



1. REGISTRATION TO PUBLIC SECURITY:

- to comply with the laws in force, anyone accessing the campsite (adults and minors) is required to present themselves at the reception with a valid identification document with a photograph
- 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

2. VISITORS AND GUESTS:

- the Management reserves the right to allow visitors and guests to enter during the foreseen daytime hours, exclusively on foot, upon delivery of an identity document, with a short-term permit (maximum 1 hour) compatibly with the period and the needs organization of the campsite. If the visitor/guest extends his visit more than one hour, he will be required to pay the rate as per price list
- therefore, visitors and/or guests are not allowed without prior authorization from the Management¹; 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 authorization from the Management and is responsible for their behavior within the campsite
- it is strictly forbidden for unauthorized person to enter in the campsite; people caught inside the campsite without authorization will be reported for house-breaking pursuant to art. 614 of the Italian Penal Code

¹the 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.

3. CAR:

- the customer is required to park the car in the car parking spaces indicated on the campsite map and not in other pitches, even if they are free, unless otherwise indicated by the Management
- the customer who will stay in a pitch included from n. 8A to n.12A, will be obliged to park their car on them, to avoid paying an additional cost
- the customer who will stay in an accommodation, has the right to park his car inside the campsite, near the accommodation itself, as indicated by the Management at the time of check-in
- the daily rate of each pitch (occupied by a tent or caravan) and accommodation includes a car parking space inside the campsite; therefore, any extra car will be subject to an additional cost as per price list

4. ACCOMMODATION:

- pitches and accommodations (bungalows and maxi-caravans) are assigned by the Management; therefore, the customer cannot absolutely move from the assigned place / accommodation
- the occupation of pitches / accommodations other than those assigned, are only allowed with the express written authorization of the Management
- for organizational reasons, the Management reserves the right to change the reserved pitch or the reserved accommodation, guaranteeing one with the same characteristics or one of a higher level, respecting the customer's needs

5. ARRIVAL / DEPARTURE:

PLACES	ACCOMMODATIONS
check-in ² : 12:00 – 19:30	check-in: 16:00 – 19:00 (low season) / 19:30
check-out: 8:30 – 11:00	check-out: 8:30 – 10:00

- 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, while the accommodation until 19:00; after these times, unless previously communicated, the pitch and / or accommodation will be available for other customers

²check-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. PETS:

- pets are allowed on the campsite, but not in all accommodations, and are subject to a cost as per price list

- the customer is required to declare the presence of pet 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
- 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

7. **SAFETY:**

The management assumes no responsibility for any damage and/or theft that guests may suffer; it is advisable to deposit the values at the reception

8. **SILENCE TIME:**

- from 14:00 to 16:00 and from 23:00 to 8:00
- at any time, it is good practice to moderate the noises that can cause disturbance and to behave in full respect of the other guests

9. **RESTRICTIONS:**

It is strictly forbidden:

- to occupy, even temporarily, with cars/motorcycles/campers/bicycles, other pitches even if they are free (it will therefore be possible to park the car only in the parking space assigned by the management)
- to drive around the campsite between 11.00 pm and 7.00 am by car
- to waste or to misuse water
- to damage vegetation or equipment
- to light fires. However, the use of the charcoal barbecue is allowed as long as: it is raised from the ground (the ground must not be damaged), is kept at a safe distance from the housing unit, does not disturb neighbors and maximum attention is paid to fire without ever leaving it unattended
- to smoke inside the rented accommodation and in the toilet blocks, common room, restaurant, bar and reception

10. **LIABILITY:**

- the local authorities have resolved that separate waste collection is mandatory and whoever fails to do so is subject to a fine ranging from € 50.00 to € 150.00. All customers are asked to collaborate using the respective bins / containers of glass, paper, plastic, tin and undifferentiated, located in various points of the campsite
- guests are required 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
- whoever is caught vandalizing the services and equipment of the campsite will be immediately expelled
- adults will be held responsible for the behavior of their children and minors under their care. They have to make sure that they do not disturb the quietness and the security of the campsite and the other guests, otherwise the whole family will be expelled from the campsite
- 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 pet must be directly compensated by the rightful owner
- the non-observance of the most basic civil rules, of the education and respect of others, towards every visitor of the campsite, will constitute a good reason for the Management to expel those who will adopt such rude conduct