

Adria Holiday Mobile Homes at Villaggio San Francesco

Booking Terms and Conditions

Blu Holiday GmbH, operating under the brand Adria Holiday, rents holiday accommodations for family vacations. The mobile homes 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 The price of the stay in Adria Holiday mobile homes at Villaggio San Francesco includes: Accommodation for up to 4 adults and 1 child in the Miami Mobile Home, and accommodation for up to 6 people in the Super and Premium Mobile Homes; one parking space next to the mobile home; access to the swimming pools and to the Garden Spray Park; access to the public beach; daily entertainment program; use of the Holiday Centre's sports facilities (excluding the padel court); and the daily hours of free Wi-Fi in the common areas of the Holiday Centre, offered by Villaggio San Francesco in accordance with current regulations (in 2025, 4 hours per day).

For all bookings made directly with Adria Holiday, via the website www.adriaholiday.it or through an offer sent by 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.

1.2 The price does not include: tourist tax, air conditioning consumption (€1.00 per kWh), final cleaning, the use of beach umbrella and the sun beds at the private beach and any other services not specifically mentioned in these booking conditions

1.3 To confirm the reservation, a deposit of 30% of the total amount is required. For bookings where the arrival date is at least 8 days after the booking date, the deposit must be paid within 5 days via bank transfer, credit card, or cash.

For last-minute bookings with arrival within 7 days from the booking date, the deposit must be paid immediately by credit card or in cash. If the deposit is not received within the specified time frame, the reservation will be cancelled.

1.4 The minimum age to check-in 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.

1.5 Any false information provided by guests regarding their identity, the identity of the people occupying the mobile home or the number of guests staying may result in immediate cancellation of the booking.

1.6 Images and texts on our website www.adriaholiday.it and on our online booking system are for illustrative purposes only and are not binding. The dimensions, layout, location, and furnishings may differ from the representations in the images. Blu Holiday GmbH is not responsible for the content and information provided on third-party websites, including those of partner agencies.

1.7 The number and location of the assigned mobile home or pitch are never guaranteed. Upon request and subject to availability, it is possible to book additional paid services that allow guests to express a preference regarding the number of the mobile home, its location within the village, or its proximity to other mobile homes.

Adria Holiday staff will do its best to accommodate such preferences, if confirmed by the booking office, except in the case of major unforeseen technical issues. In such cases, Blu Holiday GmbH will refund any amount already collected for the specific additional service or remove the charge from the balance if it has not yet been paid.

1.8 The booking price cannot be changed after the reservation is confirmed.

1.9 For all bookings made directly with Adria Holiday, once the deposit has been paid and the booking confirmed, it is possible to modify the arrival and departure dates up to 8 days before the scheduled arrival, subject to availability and price adjustment. No changes can be made within 7 days prior to the arrival date.

1.10 In the event of overbooking or unavailability of the reserved and already paid-for accommodation, Blu Holiday GmbH will offer, if possible, a free upgrade to a higher category accommodation. If no equivalent or superior accommodation is available, alternative solutions will be proposed. If none of the proposed alternatives are accepted by the guests, they may cancel their booking and will be entitled to a full refund of the amount paid, without any further claims or compensation.

1.11 Pets are not allowed inside our mobile homes at Villaggio San Francesco. An exception is made only for guide dogs accompanying persons with disabilities.

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 The accommodations are guaranteed to be clean and ready from 4:00 p.m. on the day of arrival. Blu Holiday GmbH is in no way obliged to hand over the keys or allow check-in before this time.

3.2 Check-in takes place at the Adria Holiday Reception inside Villaggio San Francesco. The following payment methods are accepted: advance bank transfer, debit/credit card (American Express not accepted) and cash (up to a maximum of €4,999.00, as required by Italian law).

3.3 The keys will be handed over only after the full payment has been made. For payments made via bank transfer, the balance must be credited before key delivery. For arrivals after 6:30 p.m., when Self Check-In has been agreed in advance, payment must be completed by the day following arrival otherwise the accommodation must be vacated.

3.4 The tourist tax must be paid **in cash** at check-in, in accordance with the regulations set by the municipality of Caorle.

3.5 A security deposit of € 100.00 must be paid in cash at check-in and will be refunded in full in cash at check-out, provided the mobile home is returned in good condition and with all equipment intact.

3.6 Should the condition of the accommodation upon departure require extraordinary cleaning, or in case of damage to the mobile home and/or its equipment, or if any items are lost by the guest, the related costs will be deducted from the deposit. If the damage exceeds the deposit amount, the difference must be paid by the guest before departure. An invoice will be issued as justification.

3.7 During the stay, it is possible to rent a gas grill for an additional fee. Guests are required to clean the grill after each use. If the grill is found to be dirty at check-out, €30.00 will be withheld from the security deposit. It is strictly forbidden to use grills inside the mobile homes or on the veranda: grills must be used in the courtyard in front of or next to the wooden veranda, away from trees. In all cases, grills must not cause any disturbance or pose any danger.

3.8 If a set of mobile home keys is lost by the guest, a penalty of € 50.00 per set will apply.

3.9 On the day of check-out, mobile homes must be vacated and the keys returned no later than 9:30 a.m.

Departure must take place between 7:00 a.m. and 9:30 a.m. on the scheduled day, or on the evening before the departure date. Guests are required to arrange an appointment with Adria Holiday staff at Villaggio San Francesco for an inspection of the mobile home prior to departure. Appointments are generally arranged every 15 minutes between 7:00 a.m. and 9:30 a.m.

3.10 At check-out, guests are required to leave the accommodation in good conditions, clean and tidy. Guests must not leave dirty dishes in the sink and must take out the trash. Lights and appliances must be turned off, the refrigerator emptied and turned off, and water taps closed.

4. Stay

4.1 For safety and insurance reasons, it is prohibited to exceed the maximum number of occupants allowed for the type of mobile home booked. Adria Holiday staff on-site will refuse entry to any person exceeding the permitted capacity. Infants and children are counted as adults for capacity calculation. If it is found that a greater number of people than allowed

have stayed in the mobile home, the booking will be terminated in advance without any refund and the accommodation must be vacated.

4.2 During the stay, the guest agrees to respect and ensure that all persons of his group comply with the campsite rules. Access to the accommodation may be denied, and guests may be expelled if their behaviour disturbs the peace and tranquillity of the site or violate the rules. In such cases, no refunds, partial or total, will be granted.

4.3 It is not permitted to organize parties inside the mobile home or on the pitch, nor to bring weapons, explosives, highly flammable substances, or items with strong or offensive smells. Smoking inside the mobile home is not allowed.

4.4 Should maintenance work be necessary inside one of the mobile homes, our staff will contact the guest to inform them of the need. If the guest cannot be reached by phone, Blu Holiday GmbH reserves the right to enter the mobile home for the time required to complete the repair.

4.5 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.

4.6 Certain activities or services offered by partner campsites of Blu Holiday GmbH may be unavailable, especially due to weather conditions or force majeure. They may also not be guaranteed during the low season. Blu Holiday GmbH is not responsible for actions of third parties or cases of force majeure.

4.7 Blu Holiday GmbH and the campsite are not equivalent to hotels and therefore cannot be held responsible under any circumstances for loss or theft of personal belongings, injuries, or damages suffered by guests or their property during the stay.

4.8 The Holiday Centre may deny access to any visitors or require payment of an additional fee. Access to pools, entertainment, and other services may be refused to visitors. The guest is required to inform the Blu Holiday GmbH representative if they expect daily visitors; the applicable regulations will then be provided.

5. Liability

5.1 The guest who made the booking is the sole responsible party towards Blu Holiday GmbH, specifically regarding financial responsibility, especially in cases of cancellation or total or partial modification of the stay.

5.2 Blu Holiday GmbH shall not, under any circumstances, be held liable for any changes, cancellations, or other damages or costs attributable to force majeure, the customer, or third parties unrelated to the service provision. The customer acknowledges being aware of the characteristics and limitations of the Internet, including its technical performance, response times for consultation, querying, or data transfer, and the security risks of communications.

5.3 Blu Holiday GmbH will not accept any claims or refunds relating to any non-fulfilment or improper execution of the service provided if such non-fulfilment is due to the customer, third parties unrelated to the service, or force majeure.

5.4 The data provided by the user during the booking process will not be transmitted to any third parties, except for the campsite where the customer will stay, to facilitate communication with public security authorities, in accordance with the Ministerial Decree of 07/01/2013. This

information is considered confidential by Blu Holiday GmbH. It will only be used by the internal services of Blu Holiday GmbH for handling your booking and to enhance and personalize communication and the service offerings provided to customers. According to Article 2016/679 of the GDPR, the user has the right to access, rectify, and delete personal data. To exercise this right, a request can be sent to:

BLU HOLIDAY GMBH
Via Bafle 239 - 30016 Jesolo (VE)
info@adriaholiday.it

General booking conditions drawn up in Jesolo on 21/07/2025 (definitive version in use).