

GENERAL CONDITIONS

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) UNDER 18'S

Are accepted in apartment only if accompanied by parents or adult relatives.

3) PAYMENTS

A 30% deposit must be paid on booking. The remainder must be settled on arrival.

4) REGISTRATION FEE: NO CHARGE

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) RATES

The weekly rates indicated represent the 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.

The prices do not include (except where otherwise stated): deposit € 100 to be refunded on departure if no damage has been incurred. In the case of youth groups, there is a € 260 deposit.

In res. Millennium in Rimini the caution is € 150 and in case of youth groups there is a deposit of € 260.

Linen: possibility of hiring sheets at € 9 and towels at € 4 (prices per person per change) except when included in the apartment. On request cots for children under 3 years old € 25 a week. On request extra bed € 100 a week.

Pets permitted on request by paying a final cleaning € 35. Cost regarding change of reservation € 10. Admission to the swimming pools in Residenza Giardino and Portoverde Holiday Village to pay on the spot.

Payments by cash and credit cards (where accepted).

7) ARRIVALS

Guests must arrive on Saturday from 3.00 p.m. to 7.00 p.m. The keys must be collected at the reception offices located in the various areas. In case of late arrival clients should get in contact with the reception office.

8) DEPARTURES

The apartments must be left on Saturday from 8.00 a.m. to 10.00 a.m. and must be left perfectly clean and tidy, in particular, the kitchen, the cutlery and the bathroom. Should this not come about, a sum will be subtracted from the deposit.

9) DEPOSIT

To be paid on arrival when the keys are collected. This deposit will be refunded on departure after the apartment has been checked. In case of departure during the night, the deposit will be sent on by post.

10) RECEPTION OFFICES

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).

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) 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.

13) Discount prices can be proposed during the year.

14) ART. 16 OF LAW 296/98

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

15) Certain photos in the catalogue belong to the tourist office of Rimini. Portoverde's photos belong to E. Siboni, G. Tonti.

Information and reservations:



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