

GENERAL CAMPSITE REGULATIONS

BOOKING INFORMATION:

The reservation made is considered valid and confirmed only after receipt of the required deposit, which corresponds to 20% of the cost of the total reservation, must be sent, according to the methods provided, within 3 days from the date of booking, under penalty of cancellation of the same. By making the reservation the customer accepts the rate indicated in the same, no further discounts will be applied. As soon as the deposit is received, we will send the booking confirmation. The deposit will be refunded, less 10%, in case of cancellation with a minimum notice of 30 DAYS from the date of arrival. The cancellation of the reservation by the customer must be communicated in writing (telephone cancellations are not accepted). Only the e-mail reply from the Management confirms the cancellation of the reservation. We also remind you that, for any eventuality, it is advisable to take out insurance with an insurance company in advance.

- **CHECK-IN AND REGISTRATION OF DOCUMENTS:** Upon arrival, guests must immediately present themselves at the reception offices for the registration of documents, one for each guest, mandatory according to the provisions in force and to read the internal regulations. Guests are kindly requested to verify the correctness of the data entered and to report any errors, variations, arrivals, departures and returns of people / animals / cars. Failure to comply with this provision will result in payment also for the period of absence. The Management reserves the right not to accept Guests who do not present regular documentation or who are not personally consistent with the characteristics of the Campsite.

- **MAXIMUM OCCUPANCY:**

PITCHES: On each pitch are allowed a maximum: a car with tent, a car with caravan or a camper. Additional vehicles, or vehicles that cannot be parked on the pitch, can be parked on the upper car park and the cost of parking depends on the period, according to the price list in force at the time. It is not allowed to keep a Pitch occupied for friends / relatives by booking it in your name or using cars, chairs, tables, bicycles, etc.

MAXICARAVAN: the maximum capacity of the Maxicaravan is indicated in the information brochure and on the website, it also varies depending on the type. Each unit has only one car park included. Any other vehicles will be charged extra according to the reference price list and must be parked at the upper car park.

- **CAMPING PASS DELIVERY:** at check-in a bracelet is given to each Guest, which allows access to the Camping and internal services. The bracelet must always be worn and shown to the Staff if requested. The bracelet must be returned at the time of departure exclusively to the reception.

- **RECEPTION OPENING HOURS AND CASH DESK SERVICE:** the reception is open from 7:00 a.m. to 11:00 p.m. The Cash desk service is available at the following times: from 8:00 a.m. to 12:00 p.m. and from 4 p.m. to 8 p.m.. All Guests are required to pay the stay upon arrival. The booked period, even if not used entirely for late arrival or early departure, must still be paid (amount for the Pitch / Maxicaravan, amount per person based on the number and age of the occupants and any other extras).

- **DELIVERY OF PITCHES AND MAXICARAVANS:** it is the right of the Management to take into consideration the preference of the Customer, but not to guarantee it. The Management Staff reserves the right to change this preference, based on availability, without notice. Any other vehicles will be charged extra as per the price list, which varies according to seasonality. Second cars or trailers must be parked on the upper parking lot for a fee. Motorhomes and caravans are not allowed in the paid car park. On the day of booking we guarantee the keys of the Maxicaravans from 16:00 and the pitches from 12.00. In case of no-show, you will lose the entire deposit and the reservation will be considered canceled.

- **INFORMATION CONCERNING FIRE SAFETY:** respect the limitation of the maximum total quantity of portable LPG containers which is max 30 kg. In case of emergency, the escape routes, the collection points, the fire-fighting devices to be observed, are listed in the appropriate plans, displayed in the places of greatest concentration (management, service groups, restaurant). Respect smoking bans. It is forbidden to use candles or gas stoves for lighting.
- **CHANGES IN PRESENCE:** The Guest is obliged to always report any absence from the campsite and any return. Failure to comply with this provision will result in payment for the period of absence. Even in the case of a temporarily empty pitch or Maxicaravan, two presences per night will be counted, in addition to the reference pitch or Maxicaravan.
- **VISITS:** visitors can only be admitted at the discretion of the reception and can access the campsite only after leaving an identity document at the entrance to the staff in charge. Any vehicles of the visiting persons cannot enter the campsite and must be parked at the upper car park. The visit can last a maximum of 1 hour. After this time, the visitor must pay the daily rate of the campsite, in addition to any rate for car parking, which always varies according to the seasonality and the price list. Visiting hours: from 08:00 to 21:00. VISITS ARE NOT ALLOWED IN JULY AND AUGUST. In other different periods of the season, depending on the influx of tourists in the campsite, the management may decide to suspend visits. It is forbidden to introduce external guests, not registered inside the Camping.
- **INTERNAL TRAFFIC:** it is forbidden to circulate within the campsite with motor vehicles from 11:00 p.m. to 07:00 a.m.. On the roads of the campsite, motor vehicles must proceed at walking pace, limiting themselves to circulating only if strictly necessary. We advise cyclists to keep a moderate speed for their own safety and general safety.
- **REST HOURS:** from 1:00 p.m. to 3:00 p.m. and from 11:00 p.m. to 07:00 a.m. are strictly prohibited noises that may disturb the rest, such as those deriving from the use of radios, TVs, stereos, musical instruments, or noisy groupings. To respect the general tranquility it is necessary, even in the times of use allowed, to keep the devices at a very moderate volume. Between 11:00 p.m. and 07:00 a.m. neither tents nor caravans with verandas must be assembled or dismantled.
- **PETS:** Pets are allowed only in the "Maxicaravan Borgo Alto Green Superior (dog allowed)" with a maximum capacity of 1 animal, and on the pitch (maximum capacity 2 pets). Pets must always be kept on a leash, maximum 1.5m, in absolute compliance with health and hygiene standards and with the observance of the administrative laws in force within the terms of the law allowed. Pets must be declared immediately upon arrival. Dogs must also be kept on a leash for accompanying them outside the campsite and for their hygienic walks. The owners are required to clean. Guests of the campsite, for reasons of safety and hygiene, as well as for current legislation, *are forbidden to stop with their dogs on the beach and bathing for these. It is forbidden to bring animals inside the playground, in the swimming pool area and in the common areas such as: shops, toilets.* Pets must never be left unattended, not even on pitches or in the Housing Units. For any damage to structures or third parties, the owner of the dog in question is responsible.
- **CUSTODY MINORS:** the Camping Management does not exercise any supervision over the activities of the Guests. The custody of children, in particular, is assumed exclusively by the parents, the only responsible also towards third parties, or by other custodians, with relief from any responsibility for the managers and for the property of the Campsite. These people will ensure that children do not cause damage and do not incur dangers within the campsite, in the pool area the specific regulation must be observed. The ball game is forbidden between the tents, on the streets, on the beach and in the pool area.
- **HYGIENE RULES:** the campsite has an accurate cleaning service but trusts in the collaboration of its guests to keep it as tidy as possible. Please note that waste must be separated and thrown into tightly closed bags

in the appropriate containers from 07:00 a.m. to 11:00 p.m.. We also remember that a good separation of waste makes it less difficult to actually dispose of it. Sinks, washbasins, sinks and toilets, as well as washing machines, dryers and nurseries, must be used correctly. Any damage resulting from negligent use of the same will be charged to the Guest. Please note that chemical toilets should be emptied only in the appropriate drains, located in the various service blocks. For the use of the nursery and toilets for the disabled, guests are kindly requested to contact the reception. It is forbidden to smoke inside the Maxicaravans. Car washing is prohibited.

- **FIRST AID:** at the campsite there is a paid medical clinic. Infectious diseases or, however suspected as such, must be immediately reported to the doctor or to the Camping Management. The arrival of the doctor is announced via loudspeaker.
- **INSURANCE AND INTERNAL SECURITY:** the Management declines all responsibility for theft, accidents or damage to things and people, as it is not responsible for damage caused by storms, hailstorms, falling trees or branches, diseases, including those of plants, epidemics, fires, force majeure, etc.
- **DAMAGE, REMOVAL OR LOSS OF OBJECTS:** the Management is not responsible for any damage, removal or loss of objects owned by the Guests. Who, in any way, damages or steals objects owned by the Campsite, is required to compensate for the damage caused and to return, when possible, the objects. If the kind Guests find an object lost or forgotten by other Guests, please hand it over to the Management.
- **DISRUPTIONS:** please inform the Management of any equipment failures or disruptions within the campsite.
- **CORRESPONDENCE MESSAGES:** incoming correspondence addressed to the kind Guests is delivered at the reception to adults. After 7 days, uncollected mail is sent back to the post office. No announcements will be made to report any incoming mail. We do not make announcements with loudspeakers for the loss of objects or animals.
- **BATHING:** motorboats can approach the shore only with the engine off. Please leave the beach free from dinghies, canoes, windsurfing and jet skis. Furthermore, all the legal and administrative rules governing navigation on the lake must be observed.
- **FIRES AND BARBEQUE:** it is forbidden to light fires on the ground or on the beach. The use of the barbecue is allowed, turning it off after use. Please take the necessary precautions so as not to cause inconvenience to neighbors (e.g. smoking).
- **RATE AND SERVICES INCLUDED:** the daily rate is obtained by adding the price for the Pitch or for the Maxicaravan, which also includes parking for one car, to the rate for people, based on the number of occupants and any other extras (second car, tow, dog, etc.), depending on the season. All prices for the stay are exclusive of any municipal and / or government taxes. Even in the case of a temporarily empty pitch or Maxicaravan, two presences per night will be counted, in addition to the reference pitch or Maxicaravan. The following services are included in the price: Access to the swimming pool park and gym according to opening times and schedule; Sun loungers and umbrellas at the pools, subject to availability; Access to the children's playground and sports fields, excluding the tennis court which must be booked at reception; Entertainment service (according to calendar), with an increase in daytime activities and evening shows during high season. Charging station for electric cars: the card used to activate the electric charge must be left at the Reception after attaching and disconnecting the car. The car must be loaded at the highest possible speed. The car must be disconnected from the charge after the charge, if this is not done the reception will take responsibility for disconnecting the car from the charge without notifying the Guest.
- **PITCHES:** Guests can settle the bill only during the opening hours of the cash desk. The departure must take place between 07:00 and 12:00. Otherwise, an additional full day will be counted, i.e. the daily rate for

the Pitch and for People, whatever the time of arrival. If the pitch is booked, it will not be possible to extend the stay beyond 12:00. For pitches with stay from 04/07 to 03/09 a booking fee of € 15 is applied.

- **MAXICARAVAN:** the keys of the Maxicaravan must be returned in the morning of the day of departure by 10:00 am. The cleaning costs are mandatorily charged, regardless of the length of stay, for each Maxicaravan it is 30 €, with the exception of the Maxicaravan Borgo Alto Green Superior with dog allowed, for which the cleaning is 40 €. Kitchen cleaning is not included, which can be done by the customer or the campsite, for the cost of 15 €. Staying inside the campsite after 12:00, you pay the full daily rate for the number of people and for the car, which must be parked at the upper parking lot. The booked period, even if not used entirely due to late arrival or early departure, must still be paid.
- **ACCESS TO THE LAKE:** this access is regulated by an opening time from 7.00 a.m. to 12.00 a.m. and a closing time from 12.00 a.m. to 7.00 a.m. The opening of the gate is only possible with the Camping Pass equipped with a microchip, which is given to all guests at check-in.

IN THE INTEREST OF ALL GUESTS, THE MANAGEMENT RESERVES THE RIGHT TO REMOVE ALL THOSE PEOPLE WHO DO NOT OBSERVE THESE REGULATIONS OR WHO, WITH THEIR BEHAVIOR, JEOPARDIZE THE MAINTENANCE OF ORDER AND PEACE WITHIN THE CAMPSITE. THE MANAGEMENT AND STAFF WISH YOU A WONDERFUL STAY INSIDE THE CAMPING LIDO.