

Adria Holiday Apartments in Lido di Jesolo

Booking Terms and Conditions

Blu Holiday GmbH, operating under the brand Adria Holiday, rents holiday accommodations for family vacations. The apartments managed by the company are specifically designated for this purpose. Blu Holiday GmbH reserves the right to refuse any booking that contradicts its mission or attempts to circumvent it.

These Booking Terms and Conditions govern the rental of holiday stays and take effect upon confirmation of the booking, thereby excluding any other terms and conditions. Blu Holiday GmbH reserves the right to modify these conditions at any time. All bookings made through the website or by email constitute a remote agreement and imply full and unconditional acceptance of these terms. No other terms will be accepted.

1. Booking

1.1 Blu Holiday GmbH manages a range of holiday apartments for rent, each with specific features, amenities, rates and included services. The online booking system on www.adriaholiday.it details the price, maximum occupancy (infants included), services included in the price ("Rate Conditions - The amount includes") and service not included in the price ("Rate Conditions - The amount does not include") under the "Rate Conditions" section of each apartment listed.

1.2 Unless otherwise specified in a special offer, the price does not include: the tourist tax, final cleaning and anything not specifically indicated under "Rate Conditions - The amount includes" section of the apartment's frame on the online booking system of our website www.adriaholiday.it.

1.3 For all bookings made directly through www.adriaholiday.it or through an offer sent from Adria Holiday booking office, the price includes also one set of bed linen and towels for all the people indicated in the booking. If additional guests arrive at check-in without notifying the booking office at least 3 days before arrival dates, the additional guests will not be provided with the linen and towel set. If available, an extra set may be rented for €25 per person.

1.4 A 30% deposit is required to confirm the booking. For bookings made more than 8 days prior to the arrival date, the deposit must be paid within 5 days via bank transfer or credit card. For last-minute bookings (arrival within 7 days), the deposit must be paid immediately by instant bank transfer or cash. If no payment is received within the indicated period, the booking will be cancelled.

1.5 The minimum age to check-in in all our holiday apartments is 30 years old. Unless specifically authorized from Adria Holiday booking office, groups of individuals under 30 y.o. will not be accepted. If a group under the age limit arrives at check-in without previous authorization, the booking will be cancelled without refund.

1.6 Providing false information about guest identity, group composition, or length of stay may result in immediate cancellation of the booking.

1.7 Images and texts on our website www.adriaholiday.it and on our online booking system are for illustrative purposes only and are not binding. Layouts, furnishings, or positions may differ from those shown. Blu Holiday GmbH is not responsible for information published on third-party websites, including those of its partner agencies.

1.8 Once the reservation is confirmed, the booking price cannot be changed.

1.9 For direct bookings, modifications to the arrival/departure dates are allowed based on availability and rate adjustment up to 8 days before the arrival date. No changes can be made within the 7 days prior the check-in date.

1.10 In case of overbooking or unavailability of the booked accommodation, Blu Holiday GmbH will offer a free upgrade, if possible. If no equal or superior alternative is available, other compatible options will be proposed. If none are accepted, the guest may cancel the booking and will receive a full refund, with no further claims or compensation.

1.11 Some apartments allow pets (dogs and cats used to living indoors). In the "Rate Conditions" section of each apartment's frame on Adria Holiday online booking system it is indicated whether or not pets can be accommodated in the selected flat. In common areas of managed properties, pets must be kept on a leash guests are required to leave clean after their passage. Guests are liable for any damage caused to furniture, furnishings, or upholstery. Please note: According to local regulations, dogs are only allowed on Jesolo beaches in selected areas: Bau Bau Beach, the public beach near the lighthouse and Cortellazzo public beach. Pets left alone in apartments must not disturb neighbours. A deeper cleaning will have to be carried out on departure, to sanitise the flat for those who are allergic: an additional charge of €30.00 per pet will be charged.

2. Cancellation Policy

2.1 Unless stated otherwise in a specific special offer, direct bookings can be modified or cancelled without penalty up to 8 days before arrival. From the 7th day before arrival, modifications are not allowed, and cancellations will result in the loss of the deposit. No-shows (by 10:00 AM the day after scheduled arrival) without prior notice will be considered cancellations, and the accommodation may be rebooked.

2.2 No refunds will be issued for early departures or late arrivals for any reason.

3. Check-in and Check-out

3.1 Apartments are guaranteed to be clean and ready from 4:00 PM. Blu Holiday GmbH is in no way obliged to hand over the keys or allow check-in before this time.

3.2 Check-in is carried out at Adria Holiday agency in Piazza Brescia, Jesolo, Via A. Bafle 239. Payment methods: advanced bank transfer and cash (up to € 4.999,00 as per Italian law).

3.3 Keys will only be handed over after full payment. If paying by bank transfer, the balance must be credited before key delivery. For arrivals after 6:00 PM with pre-agreed self-check-in, payment must be completed by the following day; otherwise, the apartment must be vacated.

3.4 The tourist tax must be paid in cash at check-in as required by the Municipality of Jesolo.

3.5 A security deposit of € 200,00 is required in cash at check-in and will be refunded at check-out, provided the apartment is returned in good condition with all inventory intact.

3.6 If extraordinary cleaning is required or if damages or losses occur, the cost will be deducted from the deposit. If the cost exceeds the deposit, the balance must be paid by the guest before departure. A detailed invoice will be issued.

3.7 Lost of the apartment key sets will incur a € 50,00 penalty per set.

3.8 On departure day, apartments must be vacated and keys returned by 9:00 AM.

3.9 Regardless of whether final cleaning has been prepaid, guests must leave the apartment tidy: no dirty dishes in the sink, trash must be removed, lights and appliances turned off, refrigerator emptied and turned off, water taps closed.

4. Stay

4.1 For **safety and insurance reasons**, the number of guests may not exceed the maximum allowed occupancy for each apartment. Children and infants are considered as adults for the calculation of the capacity. Adria Holiday staff will refuse any person who exceeds the maximum allowed occupancy. Should it turn out that more people than permitted have stayed in the flat, the booking will be terminated prematurely without refund and the accommodation will have to be vacated.

4.2 During the stay, guests undertake to respect and make the persons sharing the flat with them respect the house rules. Guests may be denied access to the accommodation and may be expelled if their behaviour is harassing and in conflict with the calm and serenity of the host site or if they violate the rules. No partial or full refunds will be granted in such cases.

4.3 Weapons, flammable or explosive materials, and strong-smelling substances are not allowed inside the apartments. Parties and smoking are not permitted inside the flats.

4.4 If a maintenance work inside the accommodation is necessary, Adria Holiday staff will contact the guest to inform of this necessity. If the guest cannot be reached by phone, Blu Holiday GmbH reserves the right to enter the flat for the time needed to carry out the repair.

4.6 In case of breakdowns, malfunctions, or damage to appliances or other equipment inside the mobile home, Blu Holiday GmbH will make every effort to perform repairs within 3 days of the report. Requests for reimbursement for issues resolved within 3 days will not be considered.

4.7 Blu Holiday GmbH is not a hotel and cannot be held liable for loss or theft of personal items, or for injuries or damages suffered by guests or their belongings during the stay.

5. Liability

5.1 The person who made the booking is solely responsible for the reservation and any financial obligations, including cancellations or changes.

5.2 Blu Holiday GmbH shall not be held responsible for any changes, cancellations, damages, or costs resulting from force majeure, guest behaviour, or third parties not involved in service provision.

5.3 Blu Holiday GmbH is not liable for service failures caused by the guest, third parties, or events of force majeure.

5.4 Guest data collected during the booking process will not be shared with third parties, except public authorities in accordance with Italian law (DM 07/01/2013). Data is confidential

and will be used only by Blu Holiday GmbH for booking and customer service. Under GDPR 2016/679, guests have the right to access, rectify, or delete personal data by contacting:

BLU HOLIDAY GMBH

Via Bafle 239- 30016 Jesolo (VE)

info@adriaholiday.it

These general booking conditions were drafted in Jesolo on 21/07/2025 (final version in use).