



GENERAL TERMS AND CONDITIONS OF SALE

Welcome to www.visitlido.it, the website of the Consorzio Venezia e il suo Lido with registered office at Via Corfù, 8 – 30126 Lido di Venezia, VAT number 04255230270, Email info@veneziaeilsuolido.it, which allows you to book and purchase accommodation services at hotels in Lido di Venezia.

It is crucial to clarify that the Consorzio is not an active/passive party to the contractual hospitality agreement between the customer and the accommodation facility but only acts as a facilitator in bringing together demand and supply. Therefore, any contractual consequences and related disputes must be addressed and resolved between the customer and the accommodation facility, without involving the Consorzio in any capacity.

We invite you to carefully read the following terms and conditions:

The Consorzio Venezia e il suo Lido reserves the right to modify the terms and conditions without notice when such changes become necessary due to market changes, regulatory developments, or changes in service provision.

The use of the website and its freely accessible functions implies acceptance of the above premise and the following general conditions.

The General Contractual Conditions regulate the purchase of stays and services made via the web on the website www.visitlido.it and the consequent contract concluded between the accommodation facilities belonging to the Consorzio Venezia e il suo Lido and the users of the site. Each purchase transaction will be governed by the provisions of articles 50 – 68 of Legislative Decree 6 September 2005 n. 206 "Consumer Code" and subsequent amendments concerning distance contracts. The possibility of entering into specific agreements in writing between the parties, where possible, is reserved, without prejudice to these general contract conditions.

1. Acceptance of the general terms and conditions of sale:

By electronically submitting the confirmation of their purchase order, the Customer unconditionally accepts and agrees to comply with these general conditions, declaring that they have read and accepted all the information provided to them in accordance with the above-mentioned regulations. The Customer also acknowledges that each accommodation facility will not be bound by different conditions unless previously agreed upon in writing. The possible nullity or invalidity, in whole or in part, of one or more articles of these General Conditions does not affect the validity of the other articles contained in the contract, which are considered to be unlimitedly valid and effective. Instead of the invalid or ineffective condition, another provision that is deemed appropriate to the economic purposes of the agreement will be applied.

2. Customer commitments:

- The present General Conditions of Sale can be examined online by Customers at the following <https://www.visitlido.it/en/terms-of-sale/>
- The submission of the order confirmation implies full knowledge of these General Conditions of Sale and their integral acceptance.
- Once the online purchase procedure is completed, the Customer undertakes and obliges to print and retain these general conditions of sale, already viewed and accepted during the booking process, in order to fully satisfy the condition referred to in articles 52 and 53 of Legislative Decree no. 206/2005.
- To purchase accommodation services from the accommodation facilities belonging to the Consorzio Venezia e il suo Lido, it is necessary to be at least 18 years old or of legal age according to the laws of the country of citizenship.

Lido, The Golden Island of Venice
info@visitlido.it
www.visitlido.it

Consorzio di promozione Venezia e il suo Lido
Via Corfù, 8 - 30126 Venezia Lido (VE)
info@veneziaeilsuolido.it
P.IVA 04255230270

• **3. Purchase procedure:**

- The purchase of accommodation services on www.visitlido.it is made by the customer at the total price indicated therein, which is accepted at the time of submitting the booking confirmation;
- Before confirming the reservation, the Customer will be provided with a summary of the total cost of the requested travel services;
- After confirming the reservation indicated in the service summary, the Customer will receive an email message at the provided address containing the summary of their order, the booking number, the service specifics, and the cancellation terms.

Note:

It is mandatory to check the reservation summary before payment. It is essential that all data (dates, times, guest names, addresses) are correct. If any inaccuracies are found, even minor ones (e.g., a spelling error in the names) due to input error by the customer, given their full responsibility for the error, the Consorzio Venezia e il suo Lido or the involved accommodation facility must be immediately contacted at info@veneziaeilsuolido.it. In any case of reversal, cancellation, non-receipt of the price of the booked service, if there are reasonable grounds to believe that the reservation is fraudulent, and in case of violation of these general conditions, the accommodation facility reserves the right to cancel the reservation, request its equivalent value, or retain the paid price. If it is impossible to contact the customer, the Consorzio Venezia e il suo Lido or the involved accommodation facility may not confirm or cancel the reservation without incurring any liability.

4. Conclusion of the contract:

The contract is concluded upon the customer's receipt of the acceptance of the reservation by the accommodation facility. The guest is required to pay the total consideration indicated in the reservation summary of the service by credit card, bank transfer, or other means. Payment must be made within the timeframes specified for the type of reservation. Failure to comply with these terms authorizes the involved accommodation facility to cancel the reservation, applying any penalties provided.

5. Exclusion of the right of withdrawal:

Article 47 of Legislative Decree 6 September 2005 n. 206 and subsequent amendments, the "Consumer Code," expressly excludes the applicability of the discipline of contracts concluded outside commercial premises, distance contracts, and the related right of withdrawal to contracts falling within the scope of the discipline concerning travel, holidays, and "all-inclusive" circuits, as set forth in articles 32 to 51 of Legislative Decree 23 May 2011, n. 79, and to contracts for passenger transport services. Consequently, the right of withdrawal is excluded for all purchases made on www.visitlido.it.

6. Penalties in case of cancellation or early departure:

Cases of cancellation of the reservation by the customer are governed by the contracts concluded between the individual facilities and the customer. The hotelier is entitled to request payment for the entire booked period in case of early departure, with billing for overnight stays until the end of the reservation.

7. Start and end of the stay:

Normally, rooms in all hotel facilities are available from 2:00 PM on the day of arrival and must be vacated by 10:00 AM on the day of departure, unless otherwise specified by the accommodation facility. Any early check-in or late check-out is subject to an additional charge on-site, confirmed by the hotel itself.

8. Guest rights:

Lido, The Golden Island of Venice
info@visitlido.it
www.visitlido.it

Consorzio di promozione Venezia e il suo Lido
Via Corfù, 8 - 30126 Venezia Lido (VE)
info@veneziaeilsuolido.it
P.IVA 04255230270

The guest whose reservation has been duly confirmed has the right to regularly use the premises of the hotel facilities made available to guests without specific conditions, as well as the regular service. The guest has the right to exercise their rights in compliance with all directives and regulations of the facility.

9. Guest obligations:

The guest is required, no later than at the time of departure, to pay any additional fees associated with extra services/performance that the guest and/or accompanying persons have used, as well as the tourist tax if applicable. The guest is also responsible for any damage suffered by the accommodation facility or third parties, including other guests, caused by the guest or persons for whom the guest is responsible.

10. Hotel rights:

If the guest refuses to settle the consideration for additional services purchased on-site, the hotel is entitled by law to retention and lien on the guest's belongings located in the hotel. The aforementioned rights of retention and lien also apply as security for any compensation of any kind.

11. Hotel obligations:

The hotel is obliged to provide the agreed services and services to a standard corresponding to its own. The Hotel may provide guests with suitable alternative accommodation (of equal quality) in the event of, for example, an uninhabitable room, extension of the stay of guests occupying the room in question, overbooking, or other significant hotel needs that require such a decision. Any additional costs associated with alternative accommodation are borne by the hotel.

12. Liability for property damage:

The accommodation facility is liable for damages suffered by the guest if the damage occurs on the premises of the facility and it or its employees are responsible. The accommodation facility is liable for items introduced onto the premises by the guest up to a maximum amount equivalent to one hundred times the daily rental price if and to the extent it cannot prove that the damage was not caused by it, its employees, or persons frequenting its premises. In this context, it is liable, up to the mentioned maximum, for deterioration, destruction, or theft of items, valuable objects, money, and securities. In the case of a double room, if only one person is affected, the compensation limit will be equal to one hundred times half the price of the room. However, the accommodation facility is not liable when the damage or theft occurs due to the fault of the customer, force majeure, or the nature of the item. The custody of items may be refused if they are dangerous (i.e., potentially capable of causing damage), too bulky, or of excessive value. Items are considered to be introduced into the facility at the time they are received by a member of the staff of the accommodation facility or brought to a place within the accommodation facility intended for their custody. The guest must report the incident without undue delay to the management of the facility to avoid losing the right to compensation (art. 1785 ter c.c.).

13. Contract termination - supervening impossibility:

The accommodation facility may terminate the contract with immediate effect if the guest:

- Uses the premises to the serious detriment of the property or renders cohabitation with other guests intolerable by behaving arrogantly, disrespectfully, scandalously, or in any case thoughtlessly or is guilty of actions or omissions against the provider of accommodation services, the staff, other guests, and/or persons present in the Hotel, punishable by law as offenses concerning property rights, good manners, and physical integrity.
- Is affected by a contagious disease or a disease whose course exceeds the agreed-upon period of stay or if special treatment is required.

If the performance of the contract is impossible due to force majeure events (e.g., natural disasters, strikes, closures, official provisions, etc.), the accommodation facility may terminate it at any time without notice if



the contract is not already deemed dissolved by law or the hotel has not already been released from its obligation. Any right to compensation for damages, etc. by the accommodation facility is excluded.

14. Complaints:

If the guest believes they need to make a complaint regarding their stay, the reasons must be communicated on-site, directly to the management of the facility. If the guest is not satisfied with how the complaint is handled, they have 10 days after departure to submit a written complaint, with a detailed explanation of the reasons for dissatisfaction.

15. Applicable law and competent court:

These terms and conditions, as well as the relationships between users and accommodation facilities, are governed by Italian law. The resolution of any dispute that may arise between clients and the individual accommodation facility will be the exclusive jurisdiction of the Venice Court.

Lido, The Golden Island of Venice
info@visitlido.it
www.visitlido.it

Consorzio di promozione Venezia e il suo Lido
Via Corfù, 8 - 30126 Venezia Lido (VE)
info@veneziaeilsuolido.it
P.IVA 04255230270