

### **Check-in:**

Upon arrival all guests and other people who want to enter in the camping have to check-in at the Reception and show a valid identity document/passport of each family member or group member for the registration as requested by the Italian law.

Each registered guest will be provided with an identification wrist bracelet (made of non-toxic and anti-allergic material) that is personal, mandatory and non-transferable. It allows immediate identification and avoids annoying questions or inspections by our security staff, who guarantees the safety inside the campsite. It helps us to identify unauthorized people who have no right of making use of all the services you pay for.

Any possible discount card must be shown at the Reception upon arrival. The agreement begins as soon as the card is handed over to the Reception and is valid only for standard pitches and not combinable with other offers.

Guests must check that all information about their registration are correct, point out any mistake to the reception and notify any variation, such as a change of pitch, arrival/departure of people and the expected length of stay. Failure to comply with this provision will result in the full payment of the period, even of the days of absence, as well as the full payment of the tourist tax.

### **Visitors:**

The Management reserves the right to permit the entrance of visitors during day time, only on foot and with no pets, after providing at the Reception a valid identity document and for a short period of time (max 1 hour) according to the period and to the organizational needs of the campsite. Should visitors decide to stay longer than one hour, they will have to pay the entrance price as in our price list. Our guests must make sure that their visitors are authorized to enter the camping and they are held as responsible for their behaviour inside the campsite.

The entry to the swimming pool is strictly forbidden to daily visitors.

Is strictly forbidden the entrance to unauthorized persons. People found inside the camping without previous registration/authorization will be denounced for house-breaking as per art. 614 of the Italian penal code.

### **Car:**

Only one car is allowed for each camping pitch/accommodation. Extra cars are admitted for loading and unloading only; after that they must be parked in the outside parking area and will be charged as extra vehicles according to our price list.

The speed of the vehicles inside the camping must not exceed 5 km / now.

### **Placing:**

Campsite pitches and accommodations are assigned by the reception. For internal organizational reasons, it is strictly forbidden to change place without previous authorization from the reception. The occupation of a pitch other than the one assigned is allowed only upon written authorization of the reception.

Out of respect for the other guests, for safety reasons and in order not to spoil the typical natural beauty of a green campsite, equipments and vehicles must be placed tidily and neatly within the boundaries of the pitches or close to the accommodation.

Any additional cloth or large pieces of canvas are not accepted because of their bad environmental impact. Before placing a gazebo on the pitch, guests must take in consideration the parking space of their car and the minimum-security distance of 2 meters from the bordering pitch.

### **Check-out:**

**Departure:** on their last day of stay guests must leave the camping within the following hours:

- within 12.00 o'clock, if equipped with camper, caravan or tent;
- within 10.00 o'clock, if staying in a mobile home or apartment.

Stays after the permitted time are allowed only in exceptional cases of force majeure or if agreed in advance with the Management.

**Payment:** the full payment of the stay must be made one day before the departure or in advance if requested by the Management at its sole discretion. In case of reservation, the remaining amount must be paid not later than 2 days after arrival.

### **Animals:**

Dogs are allowed on campsite pitches (in high season they are welcome only on request and upon reservation) on condition that they are not left unattended and do not disturb other guests.

They are not allowed in the accommodation, on the beach, in the lake, in the pool, in the arena, in the children's playground, in the supermarket and in the tennis and soccer fields.

They must be kept on a leash and have to be accompanied outside the camping for their hygienic needs.

### **Security:**

According to the new anti-fire regulations, tents and caravans must be placed in the middle of the pitch, at least 1 meter far from the border, so that there will be 2 meters distance between the 2 units. Please take care that also the car must be parked on the pitch.

According to the new anti-fire laws, guests have to pay attention to their gas bottles: only one gas bottle per pitch is allowed and it is strictly forbidden to leave it in the sun. Guests have to check the gas pipe frequently.

Charcoal grilling is only allowed if a safety distance of at least 3 mt. is maintained from the nearest tent/accommodation, it does not disturb the neighbors and does not damage the grass/soil; guests have to pay the utmost attention to the fire.

### **Silent hours:**

Please respect the silence between 23.00 and 08.00 o'clock. Guests are kindly asked to keep a respectful behaviour and avoid actions, noisy activities and games that can disturb other guests.

### **Restrictions:**

it's strictly forbidden:

- to park the car, even for a short time, on other pitches (also if they are free);
- to throw dirty water in the street drains as the waters flow directly into the lake;
- to damage plants and facilities;
- to waste or misuse water;
- to use car or motorbike to move around the campsite;
- to drive inside the camping between 23.00 and 08.00 o'clock

### **Responsibility:**

Every guest must follow the rules about the **SEPARATE COLLECTION OF WASTE**, which is mandatory in our territory. Rubbish must be separated with care in each different container (glass, paper, plastic, cans, organic waste). In case of non-observance of these rules, in accordance with the Italian law, guests will have to pay a fine from € 50,00 to € 150,00.

Guests are also asked to make a proper use of the toilet facilities and to leave them in the same clean and good conditions they would like to find them.

The Management declines all responsibility for theft or damage. Guests are responsible for their own property;

The Management reserves the right to expel any guest who disregards the above mentioned rules or behave in any way that is likely to disturb the other guests. Adults are responsible for the behavior of their children and of the teen-agers who are under their care. They have to make sure that they do not disturb the quietness and the security of the campsite and of the other guests, otherwise the whole family will be expelled from the campsite.