



1. BOOKING CONDITIONS:

DEPOSIT:

- € 100,00/150.00 (for each accommodation) for stays up to 5 nights
- € 200.00 (for each accommodation) for stays longer than 5 nights
- by bank transfer to:
CAMPING ORTA by Carlo Guarnori,
BANCA GENERALI
IBAN: IT36Z0307501603CC8000801356
BIC / SWIFT: BGENIT2T
- in the reason of the payment indicate: name and surname, name of the booked accommodation 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 (from Thursday, Friday, Saturday)
- minimum 3 nights in the low/mid-season, subject to availability and authorization from the Management

For organizational reasons, the Management reserves the right to change the booked accommodation by guaranteeing another similar or one 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)
- 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 payment in cash, by credit cards (VISA / MASTERCARD) and debit cards
- cheques are not accepted
- for cash payments there is a 5% discount
- 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 Reception from 8:30 to 15:30
- in the case of late arrival and / or early departure, the entire amount of the whole 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 takes place after 10:00 (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-in¹: 16:00 - 19:00 (low season) / 19:30
- check-out: 8:30 - 10:00
- upon arrival, the customer must present all valid identity documents
- the booked accommodation will remain available to the customer until 19:00 on the day of arrival, after this time, unless prior notice is given, the accommodation will be available for other customers

¹check-in 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. CLEANING OF THE ACCOMMODATION:

- upon departure, the accommodation must be left in good condition
- the cost of final cleaning varies depending on the type of accommodation (see the price list)
- the kitchenette, the cleaning of the dishes and the disposal of waste in the appropriate collection areas on the campsite, are the responsibility of the customer; otherwise an additional cost will be applied for each accommodation (see the price list)

7. **PARKING SPACE:**

- the daily rate for each accommodation includes a nearby parking space, inside the campsite
- cars must be parked only in the dedicated car parking areas
- each extra car will be subject to an additional cost as per price list

8. **GUESTS:**

Any guests (other people than those for whom the reservation was made) who will stay overnight in the booked accommodation must be declared in advance to the Management and will be required to pay the amount as per price list and the tourist tax

9. **DAILY VISITORS:**

- visitors are not allowed without prior authorization from the Management²; 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 the entrance to unauthorized persons; people who will be surprised without registration/authorization will be reported for house breaking pursuant to art. 614 of the Italian Penal Code

²the 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.

10. **BRACELETS:**

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.

11. **PETS:**

- pets are allowed on the campsite, but not in all accommodations; they are subject to a cost as per price list and in the accommodations, where the presence of pet is allowed, it is absolutely forbidden to let them get on and rest on the beds and sofas
- the customer is required to declare the pet's 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 other people. 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

12. **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