



CAMPING - SITE REGULATIONS

- **REGISTRATION:** On arrival at the Campsite, the Guests have to go to the Reception to check in. Each Guest has to show a valid ID or passport as required by the current legislation and take the opportunity to read the regulations of the Campsite. The Management has the right to refuse Guests who aren't able to show a proper identification or who don't comply with the regulations of the Campsite.
- **MAXIMUM CAPACITY:** You can find the maximum capacity for each kind of accommodation on the price list. The maximum capacity for the pitches is 5 persons.
- **BRACELET/CAMPSITE PASS IN THE HIGH SEASON:** During the check in in the Reception, the Staff will give each Guest a bracelet, which allows the Guests to enter the Campsite and to use the services. The bracelet has to be shown anytime in case the Staff asks to. All bracelets have to be returned in the Reception during the check out.
- **OPENING HOURS OF RECEPTION AND CASH DESK:** The Reception is open from 7 am until 23 pm. The Cash Desk is open from 8 am to 12 am and from 4 pm to 8 pm.
- **ALLOCATION OF PITCHES AND MAXICARAVAN:** The Management is entitled to give priority to the Guests' requests for a certain type of pitch or Maxicaravan, however without guaranteeing anything. The Staff has the right to change the Guests' requests, based on availability and without noticing. The price of the Maxicaravans includes just one parking place. Additional cars will be charged and they will have to park on the (unattended) parking place near the Reception. On the day of arrival the Reception guarantees the key of the Maxicaravan from 5 pm. In case of a no show, you will lose the entire deposit and the reservation will be considered as cancelled.
- **INFORMATION ABOUT THE FIRE EXTINGUISHING:** Following the Italian law, the maximum capacity of GPL tanks is 30 kg. In case of emergency the Guests can find the escape routes, fire assembly points and fire fighting guns in the Planimetry located by the toilettes, Reception, restaurant and swimming pool. It is not allowed to use gas stoves and candles as illumination.
- **ABSENCE:** The Guests have to check out in the Reception each time they leave the Campsite for one night or longer. In case of returning to the Campsite, they have to check in again. If the Guests don't check out, the period of absence will be charged. In case of an unoccupied pitch or Maxicaravan, two persons per night will be charged in addition to the price of the pitch or Maxicaravan.
- **VISITS:** All the visitors have to report themselves at the Reception and leave a valid ID or passport, otherwise they are not allowed to enter into the Campsite. Visitors have to park their car on the (unattended) parking place near the Reception. Visitors are allowed to stay in the Campsite for maximum 1 hour for free. If they stay longer, they will be charged the daily tariff per person. Visitors

are not allowed to bring pets. Visiting times: from 8 am to 9 pm. IN JULY AND AUGUST VISITORS ARE NOT ALLOWED.

- **DRIVING REGULATIONS:** Motor vehicles can't drive in and out the Campsite between 11 pm and 7 am. The Guests should only use their vehicles if really necessary. Motor vehicles must drive slowly inside the Campsite. We request the cyclists to drive slowly as well for their own and other people's safety.

- **QUIET TIMES:** Between 1 pm and 3 pm and between 11 pm and 7 am Guests can't make noise by using a radio, television, stereo, musical instrument or noise caused by big groups of people. To prevent disturbance at any time, Guests should keep the volume to a minimum at all times. Tents and caravans with verandas can't be pitched or disassembled between 11 pm and 7 am.

- **PETS:** Pets are allowed only in the "Maxicaravan Borgo Alto S (dog allowed)" with a maximum capacity of 1 animal, and in the pitch (maximum capacity 2 pets). If Guests bring pets into the Campsite they have to inform the Reception during the check in. They have to be leashed and comply to the health and hygiene regulations and the current legal requirements. Dogs have to be leashed also if taken outside the Campsite and for their hygienic walks. The owners must clean up after their pets if necessary. The Guests are not allowed to take the animals to the beach, both for health and safety reasons. Animals can't be taken to the playground, swimming pool area and all other public areas (bars, restaurants, shops, toilet facilities etc.)

- **CUSTODY OF MINORS:** The Management of the Campsite doesn't control the activities of the Guests who are staying at the Campsite. The supervision of children is the full responsibility of the parents. Also in relation to third parties or others to whom the child is entrusted, only the parents will always be responsible for their children. The Management and the owners of the Campsite are released from all responsibility regarding this matter. The parents need to make sure that their children do not cause any damage or get themselves into any risky situations, especially around the lake and in the playing area. In the swimming pool area the rules must be complied with in relation to the safety. Ball games can't be played between tents, on the roads, near parked cars, on the beach and in the swimming pool area.

- **HYGIENE:** The Campsite provides a full cleaning service, but relies on the Guests to keep it in the best possible conditions. Please note that rubbish should be collected in sealed bags and placed in the right bins between 7 am and 11 pm. Remember that a good rubbish differentiation makes an easier disposal. The Guests must use the sinks, wash basins, toilet facilities as well as washing machines, dryers and nursery in a proper way. Any damage caused by improper use has to be paid by the Guests. Please note that chemical toilets can be emptied only into the special drains at the toilet facilities. For the use of disabled toilets, the Guests can ask the key at the Reception. The Guests must keep the Campsite areas and the Maxicaravans clean and tidy and leave them in the same conditions they found them. Sheets must be used on beds in the Maxicaravans. Guests who don't have sheets can hire them at the Reception. Smoking is not allowed in the Maxicaravans. Cars can't be washed inside the Campsite.

- **FIRST-AID STATION:** The Campsite has a first aid station for an additional fee. Guests with diagnosed or suspected infectious diseases must report this

immediately to the doctor or to the Management of the Campsite. The doctor's arrival is announced through the loudspeakers.

- **INSURANCE:** The Management declines any liability for thefts, accidents, damages to persons and personal property, damages caused by storms, hail, falling trees or branches, illnesses including plant illnesses, epidemics, arsons, force majeure etc.
- **DAMAGES, REMOVALS OR LOST PROPERTIES:** The Management will not be responsible for damaged, stolen or lost properties. People who damage or take properties of the Campsite must pay for this. Guests who find other Customers' lost or forgotten properties, can return the items in the Reception.
- **DEFECTIVE EQUIPMENT:** Please inform the Management if the features don't work properly or are broken.
- **MESSAGES – MAIL:** The Reception will hand over post only to adults. If the mail has not been collected after 7 days, it will be returned to the sender. Announcements will not be made over the loudspeakers system for mail, lost properties or animals.
- **SWIMMING:** When approaching the lakeside, motorboats have to turn off the engine. Don't leave any rubber dinghies, canoes, windsurf and water motors on the beach. You also have to comply with the regulations and legislation regarding to the use of boats on the lake.
- **FIRES AND BARBECUES:** Fires can't be lit on the ground or on the beach. Guests can use barbecues, but you have to turn it off after use. Please take the necessary precautions in order not to bother your neighbors.
- **DAILY RATE AND SERVICES INCLUDED:** The total daily rate includes the price for a Maxicaravan or a pitch plus the price per person plus any extras (second car, trailer, dog, etc.). Prices are different depending on the season and are exclusive city and government taxes. In case of leaving the pitch or Maxicaravan unoccupied, two persons per night will be charged in addition to the price of the pitch or Maxicaravan. The following services are included in the price of the stay:
 - Admission to the swimming pool area and fitness center according to the timetable;
 - Deckchairs and beach umbrellas by the pools, as long as they are available;
 - Children's playground, beach volleyball, football court, table tennis;
 - Animation (according to the calendar), with day- and evening activities during the high season.
- **PITCHES:** The Guests can only pay for their stay during the Cash Desk hours. Departure has to take place between 7 am and 12 am, otherwise a full extra day will be charged inclusive the price for the persons. In case of reservation, the pitches have to be left at maximum 12 am (noon) .
- **MAXICARAVANS:** The key of the Maxicaravans must be handed in by 10 am on the day of departure. The Guests have to leave the Maxicaravan clean and tidy and in the same condition of when they found them. If this is not the case, the Guests will be charged for the cleaning costs and for any damage or missing objects. Guests staying in the Campsite after midday will have to pay the full daily rate per person. The car has to be parked on the (unattended) parking place near the

Reception. In case of delayed arrival or early departure, the Guests have to pay the total amount of the reservation.

The Management of the Campsite has the right to refuse Guests or send Guests away from the Campsite for all who don't comply with the regulations of the Campsite or whose behavior disturbs other Guests.

The Management and Staff of the Campsite wishes you a pleasant stay at Campsite Lido!