

# Informations - Rules

## About reservations

- Our complete company name is: VILLAGGIO TURISTICO INTERNAZIONALE SRL, via delle Colonie 2, 30028 Bibione (VE)
- Our contacts are: Telephone +39 0431 442611 Fax +39 0431 442699 e-mail address info@vti.it
- For each reservation we require the following data: name and surname, home address, e-mail and telephone number (tax code or VAT code if you need an invoice for the balance of your stay). Date of arrival and departure, type of accommodation or pitch desired.
- The management has the right to change the assigned accommodation/pitch number at any time, even after receiving the confirmation deposit and sending the confirmation letter.
- Changes to the reservation, such as extending or shortening your stay or changing accommodation type, are always subject to availability and to current rates. Each change has a costs of € 30,00.
- The number of beds indicated per type of accommodation cannot be exceeded, except for a child under the age of 3 years.
- Upon arrival in the resort, we will ask you the confirmation letter or the reference booking number.
- Official documents such as declaration of stay or invoice for companies must be requested upon arrival.
- You can add breakfast, half board or full board service to your reservation for a minimum of 3 consecutive days.

## Down payments

The booking will only be considered definitive upon receipt of our confirmation letter and full payment of the requested confirmation down payment (art. 1385cc) within the specified deadlines. The Management reserves the right to refuse confirmation deposits received after the deadline specified in the offer letter. The balance of the stay must be paid upon arrival, immediately after check-in or in any case within 24 hours of arrival.

### VILLAS - APARTMENTS – MOBILE HOMES

The required confirmation down payment (art. 1385cc) corresponds to 50% of the total amount booked.

### CAMPING PITCHES

The required confirmation deposit (art. 1385cc) corresponds to 50% of the total amount booked.

For each reservation of a camping pitch a not-refundable amount of € 30,00 as booking fees is charged.

## Payments

Payments can be made with:

- Bank transfer
- Credit cards

We inform our guests that from January 1st, 2023, Italian legislation only allows cash payment for amounts below € 4.999,95. If the transaction involves payments for amounts greater than € 4.999,95, other payment systems must be used, such as: Maestro credit card, MasterCard, CartaSi, Eurocard, Visa, American Express, debit card, bank transfer. We do not accept bank checks.

|                 |                                                |
|-----------------|------------------------------------------------|
| BANK            | Banca Intesa Sanpaolo SpA - Filiale di Bibione |
| BENEFICIARY     | Villaggio Turistico Internazionale Srl         |
| PAYMENT DETAILS | Reference number                               |
| SWIFT CODE      | BCITITMM                                       |
| IBAN            | IT74 0030 6936 2431 0000 0019 668              |

### DEPOSIT

During the check-in upon arrival, for each booked accommodation unit (except for camping pitches), a valid CREDIT CARD (Visa or Mastercard) with sufficient credit for a € 100,00 deposit is required.

The amount remains blocked on the card in the form of pre-authorization and is automatically released after 20/30 days after the transaction, depending on the card circuit.

Notifications of any defects or damage of the accommodation, will be accepted no later than 12 hours after arrival. We therefore ask you to report any defects or damage to the equipment of the accommodation immediately to the reception staff. Defects or damage to items that are not attributable to the Villaggio are to be replaced according to the price list.

### CANCELLATIONS

To protect your holiday during this particular time, we have made our cancellation policy more flexible. You may communicate your wish to cancel your booking only in writing (by email, fax or any other form of communication that ensures receipt), specifying the following:

- your reservation number
- NAME and SURNAME of the bank account holder to which the refund is to be made
- IBAN and BIC/SWIFT number the bank account.

You are entitled to a refund of the deposit paid with the following specifications:

- If the written cancellation is received at least 21 (twentyone) days before the arrival date stated in the BOOKING CONFIRMATION, we will refund you the whole amount paid minus the cancellation fee of € 30,00 (except for bookings made directly through our ONLINE BOOKING for which the cancellation fee is not charged).

In the event of a discrepancy between what is reported in this cancellation policy and what is stated in the booking confirmation letter, we inform you that the deadline stated in the last confirmation letter received shall prevail.

- If the cancellation of the reservation is communicated in writing prior than 20 (twenty) days upon the arrival date indicated in the booking, you are not entitled to any refund and we will keep the full deposit paid as a cancellation fee.

In the event of a no-show without having received any cancellation request, we reserve the right, in addition to withholding the down payment as a cancellation fee, to charge the total amount of the booked stay. In case of absence of arrival or no communicated late arrival before 10:00 a.m. the day after the expected arrival date, the booking will be considered cancelled.

No refunds are made in the event of early departure or late arrival.

## General Regulations

These regulations are published on the company's website www.vti.it and are displayed at the entrance of the Villaggio Turistico Internazionale. Entering the Resort implies full acceptance of the same.

- All those staying at the Villaggio must present valid identification upon arrival for registration and subsequent submission of data to the public security authorities. Each guest receives a personal and non-transferable identification bracelet, which must be shown upon request by the staff and must be returned after checking out. The license plate number of the vehicles entering the resort must be communicated to the staff for registration.
- Daily visitors are allowed to enter the resort only with the authorization of the Management. A temporary registration is required and an identification document will be withheld until departure. Free admission is limited to one hour, after this time the daily entrance fee will be charged.
- Conduct, activities, games and the use of devices of any kind that may disturb other guests are to be avoided at all times. During the Quiet Time from 1:00 p.m. to 3:00 p.m. and during the night rest hours from 11:00 p.m. to 7:00 a.m., special consideration of these rules is required in respect of the tranquillity of others.
- The gate that leads to the beach opens at 6 a.m. and closes at 11 p.m.
- Each guest is responsible for their own property. The guest acknowledges that each accommodation has a safe for storing valuables as well as the umbrellas on the beach. The Management is not responsible for theft, lost or damaged objects belonging to the guests in the Villaggio Turistico Internazionale. Those who find a lost item must hand it over to the reception so that it can be returned to its rightful owner.

**The use of sports and leisure equipment is at the user's own risk. The management is not responsible for accidents, injuries, damage in general (caused by storms, hail, falling trees, branches or pine cones, sporting activities, forces majeure, etc.) for reasons not attributable to the Management. The Venice Court has exclusive jurisdiction for all legal disputes.**

- For a more sustainable holiday and the safety of everyone, we recommend using motor vehicles only when necessary. The speed limit on internal roads is 10 km/h.

# Informations - Rules

- It is strictly forbidden to start fires, put up fences, dig holes or drains, damage lawns and vegetation in general, play with stones along the paths. It is also forbidden to tie ropes to trees, put in nails or anchor anything to the plants or their roots, pull ropes at eye level, and attach anything else that could pose a potential hazard and block free passage.
- Water is a precious commodity. Please do not waste it or use it improperly. Dishes and laundry as well as fruit and vegetables may only be washed in the sinks provided for this purpose. Cars and other vehicles may only be washed in the area designated for vehicle washing. It is forbidden to spill oils, fuels and pour boiling, salty or other waste liquids on the ground.
- The resort has embarked on a path towards environmental sustainability and for years has been carrying out separate waste collection at the dedicated ecological islands. Collective engagement is important and for this reason we invite you to separate waste according to collection type and to take care of litter, for example by turning off electronic devices when you are not using them. The cleaning of common areas is of high value for everyone, your cooperation is much appreciated to ensure its maintenance.
- Pets are allowed in the resort, but the Management reserves the right to request that they'll be removed from the resort if their behaviour is disruptive or dangerous to third parties. Outside the accommodation, and especially in the common areas, they may only circulate when they are on a leash. For hygiene reasons, dogs are not allowed in the pool area. In addition, there is a municipal ordinance in force along the entire coast that prohibits dogs from accessing the beach. Bags for the collection of organic waste are available at several points in the resort. The use of the "Dog Beach" inside the Private Beach area implies that the guest accepts and follows the instructions indicated in the regulations posted at the entrance to the area.
- Behaviour on the beach is regulated by the Harbour Authority of Bibione, of which the regulation is posted at the entrances to the bathing establishments for inspection. We remind you that bathing is not recommended when the red flag is raised and that bathing is forbidden in rough seas, in storms, at night and in the boat exit corridors.
- By accepting this regulation, you also accept the specific regulations of the water park, water games and consequently the safety warnings presented by our safety staff. The management reserves the right to close the pools for reasons of extraordinary maintenance or hygiene, without any right to compensation.
- Minors must always be accompanied by an adult, who assumes full responsibility and custody, so that the rules of the campsite are observed and respected. The entrustment is in no way transferable to the resort or its employees.
- Guests who do not comply with these rules, as well as any following indications, will be invited to leave the resort at the request of the Management in addition to the reimbursement of any damages.

## Villas, Apartments and Mobile Homes

All accommodations are delivered fully furnished and equipped with kitchen, refrigerator, cooking utensils, hot and cold water, 220 Volt electricity. It is forbidden to move or remove furniture and fixtures from the accommodation. The description of the composition of the accommodation published in the accommodation and on the website [www.vti.it](http://www.vti.it) may differ in exceptional cases. The staff authorized by the management can enter the accommodation even during your absence for repairs or maintenance work.

**Smoking inside all accommodations is strictly prohibited.** The residential units are equipped with smoke detectors that are connected to the general fire extinguishing system.

Departing guests must vacate the accommodation and the parking space by 10:00 a.m., arriving guests can enter the accommodation from 4:30 p.m. Guests staying in mobile homes inside the campsite must respect the opening hours of the gates for entry and exit with their vehicles.

The accommodation is delivered intact and complete with all amenities and must be left in the same condition. Even for guests who have the final cleaning included in the price, it is necessary to take out the garbage, empty the refrigerator and put the kitchen appliances on the shelves. The cleaning of the kitchenette is not included and can be requested till the day before departure at the established cost for the season.

If you are planning to leave early in the morning (before 7.00) or during the night (after 20.00), we kindly ask you to inform our reception staff the day before (not later than 4 pm). The staff will set up the procedure for overnight departure and provide you with the necessary information. It is important that the balance of your stay is already paid as the cashier is not on duty at this time.

## Camping

The camping pitch is always allocated at the Management's discretion, both for the car park and for the camping pitch. The occupancy of the pitch includes one tent + one vehicle, one camper/motorhome with an awning, or one caravan with an awning + one vehicle. There is an additional charge for additional tents or vehicles.

The pitch must be vacated by 11:00 a.m. Departure must be before 11:00 a.m. After this time, the relative price for the extra night will be charged. Upon departure, our guests are kindly asked to leave the pitch clean and in good condition.

The entrance to the campsite area is closed to vehicles at night from 11:00 p.m. to 7:00 a.m. and during quiet times from 1:00 p.m. to 3:00 p.m. Access on foot or by bike is allowed. The Management reserves the right to modify these times.

## Safety - Emergency

**For emergencies, the resorts number you can call is: +39 0431 442612.**

Our staff is trained to help you resolve all types of emergencies. If you have already called 112 or 118 yourself, please notify the resorts staff as soon as possible. In this way, the staff knows in which part of the resort the person in need is located, can provide information promptly and facilitate the entry of emergency vehicles.

Only one LPG bottle with the maximum capacity of 5 kg may be stored in mobile homes and caravans. The gas bottle must be connected to a pressure regulator and stabilizer and kept in an enclosed space.

**Open flames are prohibited.** The use of barbecues is only permitted if they have a lid. It is important to pay attention to avoid potentially combustible areas such as wooden porches and dry foliage.

In the event of a possible fire, you can report the emergency using the special fire alarm pillars located along the inner streets of the resort.



We wish you a wonderful stay at the  
VILLAGGIO TURISTICO INTERNAZIONALE.