Terms & Conditions

Summary of the general terms of service

The use of the luggage storage service constitutes implied acceptance of the terms.

1 Definitions

I Love Venice: the provider of the services.

Storage: the whole commercial area (that includes Boxes, ATM, etc).

Storage Unit: the boxes used to store your belongings.

Customer: the individual using the service from the day and time items are left until they are collected.

The hour count also includes fractions of the same: when the time is exceeded, the next amount will be automatically charged.

2 Luggage not permitted

The following items must not be stored:

1. Easily flammable, perishable materials, items giving off strong odours, or causing infrastructure damage.
2. Money, jewellery, precious metals, business samples/documents, and valuables in general.
3. Luggage weighing more than 25 kg.
4. Animals and plants.
5. Perishable food.
6. Articles forbidden by law, hazardous regulations, or harmful to people and the environment.
7. Pornographic or indecent materials.
8. Firearms and/or bladed weapons.
9. Trash / waste.
10. Narcotics or psychotropic substances.

THE DEPOSITOR IS FULLY RESPONSIBLE FOR THE CONTENTS OF THE LUGGAGE. TRADING MUST BE LEGAL UNDER ALL APPLICABLE LAWS.

3 Storage security

The Storage is equipped with 24/7 video surveillance. Telephone information is available every day from **10am to 8pm**; in case of emergency, assistance is available **24/7**.

4 Access & inspection

Access to the Storage and Units is always permitted to the staff of I Love Venice and to officers of the State Police, Finance Police, and law enforcement.

THE CUSTOMER ACCEPTS THAT THESE OFFICERS HAVE THE RIGHT TO OPEN AND INSPECT THE LUGGAGE AT ANY MOMENT FOR SECURITY REASONS.

5 Locker rules & box booking

Inserting luggage inside a box found OPEN and closing it **DOES NOT** cause the box to be booked and therefore can be opened and booked by others.

REOPENING (after booking) is allowed within **15 minutes** from the time of booking. If the box is opened after this period, it will be released and the booking will be considered closed.

No refund is provided if the customer books the wrong box.

6 Unguarded & abandoned items

It is absolutely forbidden to leave luggage unattended outside the storage units. The premises have video surveillance: any unattended luggage left in common areas will be immediately notified to the police (anti-terrorism protocols).

I Love Venice takes no responsibility for items left outside the boxes and will not assist in case of theft.

Goods left inside the storage units will be considered **abandoned after 5 days** (unless expressly communicated). I Love Venice is authorized to destroy them without compensation.

The return of forgotten luggage will be arranged at the customer's full expense.

7 Liability & jurisdiction

I Love Venice is not liable for natural deterioration, unforeseeable events, force majeure (e.g., earthquakes, high water), or unattended luggage.

The Court of Venice will have exclusive jurisdiction over any dispute.