

GENERAL CONDITIONS AND SOME INFORMATION

1) BOOKINGS

Acceptance of a booking is dependent of the availability of places which is considered established on confirmation by Relax.

Special requests made by clients (not subject to supplements), for example apartments with sea view, ground floor or high floor, etc... will be taken at booking but re-confirmed only on arrival.

2) RATES

The weekly rates in price list are in euro and include use of water, gas, electricity and final cleaning.

They represent the weekly rental of the apartment from Saturday to Saturday and for the number of people stated. It is not allowed to bring in more people into the apartments than number booked (children included).

3) REGISTRATION FEE: no charge.

4) PAYMENTS

An advance payment of 30% is requested on booking by bank-transfer. Balance to pay on arrival by cash or credit cards (where accepted).

5) CANCELLATIONS

Cancellations must be made in writing and the client will be entitled to a refund of the amount paid minus the following penalties calculated on total rental price:

- 10% from the moment of the booking up to 30 working days before departure.

- 30% from 29 to 21 working days before departure.

- 50% from 20 to 11 workings days before departure.

- 75% from 10 to 3 workings days before departure.

There will be no refund after this time. Moreover, there will be no refund paid to those who fail to turn up on the arrival date or for those who cut short their stay. The client may ask to be substituted by another person, only if communicated in writing to RELAX with sufficient time for alterations, in any case, at least 7 days before arrival.

6) DOCUMENTS

For family groups is requested the document of the family leader.

For friend groups is requested the document of every traveller. Under 18's are accepted in apartment only if accompanied by parents or adult relatives.

Moreover are requested on arrival follows documents: voucher of the travel agency or voucher of Relax Case & Vacanze.

7) ARRIVALS – DEPARTURES

Check in: Saturday afternoon from 3.00 pm to 7.00 pm. Keys must be collected at the reception office indicated in the voucher. Please get in contact with the agency if you don't have the address of key delivery. The reception office has to be informed in case of late arrivals.

Check out: Saturday morning from 8.00 am to 10.00 am.

8) EQUIPMENTS IN APARTMENT

Kitchens are equipped with necessary cutlery for the number of people stated. Not all refrigerators have freezer. For this kind of necessity please verify this facility with the agency.

Bath and bed linen not included (except where indicated in a different way in description of residences). You can carry your own linen or it is possible to rent them on the spot. Pillows and blankets included in the apartment. Table linen not included.

9) DEPOSIT

To be paid by cash on arrival when the keys are collected. This deposit will be refunded on departure after the apartment has been checked. The apartments must be left perfectly clean and tidy, in particular, the kitchen, the cutlery and the bathroom. Should this not come about, a sum of € 35 will be subtracted from the deposit. In case of departure during the night, the deposit will be sent on by post.

10) RECEPTION OFFICES and ASSISTANCE ON THE SPOT

Rimini: Residence Nevada, viale Avisio 10, Rivabella di Rimini (tel

+39 0541 27973). Residence Villa Margherita, viale Principe di Piemonte 52, Miramare di Rimini (tel +39 0541 478024). Riccione: Agenzia Relax Case & Vacanze, Viale Dante 155, Riccione (tel +39 0541 661789).

Cattolica and Portoverde: Agenzia Il Gabbiano, Amalfi Building 24, Portoverde di Misano Adriatico (tel +39 0541 613154).

Their opening time is in certain daily-hours.

11) VALIDITY OF THE BROCHURE DESCRIPTIONS

RELAX has paid great attention to compiling this brochure and to making sure that the descriptions correspond: all the information has been personally checked and the services described are guaranteed. During periods of bad weather or low number of guests, the sports structures (such as the pools) or the beach areas, may not yet be opened.

12) BEACH

The facility 'Free Beach' indicated in certain descriptions of residences regards sun umbrella and deck chairs starting from the 3rd row.

Where the facility 'Free Beach' is not valid, the beach area offers special reductions on rentals of sun umbrella and deck chairs.

13) COMPLAINTS

Guests should get in contact with the reception office for any complaints to be made. They should be issued in writing not more than 24 hours after arrival. Any delays will indicate mere recommendations and not complaints. The court of Rimini will be the competent court for any controversies.

14) Discount prices can be proposed during the year.

15) ART. 16 OF LAW 296/98

Crimes such as prostitution and juvenile pornography are punishable by Italian law, even if committed abroad.

16) Certain photos in the catalogue belong to the tourist office of Rimini.

Information and reservations



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