



Terms and Conditions

Official Regulations Deposited "Vento Mare Apartments"
Registered Office Via Po 17 - Palau - 07020

The Customer accepts all of the following conditions in the case of a reservation made from the following domains: ventomare.com, palauturismo.it, booking.com, expedia.it, .tripadvisor.it, beb.it, airbnb.it and all sites where our reservation system is present. This regulation is valid for the structures of: Via Po 17 07020 Palau – Via Cavour 8/A 07020 Palau

Structure Certified in accordance with the Ministry of Tourism law

CIN [IT090054C2000Q8825](#) Apartments in Via Po 17 – Palau SS

CIN [IT090054C2SNPJRUL9](#) Apartments in Via Cavour 8/A – Palau SS

The rules to be observed at "Vento Mare Apartments" are not only those sanctioned by law, but above all those dictated by common sense and mutual respect.

The customer who causes damage to the structure, its equipment or objects in use due to improper use, negligence or negligence, will be charged the amounts necessary for repairs, replacements and cleaning of the case. For ascertained subtractions, we will proceed in accordance with the law.

Deposit, Payment, Cancellations, Change of dates and No-show:

Standard Rate:

- The reservation can be cancelled at no cost up to 30 days before arrival.
- In case of cancellation within 30 days prior to arrival, 100% of the total amount will be retained. In case of No Show, the entire amount agreed at the time of booking will be retained.
- The change of dates is always free of charge within 7 days before check-in, subject to availability of the structure and if authorized.

Non-refundable rate

- The Non-Refundable Rate does not provide for any refund.
- The change of dates is always free of charge within 7 days before check-in, subject to availability of the structure and if authorized.

Deposit for bookings with Standard Rate

- At the time of booking, a variable deposit will be required by credit card or Bank Transfer, a maximum percentage of 100% of the total reservation (the Percentage and the amount of the deposit is visible at the time of booking), while the balance must be paid within 30 days from the check-in date
- Example: if you pay a 30% deposit at the Booking, the balance of the remaining 70% will be charged at the expiry of the free cancellation, (For payments made by bank transfer, it will be necessary to pay the balance independently 30 days before Check-in), otherwise the booking will be cancelled completely.
- The balance of the reservation with the Standard Rate rate will be charged within the end of the free cancellation, using the same payment method and the same debit / credit card entered at the time of booking, in case of payment by bank transfer, it will be your responsibility to proceed to transfer the balance within 30 days of check-in.

Check-in, Check-out ed extra

- The delivery of the apartments is scheduled from 16:00 (except for problems beyond our control).

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- Check-in is carried out in an autonomous Smart way, in total autonomy, using a code that will be sent to you the day before. This code will be used to open a KEYBOX, (in a legal way) where you will find your keys or card for access.
- The valid identity documents (Passport, Identity Card) necessary for the registrations required by current legislation, must be sent via a special link that you will receive at the time of booking, in case of non-receipt, we cannot guarantee access to the structure, and Failure to comply with this obligation constitutes a violation of the rules of the Criminal Code and authorizes us to request immediate abandonment from the Structure.
- Our guests' data is processed in accordance with the current privacy legislation.
- Guests will have the keys to the structure at their disposal and can leave and re-enter as they please.
- If the room has not been vacated after 10:00 a.m., an additional day of stay will be charged.
- It is strictly forbidden to receive visits or to have additional guests stay overnight other than those staying and paying there, otherwise a supplement of 30% of the cost of the single night will be applied.

Check-Out:

- On the day of check-out, the apartment must be vacated **no later than 10:00** am to allow the staff to carry out cleaning.
- After 10:00 a.m. without the room being vacated, an additional day of stay will be charged (100% penalty)
- The apartment must be left empty without any kind of garbage or products inside the accommodation (any disposal by us you will be charged a penalty of € 50 Waste Disposal)

Extra charges

- There is an extra charge if:
- Unacceptable conditions of the state of the accommodation. (€ 50 extra cleaning)
- Unsorted waste or waste left in the accommodation. (€ 50 Waste Disposal)

Security deposit

- A security deposit of € 50 is mandatory against any waste disposal costs in the apartment.
- Unless otherwise communicated by the customer, at the time of check-in, the amount of € 50 will be pre-authorized on the credit card used for the reservation, against the Security Deposit, which will be released only in case of non-compliance with the rules mentioned above (Point 2.2)
- In case it is not possible to pre-authorise, the sum of € 50 must be paid in cash at check-in

Cleaning and Linen:

- Cleaning of the apartments is carried out only on request, rates can be consulted and booked from here: <https://ventomare.com/pulizie-extra/>
- The Final Cleaning of the Apartment is included, common sense remains and civil in leaving the apartment in optimal condition, otherwise a cleaning supplement of € 35 is applied for each hour of cleaning more, than due.
- Proper and civilised use of the toilets is recommended, avoiding throwing anything into the toilet, any damage caused by obstruction will be charged in full.
- The first set of bed linen and towels is provided free of charge upon your arrival, while all sets requested later are subject to charges.
- The bathroom and bed set includes: 2 double sheets, 2 pillowcases, 2 shower towels, 2 towels, 2 bidets, 1 shower mat. Rates for extra set of linen: <https://ventomare.com/pulizie-extra/>

Waste disposal:

- The Municipality of Palau does not carry out door-to-door separate waste collection; Therefore, you must properly dispose of sorted waste yourself at designated collection points in the country.
- **it is essential not to leave any type of waste inside the structure.**
- If this rule is not respected, we will be forced to apply a penalty of € 50 for disposal costs, More information <https://ventomare.com/smr/>

Theft, Damage and Loss:

- Any theft or partial or total damage to the structure must be declared as soon as possible and immediately compensated to the manager of the structure, Vento Mare Apartments, reserves the right to charge the customer for the amount of damages without notice.

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- All accommodations are equipped with a security safe with code or Opening Key; therefore, we will not be responsible for any items that have not been placed in the same.
- **Vento Mare Apartments declines all responsibility for the loss, theft and/or damage of your property left in the rooms and for any damage to people, animals or things by and to third parties.**
- In the event of breakage or loss of the entrance keys / locks or the safe, the total cost of replacing or repairing the same is applied.

It is also forbidden:

- Sub-letting any type of accommodation to third parties.
- Smoking is strictly forbidden inside. (smoking is allowed in open spaces)
- All charges in the event of customer default will be applied directly using the credit card details provided by the customer at the time of booking.

Car park:

- Parking spaces are not guaranteed, but a large public car park, free of charge, is available in the immediate vicinity of the structure.
- The parking lots within the yellow lines located in via Po and via Cavour are for the exclusive use of residents equipped with a special coupon issued by the municipality of Palau, **their use is prohibited** except for loading and unloading luggage. **Vento Mare Apartments is not responsible for any fines or damage caused.**

Privacy and third-party sites:

- Any third-party websites, connected by links to or from Vento Mare Apartments, have their own privacy regulations and their own database independent of us; for this reason Vento Mare Apartments is not responsible for the actions and internal regulations of these sites.
- If you are asked to send your personal data to third parties, please take note of the internal rules of these sites regarding privacy.
- Any information you provide to our site will be used solely for the purpose of sending you information regarding proposals, communications, offers and any payments, and will therefore never be used for other purposes, unless you have voluntarily and expressly authorized us.
- Vento Mare Apartments respects and protects your privacy in accordance with Law 675/96 and Legislative Decree No. 196 of 30 June 2003
- Before confirming the reservation by e-mail, we invite guests to read our Internal Regulations and highlight their acceptance.

Exemptions and Force Majeure Causes:

- Vento Mare Apartments is not responsible for cancellations due to force majeure (e.g. blockages caused by viruses, natural disasters, fires, wars or socio-political events,)
- We are not responsible for any inefficiencies due to total or partial lack of supplies such as electricity, water, telephone line or Internet connection beyond our control.

The Management, as provided for by the laws in force of the Italian Republic, has the right to expel without notice anyone who does not comply with the regulations or behaves in such a way as to create damage or disturbance.

All data transmitted online is legally binding.



Vento Mare Apartments Registered Office Via Po 17 Palau SS 07020

Lentischio Mauro