





 Agenzia

INFORMATIONS
 for your holidays

The Agency of the Venetian Beach

CAORLE LIDO ALTANEA

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Our staff is available for all your needs during the following summer office hours:
 every day: from 09.00 a.m. to 12.30 a.m. / from 04.00 p.m. to 07.00 p.m.
 The timetable may be modified during the year.



Arrival informations/rules: The agency guarantees the cleaning of the apartment by 4.00 p.m. In case of loss or damages of the keys/transponder (electric key) the costs will be charged to the client. Transponders **MUST** absolutely avoid water contact. All the interventions of our technical staff caused by improper use of the equipment of the apartment will be charged to the client. (Euro 35,00).



Rules of departure: The apartment must be left free within 10 a.m. on the day fixed for departure (For Saturday's departures). The keys must be returned to our staff available around the swimming pool from 08.00 a.m. to 10.00 a.m. (only for Residences Pinetina/Robinia, Faggi and Quercia/Farnie you must return them directly to the office from 9.00 a.m.). For departures from Sunday to Friday (Saturday excluded) contact our offices.

Lampo Agency allows departure at night time or after the office hours, please inform us at least the day before, please come to the reception with the deposit Ticket and it will be necessary to leave the credit card information as guarantee.

Before returning the deposit, our staff is authorized to check the conditions of the apartments. In case of dirt or damages, the deposit will be kept with the addition of possible extra charges for the repairs.



Cleaning: At the moment of departure the apartments must be left cleaned, free of litter, bottles, any kind of boxes, etc. The saucepans must be cleaned, the cupboard shelves cleared out and the refrigerator empty, defrosted and open.



Frames and electric devices: At the moment of departure, please do not leave any electric device on and close windows and shutters.



Water heater/boiler: The switch of the boiler is usually outside the bathroom door.



Air conditioning: We suggest, for your health, to set the temperature of the air-conditioner only 4-5 degrees lower than the outside temperature. You are requested not to use the air-conditioner with open windows, both for unnecessary waste and possible damage of the conditioner, which would require technical repairs that will be charged. Please inform us for any damage or irregular functioning of the air-conditioning system. It usually takes about a week for the repair.



Shuttle train timetable: In our resort a free shuttle service is available every twenty minutes. It rides trough the entire resort towards the beach and return:

Every day : from 09.15 a.m. to 01.00 p.m. / from 03.30 p.m. to 07.00 p.m.



Swimming pool hours: The swimming pools of residences and villages are reserved for their guests. The swimming pools are open from the second half of May till the first half of September and observe the following opening hours :

Every day: from 09.00 a.m. to 01.30 p.m.
 from 03.30 p.m. to 08.30 p.m.

Schedules may be modified according to the seasons and the weather conditions. If you need further information please contact our office.

The use of Pool is allowed only in the Village where you have the Reservation.



Behaviour rules: Inside the villages:

- Cars must be parked in garages or in parking sites assigned by Lampo Agency.
- It is forbidden to disturb the neighbours with noises. You are kindly asked to respect the silence schedule: from 11.00 p.m. to 09.00 a.m. from 01.30 p.m. to 03.30 p.m.
- It is forbidden to use pin skills and clogs.
- It is forbidden to dry laundry on the balcony railing or in the gardens, please use the clothes horse provided.
- It is forbidden to use the grill out of the barbecue area.



Beach service: Free beach access. It is possible to rent a beach lot with sun umbrella and 2 sun beds applying to our offices or to the cash desk directly on the beach. On the shore-line it is forbidden to use private umbrellas, deck-chairs or sun beds and other equipments. Port Authority Regulations.



Waste disposal: According to environmental laws in our resort we operate a differentiated waste disposal. Please deposit your waste in the containers as follows:

- Large green bin – domestic dry rubbish
- Little green bin – domestic humid rubbish
- Yellow bin – paper, journal, all paper material
- White bin – glass, plastic and alluminium.



Disinfestation: Twice a week, usually on Tuesday and Thursday, a disinfestation treatment for mosquitos will be regularly carried out between 04.00 and 06.00 a.m.



Bancomat: By “La Quercia” Arcade is available a bancomat counter, or in the next cities Porto Santa Margherita or Duna Verde.



Medical care: In Residence “Le Farnie” there’s a medical facility , please ask on spot for the opening times. For any emergency you are kindly asked to phone to “112” or to inform our personnel, who will be able to help you.



Mass: The Mass is celebrated every Sunday in the church signed in the attached map. Please ask on spot for the time schedule.



Laundry service: Open from 08.00 a.m. to 10.00 p.m. on ground floor of the village “Alle Farnie”. For Village “Pini” near the reception.



Parking: To each apartment is assigned by our Agency one parking place in the garage or in the open parking lot of your village or residence.

Other cars can be parked in the resort’s public parking lots. If you find your parking place taken, please inform Reception and please don’t park in another number.



Private and public gardens: It is forbidden to damage public and private gardens with vandal acts or litter, the green is a public property and must be respected.



Markets: Every morning during the week, from 08.00 a.m. to 01.00 p.m. traditional markets take place in the towns near Lido Altanea.

- MONDAY: San Donà di Piave - Lignano - Concordia Sagittaria
- TUESDAY: Eraclea - Bibione - Cavallino - P.S.Margherita (evening from 08.00 p.m. to 11.00 p.m.)
- WEDNESDAY: Latisana - Eraclea Mare (evening from 08.00 p.m. to 11.00 p.m.) - Duna Verde
- THURSDAY: Portogruaro - Cortellazzo
- FRIDAY: Jesolo Paese
- SATURDAY: Caorle - S.Stino di Livenza
- SUNDAY: Torre di Fine - Venezia



Animation: In our resort there is a free entertainment service from Sunday to Friday. Please apply to our information desk or in our showcase for the daily schedule.

Meeting points are :

- “Granchio” beach
- “La Quercia” Arcade, Happy Arena and “Rosa dei Venti” square.
- Peter Pan Park with a play ground for our little guests.



Sports and amusement in the surroundings:

Golf – Minigolf (see the map) - Sail – Windsurf – Horse riding – Water park - car/bike/boat rental – Peter Pan Park – Theme parks – Sporting Club Altanea.

Shopping in “La Quercia” Arcade.