



## GENERAL TERMS AND CONDITIONS

Please take time to read carefully the following terms and conditions that you may find useful when planning your visit to our Residence.

### Reservation

Should you wish to accept our quotation, please confirm your booking by email at [info@bluemarinebibione.it](mailto:info@bluemarinebibione.it).

The reservation must be guaranteed by a non-refundable deposit of 30% of total amount per room. This can be paid by bank transfer or credit card (Visa, MasterCard).

Please note that for stays of 3 nights or less, the full payment is required at the time of booking.

Our bank details:

Venere S.r.l | Banca Intesa San Paolo – Portogruaro |  
BIC: BC IT IT MM | IBAN: IT65 J 03069 36243 07400 01239 50

### Amendment/cancellation

The reservation will be considered provisional until a deposit has been received. We reserve the right to re let the accommodation if a deposit has not been received within the agreed period. Any change or cancellation request must be made in writing to

[info@bluemarinebibione.it](mailto:info@bluemarinebibione.it)

Our cancellation policy is the following:

- **For cancellation made at least 15 days before the arrival date:** the deposit can be used within the next season
- **For cancellation made 14 days or less before the arrival date or in case of no-show:** the entire amount of the deposit is charged as cancellation fee
- **In case of late arrival** due to any circumstances, the entire booked period must be paid
- **In case of early departure,** a fee equivalent to the cost of 3-night stay will be charged.

### During your stay

Hotel rooms are available from 3 pm and we kindly ask that all guests depart by no later than 10am. On the day of departure, our guests can use the hotel facilities until 10am (bicycles, pool and parking).

Whilst the residence will attempt to accommodate requests wherever possible, the residence does not guarantee special requests such as specific room numbers, floor allocations or views.

We accept **small dogs and cats** (max 10 kg and max 1 animal per apartment). A supplement of € 15.00 per night is applied.

### **Regarding food allergies or intolerances**

Should you have any food allergies or intolerances, please give us advice at the time of booking and we will do our utmost to accommodate these. Our restaurant staff can provide assistance on any questions you may have. Furthermore, please note that whilst precautions will be taken during food preparation to prevent cross contamination, however, we cannot guarantee that there will be no traces of the allergen in the meals provided as the meals are not prepared in an allergen free environment. For that reason, our gluten free breakfast features exclusively pre-packed foods.

Extra charge gluten free breakfast: € 5,00 per person per day

### **Paying for your room**

Room prices are inclusive of VAT. The local tourist tax is not included in the room rate and must be paid upon departure. For organizational reasons, we kindly ask you to settle up the bill during your stay or on the evening before the departure.

### **Smoking policy**

Smoking is prohibited in all guest rooms and inside the residence. Guests may smoke at the bar terrace and on their own balconies.

The Residence reserves the right to charge a specialist cleaning fee in the event we suspect smoking has taken place in your room during your stay.

### **Alternative accommodation**

In the case of the room not being accessible, extension of the stay of the guests already occupying the room in question or the occurrence of extraordinary and unpredictable events, the Residence can make available to the Guest an alternative room of equivalent or higher category. The price difference will not be charged to the customer.

### **Applicable law and competent jurisdiction**

These terms and conditions, their subject matter and formation (and any non-contractual disputes or claims) are governed by and construed in accordance with Italian law. Subject to the provisions below and unless mandatory provisions dictate otherwise (as in the case of consumer disputes), any dispute that may arise from an agreement to which these terms and conditions apply, either wholly or partially, will be settled by the Court of Pordenone.