



## PITCHES BOOKING CONDITIONS

### 1. **BOOKING CONDITIONS:**

#### DEPOSIT:

- € 50.00 (for each pitch) for stays of 5 nights
- € 100.00 (for each pitch) for stays from 6 nights
- sending by bank transfer to:  
CAMPING ORTA by Carlo Guarnori,  
BANCA GENERALI  
IBAN: IT36Z0307501603CC8000801356; BIC / SWIFT: BGENIT2T
- in the reason for the payment indicate: name and surname, type of the booked pitch and the reference period. Once the transfer has been made, the final confirmation will be sent to the guest

#### SEND PERSONAL DATA:

- copy of the valid identity documents (via e-mail) of everybody
- a mobile phone number

#### MINIMUM RESERVATION:

- weekly during the high/peak season
- minimum 5 nights in the remaining periods subject to availability and authorization from the Management

For organizational reasons, the Management reserves the right to change the reserved pitch, guaranteeing one with the same characteristics or of a higher level, respecting the customer's needs.

### 2. **TERMS OF CANCELLATION AND DEPOSIT RETURN:**

- requests for changes or booking cancellations are accepted only by e-mail ([info@campingorta.it](mailto:info@campingorta.it))
- 100% refund of the amount less the booking fee of € 15.00 for requests received up to 60 days before the expected date of arrival
- refund of 50% of the amount less the booking fee of € 15.00 for requests received between 59 and 30 days before the expected date of arrival
- no refunds for requests received between the 29th day prior to the expected date of arrival and the day of arrival
- the refund, where due, will be sent by bank transfer within 90 days from the date of cancellation

### 3. **METHODS AND TERMS OF PAYMENT:**

- we accept payments in cash, with credit cards (VISA / MASTERCARD) and debit cards
- cheques are not accepted
- for cash payments there is a 5% discount, but it cannot be combined with special prices
- the customer must show any affiliated cards at the time of check-in, otherwise the cost relating to the agreement will not be applied; these agreements cannot be combined with current offers and are valid only for standard pitches
- the total balance of the stay must be paid on the day of arrival or at the latest within the following 2 days at the following time: from 8:30 to 15:30
- in the case of late arrival and / or early departure, the entire amount relating to the reservation will be charged
- the rates are per day regardless of the time of arrival; the day of departure will also be counted if this occurs after 11:00 (maximum check-out time)

### 4. **TOURIST TAX:** € 1,00 per person per night (children up to 9 years old excluded)

### 5. **ARRIVAL AND DEPARTURE:**

- check-in<sup>1</sup>: 12:00 - 19:30
- check-out: 8:30 - 11:00
- upon arrival, the customer must present all valid identity documents
- the reserved pitch will remain available to the customer until 18:00 on the day of arrival; after this time, unless previously communication, the pitch will be available for other customers

<sup>1</sup>check-in with caravan, or with boat and trailer: from Monday to Friday before h. 17:00, Saturday before h. 11:30, for different needs, agree the arrival time with the Management

### 6. **PARKING SPACE:**

- the customer is required to park the car in the parking spaces indicated on the campsite map and not in the pitches (unless otherwise indicated by the Management) with the exception of pitches from n.

8A to n.12A for which the customer is obliged to park their car on them in order to avoid paying an additional cost

- each extra car will be subject to an additional cost as per price list

**7. GUESTS:**

Any guests (other people than those for whom the reservation was made) who wish to stay overnight in the booked pitch must be declared in advance to the Management and, if authorized, will be required to pay the fee as per the price list

**8. DAILY VISITORS:**

- visitors are not allowed without prior authorization from the Management<sup>2</sup>; the same, if authorized, will be required to present a valid identity document at the reception and to pay the amount due as per price list
- the customer is required to ensure that their visitors are in possession of the authorization of the Management and is responsible for their behavior within the campsite
- it is strictly forbidden for unauthorized persons to enter the campsite; people who will be surprised without authorization will be reported for house-breaking pursuant to art. 614 of the Italian Penal Code

<sup>2</sup>the authorization is subject to the total number of people present in the campsite, since each accommodation facility (whether hotel or camping) can accommodate a specific number of people, as stated in the license.

**9. BRACELET:**

In order to guarantee the security and a better control within the campsite, at the arrival guests will receive the bracelet of the campsite that must be worn for the whole period of the stay.

**10. PET:**

- pets are allowed in the campsite, and are subject to a cost as per price list
- the customer is required to declare their presence at the time of booking and check-in, in order to avoid unpleasant refusals upon arrival with the application of the related penalties
- dogs must always be kept on a leash and must not disturb the peace of others. They must be accompanied outside the campsite for their physiological hygienic needs; the owner must have special bags to collect any excrement left by the dog itself
- the dog can swim in the lake only if there are no children or other people in the water, in order to avoid disturbing other guests
- the customer will be held directly responsible for the behavior of his pet within the campsite and the leased facilities; in addition, any damage caused by the pet to people, things and other pets must be directly compensated by the rightful owner

**11. PRICE LIST AND CAMPING RULES:**

At the time of booking, the customer declares to have read the Price List and the Campsite Regulations and at the same time declares to accept and respect them in all their parts