

RULES AND PROCEDURES – FISHEYE B&B

FishEye B&B Venice is a small family business, that's why we don't have a real reception system, but we can welcome you between **12 PM (noon)** and **3 PM**.

If you plan to arrive in outside of these hours, please inform us when submitting the request for availability.

- **Check-in:** from **12 noon** to **3 PM**. **Check-out:** by **10.30 AM**. In case of **late check-in, 20 € fee is required, and we don't accept arrivals after 11 pm**. Please always indicate the time of your arrival and departure.

- For administrative and legal purposes, every guest will be asked to provide us with identity documents (valid ID/Passports) upon arrival. A copy of those documents is required by Venice authorities. The provided data will be treated in compliance with the obligations set by the Privacy Law no.196 / 03i (Legge sulla Privacy D.LGS.196/03i).

- You will be asked to pay the corresponding amount of your stay upon your arrival. The rates can change, depending on touristic seasons.

- Pets are not allowed

- Room cleaning and linen change takes place every three days, unless otherwise requested by the guest.

- The nightly rates include: **accommodation, buffet breakfast, cleaning service, free Wi-Fi/LAN connection.**

- The **overnight tourist tax required by the city of Venice (between 1,40 € and 2 € per person per night, depending on the tourist season) is not included**. You will be required to pay this tax separately upon arrival. Additional services will be subject to extra payment: late check-in, etc.

- Fisheye B&B Venice is an apartment building. Therefore, guests are requested to avoid noises in the atrium, in rooms and in the common stairs, in order to respect other residents and clients.

You will be given keys for your easy access to the B&B. **In case of key loss, 15 € per key will be charged.**

- **The access of unregistered guest is strictly forbidden.**

- **Smoking is not allowed in the whole property.**

- All special requests (eg. gluten free Breakfast, specific food intolerances, etc.) must be declared at the time of booking.

- **Each guest is required to refund any damage caused to the structure for the misuse of supplies and equipments.**

- Fisheye B&B Venice particularly cares for environmental protection. Please switch off the lights and air conditioners when leaving the rooms and the apartment. We reserve the possibility to enter the rooms and make sure all available devices are properly switched off.

- Compliance with this Regulation shall be binding for all. We reserve the right to terminate your stay in case of violation.

- We accept no responsibility for the loss, theft or damage to your personal belongings left unattended.