

Welcome to the Residential Centre on the island of San Servolo in Venice.

These rules are an integral part of the Contract of Use of the Residential Centre. For anything not provided for herein, reference is made to current regulations, to good manners and to the good sense of the Guest. These rules have been laid down to allow a pleasant and peaceful stay in Venice. Reception is available for any doubts or needs.

1. **Front desk:** The front desk of the Residential Center welcomes its Guests by offering a 24-hour service. During the day hotel operations can be carried out, while the night service provides surveillance of the complex. The daytime staff is available to provide information on the Island's activities, the main events in the city, transportation, and to make your stay in the city easier and more pleasant.
2. **Check-in** is from 02.00 p.m. onward.
3. **Check-out** is expected before 11.00 a.m. on the day of departure with automatic disabling of the magnetic key card.
4. **Room cleaning:** The daily prices laid out under art. 2 of the Agreement include the daily room cleaning service provided by the contracting company. Bed linen is changed every three days, and towels are changed daily, unless specifically requested by the Guest with an eye to environmental sustainability.
5. **Heating:** In accordance with the law room heating starts on 15 October and ends on 15 April, and it is provided every day at the following times: from 06.00 to 09.00 a.m. and from 03.00 to 12.00 p.m.
6. **Air conditioning:** Air conditioning of the rooms is normally operated from 15 June to 15 September, and it is provided daily from 06.00 p.m. to 06.00 a.m.
7. **WIFI:** Internet access in the rooms is free of charge.
8. **Waterbus and taxi boats:** the island of San Servolo is connected to San Marco (San Zaccaria M.V.E. stop) and Lido di Venezia (Santa Maria Elisabetta stop) by Actv water bus line 20. The island is also connected to Zattere by Actv waterbus line 10. During the Venice Biennale Film Festival, line 20 also connects to Venice Lido Palazzo del Cinema (timetable www.actv.it). Various types of tickets (75 minutes, 1 day, 2 days, 3 days and 1 week) are on sale at the front counter. A water taxi service is also available at special prices; information at the front desk.
9. **Luggage storage:** You can leave your luggage in a special storage room. However, San Servolo srl declines any responsibility for the storage of items left in the luggage storage room.
10. **Vending machines:** Vending machines for drinks and snacks are available to guests at the reception.
11. **Mail:** Outgoing mail can be left at the front desk; staff is available to receive incoming mail and/or parcels intended for the Guests of the Residential Center.
12. **General Rules of Use:** Anyone making use of the Residential Centre services is required to comply with the following rules: a) noise should be kept to a minimum from radios, televisions and other sources such as shouting, singing, sounds, dances etc.; there should be no noise from 10.00 p.m. to 07.00 a.m. b) other people should not be let into the room with the exception of family members whose presence must in any case be communicated in advance to the Front desk staff c) posters, photos or anything else should not be put up on walls, doors and in the rooms and buildings d) cookers and heaters should not be used or kept in the room e) smoking in the room and in the buildings is not permitted f) animals on the island and in the room should not be kept without prior authorisation from San Servolo srl g) change of the layout of the room furnishings is not permitted h) the provided linen should not be taken out of the room i) throwing material that could obstruct the drainpipes into the toilet and water closets is not permitted l) throwing objects from the windows or balconies of the rooms is not permitted. Anyone using the Residential Center services shall also comply with the following rules: m) prevent any rainwater from leaking in by closing shutters and windows whenever necessary, n)

close shutters and windows whenever the rooms are not in use, o) always switch off the light in the rooms when not in use, p) always keep the windows closed when the air conditioning is on, q) comply with all fire prevention regulations.

13. **Non-compliance.** Failure to comply with the rules, regulations and further provisions of the Company may result in the offender being expelled from the facility and the fact being reported to all local tourist organizations. All Guests of the facility are entitled to be treated with respect and dignity and, as responsible hosts, an obligation to protect Guests from inappropriate behaviour applies. Should a Guest's actions be deemed inappropriate by a member of the Company's staff, or should inappropriate behaviour be reported, the Company reserves the right to act against the Guest, after proper verification.
14. **Minors.** Parents (or guardians) are responsible for the actions of their minor children on the island.
15. **Liability.** The Company and staff of the Residential Centre are in no way responsible for items belonging to Guests left unattended in their rooms. All Guests are therefore requested not to leave valuables in the rooms.
16. **Animals.** The presence of an animal must be notified at the time of booking. The Company reserves the right to accept the presence of animals in the rooms, which must in any case be of small or medium size. The presence of animals on the island is subject to specific regulations.
17. **Restaurant and cafeteria.** Restaurant and cafeteria services are available for Guests on the island. Service hours vary depending on the season, information at the front desk.