN: available after 3.30pm until 7.30pm.**
Exceptionally we can organize a late check-in service, till 11pm **maximum**, paying the additional cost of 50.00 Euro. After 11.00 pm our structures are closed and it is not possible to check in.
- ❖ **CHECK-OUT: The accommodation must be vacated no later than 10.30am** on the day of departure. Any delayed check-out must be agreed and accepted in advance and by variable additional costs
Please remember: **the key must be left on the table**, inside the room or apartment.

- ❖ Accommodation must accommodate the persons registered on arrival **only**.
It is forbidden to receive visits/guests unrelated to the reservation or transfer the reservation to third parties or to host other people without the consent of the owners.
- ❖ In every part of the accommodations is **absolutely forbidden to smoke**.
- ❖ It is **imperative** to respect the tranquility and privacy of the neighbors **avoiding noise and nuisance**, especially after 08.00pm and before 09.00am
- ❖ **Some accommodation types are provided of shared spaces with other guests:** do not leave personal effects in these areas and keep them tidy and clean.
- ❖ When you are not inside the accommodation, please remember to **turn off all the lights, air conditioning, and any other household appliance** (gas, lamps, microwave etc.)
- ❖ **Luggage storage** is available at the office for a surcharge of € 6.00 per luggage.
- ❖ **EXTRA SERVICES/ BREAKFAST:** All our accommodations work as **Touristic Lease** (simple holiday rental), pursuant to **art. 27bis L.R. 11/2013**, therefore it is not possible to offer any extra hotel service or breakfast.
- ❖ **LINEN:** All accommodations include the basic supply of bed/bath linen, an additional set is provided in case of stay longer than 6 nights only
- ❖ The apartments have a **small basic equipment** that you can use: coffee, tea, sugar, toppings, paper towels, toilet paper. Their consumption does not include to provide additional replacement.
- ❖ Free **WIFI** access is provided in all rooms. The property cannot guarantee in any case the regular operation of it and does not provide laptop or other device.
- ❖ **Guests have the custody of the property.** During their stay and any damage must be reported and repaid before departure

For any information, help or suggestion we are at your disposal every day in our office after 3.30pm until 7.30pm.

Thanking you for cooperation we wish you a great stay

Veneziacentopercento

