



CAMPSITE RULES

RESERVATIONS:

In order to complete the reservation, Guests will be required to pay a deposit (equivalent to 30% of the total amount). In case of failure to complete the reservation, the Management will be free to cancel the reservation. The unit number will be assigned by the Management and may vary according to campsite needs.

CANCELLATION POLICY:

Cancellation 30 days prior to arrival date:	30% penalty (loss of the deposit paid)
Cancellation more than 30 days prior to arrival date:	no penalty

Guests can renounce a booked stay without losing the deposit paid up to 30 days before the arrival date. In the event that the cancellation occurs after the 30th day, the Management will keep the deposit. In case of early departure, the booked period must be fully paid, even if not used.

Once the expiry date has passed without the deposit being received, the reservation will be automatically cancelled and the offer will have an informative value only.

ARRIVALS:

Guests, upon arrival, will be asked to hand over to the reception staff the documents valid for registration (for each individual guest, including children) and will be given:

- an **identification bracelet** **to be worn compulsorily** for the entire stay
- a **CAR PASS** that must be displayed on the front window of the car

PITCHES:

Check-in will be allowed from 15 pm.

Check-out must take place by 14 pm.

The pitch number will be assigned by the Management.

Only one equipment * per pitch will be allowed.

* by equipment it is meant

a car + caravan or tent with a maximum of 6 people

or

a car or motorbike + tent with a maximum of 6 people

or

a camper with up to 6 people

Any transfer to another pitch must be authorized by the Management.

Failure to check-in, without notice, by 16 pm will result in the automatic cancellation of the reservation and will give the Management the right to reassign the pitch.

In the event that the check-out can take place after 14 pm, without the authorization of the Management, the additional cost of one night will be charged.

The day before departure, Guests will be invited to go to the reception during the opening hours of the cash desk (from 8 am to 20 pm) with their CAR PASS to settle the bill.

The booked period, even if not fully used, must be paid.

N.B.

To settle the bill, Guests are asked **not to go to the reception with their own means of accommodation** (camper / caravan) in order to avoid traffic problems.

ACCOMODATION UNITS (Bungalow and Mobile-home):

Check-in will be allowed from 16 pm to 22 pm

Guests who will arrive after Reception opening hours (from 8 am to 22 pm) are requested to communicate their arrival time by phone **no later than 21 pm** to allow for the organization of check-in with the night watchman.

Check-out must take place by 10 am on the day of departure by handing over the keys of the accommodation and the remote controls of the TV and air conditioning to the reception.

The price will include: air conditioning, electricity, water, gas and parking space for **one vehicle only**.

Upon check-in, Guests will be required to pay a security deposit of **€ 100 in cash** which will be returned upon check-out, after checking the housing unit.

The unit must be returned clean and tidy, otherwise € 30 will be charged.

In the event that the check-out should take place after 10 am, without the authorization of the Management, the additional cost of one night will be charged.

Check-out outside the scheduled times (from 8 am to 10 am) must be agreed and confirmed by the Management subject to availability and will result in a charge of 50% of the daily cost of accommodation according to the current price list.

In case of early departure, the booked period must be fully paid, even if not used.

PETS:

Inside the structure you will find numerous services (provided directly or by third parties) dedicated to dogs:

- o Veterinarian 24h (external service)
- o Dog-sitter (external service)
- o Dog area
- o Grooming (2 km)
- o Beach (150 meters)
- o Dedicated beach "Bau Beach" (4 km)

During check-in, Guests must fill in the "Declaration of Responsibility" to ensure their own and other guests' respect and safety; it is also necessary to show the dog vaccination record book.

Accommodation with pets in a Bungalow/Mobile-home requires the payment of a daily rate as per the current price list plus an additional mandatory cleaning fee of € 20 per accommodation.

Accommodation with animals on the pitch only requires payment of the daily rate as per the current price list.

Dogs - maximum 2 per housing unit/pitch - unless otherwise specifically authorized by the Management, must always be kept on a leash and, if necessary, must wear a muzzle.

For their physiological needs, they must be taken outside the campsite or to the special dog area used in the campsite. In the event that this is not possible, the owners will be required to clean up where necessary.

It is strictly forbidden to bring animals into the pool area, at the market, at the football soccer/volleyball and table tennis fields and at the playground.

It is also strictly forbidden to leave animals alone in the housing units and / or on the pitches.

HYGIENE AND CLEANING:

The bathroom groups of the campsite must be used correctly and must be left tidy and clean as they are found.

The garbage must be separated and thrown in the appropriate bins of the recycling area inside the campsite. During the check-in, the form with the timetables and specific information for the delivery of waste will be given to the Guests, according to the season.

PAYMENT:

Payment for the stay must be made within the day before departure.

Guests are required to read and observe the opening hours of the Reception and the Pay desk.

The payment receipt must be shown to the control staff at the time of check-out.

It will be allowed to settle the bill with:
cash (according to the current provision)
debit cards
credit cards (Visa, Maestro and MasterCard)

UNDER-AGE GUESTS:

Minors of age can access the campsite only if accompanied by their parents, relatives of legal age or adults who take full responsibility of them.

Otherwise, the Management reserves the right to accept **unaccompanied minors** only in the presence of a signed proxy and a copy of the identity document of a parent or legal guardian.

VISITORS:

The entry of people from outside the campsite is subject to the consent of the Management.

- o Visits to the campsite's guests will be allowed only until 20 pm
- o Upon arrival, Visitors will be required to deliver a valid identity document to the Reception
- o Access with any type of vehicle will not be allowed
- o Unaccompanied under-age guests will not be admitted
- o Visits will be free for up to one hour of stay.

After the first hour, the stay will be subjected to the payment of the daytime rate based on the seasonality and the price list in force

- o Visitors must in any case leave the campsite by 20 pm
- o From 1st July to 31st August no visits will be allowed, unless otherwise authorized by the Management

ADDITIONAL SERVICES AVAILABLE ON REQUEST:

Double bed linen	€ 11,00 per change/ on request
Single bed linen	€ 8,00 per change/ on request
Bath towel (1 big + 1 small)	€ 6,00 per change/ on request
Pool towel	€ 10,00 per change (+ € 15,00 deposit)
Campsite baby cot* (on reservation)	€ 2,00 per day (+ € 30,00 deposit)
High chair* (on reservation)	€ 2,00 per day (+ € 30,00 deposit)
Buggy* (on reservation)	€ 5,00 per day (+ € 30,00 deposit)
Hairdryer*	free/on request (+ € 30,00 deposit)
Lake gate card	free/on request (+ € 20,00 deposit)
Safe	€ 2,00 per day (+ € 30,00 deposit)
American coffee machine*	free/ on request (+ € 30,00 deposit)
Bottle warmer*	free/ on request (+ € 30,00 deposit)
2° car** (upon reservation)	€ 5,00 per day (based on availability)
Trailer** (upon reservation)	€ 10,00 per day (based on availability)
Daily guests** (after the first hour)	€ 10,00 per person (in high season from 2/07 to 20/08) € 7,00 per person (in all other periods)
E-CAR charging	1° charge free, the subsequent ones for a fee

* to be reserved at the time of booking and based on availability

** to be agreed with the management

QUIET HOURS:

From 13 pm to 15 pm and from 23 pm to 7,30 am all disturbing noises will be prohibited including the assembly and dismantling of tents and / or verandas.

The use of radios, TVs and stereos will be allowed only at a moderate volume.

INTERNAL ROADS:

It is forbidden to drive with motor vehicles between midnight and 7,30 am.

Guests will not be able to circulate inside the campsite at a speed exceeding **10 km/hour**.
If the speed limit is not respected, only mobility on foot will be allowed.

INTERNAL SECURITY:

The Management, while guaranteeing continuous surveillance, will decline any responsibility for any theft, loss and damage to things and people as well as for fires caused by Guests.

Whoever damages or steals objects belonging to the campsite will be required to pay compensation for the damage caused and to return the objects.

In case of finding lost objects, guests are asked to deliver them to the Reception.

The Management will not be liable for any damage caused by major forces such as storms, hail or other atmospheric and/or catastrophic events in general, including the fall of trees/branches and/or plant diseases.

It will be the responsibility of the Guests to ensure that the electrical and gas systems of their caravans are kept in a perfect state of efficiency.

Any infectious disease must be immediately declared to the Management.

POOL:

Access to the swimming pool and the use of umbrellas and deck chairs are for free

Access to the pool is allowed only with slippers (no shoes) by accessing the foot wash basin.

Bathing is allowed at the scheduled time (which you can find displayed at the entrance to the pool).

The swimming cap is mandatory.

The minimum temperature to use the swimming pool is 18 ° as established by the law in force.

Below this threshold the pool will remain closed and it will not be possible to access it.

The official opening date of the swimming pool is April 15th and the official closing date is September 15th.

The use of chairs and deckchairs brought from outside is not allowed.

PROHIBITIONS:

It is forbidden:

- dig "dimples" or holes in the ground
- delimit the pitches with fences or flower pots
- light fires
- damage flowers, plants and any camping equipment
- lay wires or other items between one plant and another
- wash your car or other vehicles inside the campsite
- unload the tanks of campers/caravans outside the permitted areas
- throw waste outside the special bins
- wash the dishes and do the laundry outside the provided services

The Management reserves the right to expel all people who do not respect the rules listed in the regulation.

