

GENERAL RULES OF THE CAMPSITE

BOOKING INFORMATION:

The booking made is considered valid and confirmed only after receiving the required deposit, which corresponds to 20% of the total booking cost, must be sent, according to the methods provided, within 3 days of the booking date, under penalty of cancellation of the same. By making the booking 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, minus 10%, in the event of cancellation with a minimum notice of 30 DAYS from the arrival date. Cancellation of the booking by the customer must be communicated in writing (cancellations by telephone are not accepted). Only the reply email from the Management confirms the cancellation of the booking. We also remind you that, for any eventuality, it is advisable to take out insurance in advance with an insurance company.

- A. CHECK-IN AND DOCUMENT REGISTRATION: upon arrival, Guests must immediately go to the reception offices to register documents, one for each Guest, which is mandatory according to the provisions in force, and to read the internal regulations. Guests are kindly requested to verify the accuracy of the data entered and to report any errors, changes, 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 to not accept Guests who do not present regular documentation or who are not personally consistent with the characteristics of the Campsite. It is strictly forbidden to bring unregistered people into the Campsite.
- B. MAXIMUM CAPACITY:

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

MAXICARAVAN: the maximum capacity of the Maxicaravan Units is indicated in the information brochure and on the website and varies depending on the type. Each Accommodation Unit has only one car parking space included. Any other vehicles will be charged extra based on the reference price list and must be parked in the upper car park

- C. CAMPING PASS DELIVERY: at check-in each Guest is given a bracelet, which allows access to the Campsite and internal services. The bracelet must always be worn and shown to the Staff upon request. The bracelets must be returned upon departure exclusively to the Reception.
- D. RECEPTION OPENING HOURS AND CASH DEPOSIT SERVICE: the reception is open from 7:00 to 23:00. The Cashier service is active during the following hours: from 8:00 to 12:00 and from 16:00 to 20:00. All Guests are required to pay for their stay upon arrival. The booked period, even if not used in full due to late arrival or early departure, must still be paid (amount for the Pitch/Housing Unit, amount per person based on the number and age of the occupants and any other extras). The entrance barrier is open from 7:00 to 24:00. From 24:00 to 07:00 it is not possible to enter or exit the Campsite, as it is forbidden to drive with any type of vehicle. The parking lot in front of the Reception (short-term parking) can be used for a maximum of 15 minutes.
- E. DELIVERY OF PITCHES AND MAXICARAVANS: The Management reserves the right to take into consideration the Customer's preference, 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 the season. Second cars or trailers must be parked in the upper paid parking lot. Campers and caravans are not allowed in the paid parking lot. On the day of booking, we guarantee the keys of the Maxicaravans starting from 4:00 pm and the pitches from 12:00 pm. In case of no-show, the entire deposit will be lost and the booking will be considered cancelled.

- F. **INFORMATION ON FIRE SAFETY:** respect the limitation of the maximum total quantity of portable LPG containers, which is max 30 kg. In the event of an emergency, the escape routes, assembly points and fire safety devices to be observed are listed in the appropriate plans, displayed in the places of greatest concentration (management, service groups, restaurant). Respect the smoking bans. It is forbidden to use candles or gas burners for lighting.
- G. **CHANGES IN PRESENCE:** The Guest is obliged to always report any absence from the Campsite and any eventual return. Failure to comply with this provision will result in payment for the period of absence. Even in the case of a Pitch or Maxicaravan temporarily empty, two presences per night will be counted, in addition to the Pitch or Maxicaravan of reference.
- H. **VISITS:** visitors may be admitted exclusively at the discretion of the Reception and may only access the Campsite after leaving an identity document with the staff at the entrance. Any vehicles of visitors may not enter the Campsite and must be parked in the upper car park. The visitor must pay the daily Campsite fee, in addition to any car parking fee, which always varies according to the season and the price list. Visiting hours: from 08:00 to 21:00. **IN JULY AND AUGUST VISITS ARE NOT ALLOWED.** In other different periods of the season, depending on the tourist influx to the campsite, the management may decide to suspend visits. It is forbidden to bring external, unregistered guests into the facility.
- I. **INTERNAL TRAFFIC:** It is forbidden to drive motor vehicles inside the Campsite from 11:00 p.m. to 7:00 a.m. On the Campsite roads, vehicles must proceed at a maximum speed of 10 km/h and only drive if strictly necessary. We advise cyclists to keep a moderate speed for their own safety and for general safety.
- J. **REST HOURS:** from 1:00 p.m. to 3:00 p.m. and from 11:00 p.m. to 7:00 a.m. any noise that may disturb rest, such as that resulting from the use of radios, TVs, stereos, musical instruments or noisy gatherings, is strictly prohibited. To respect general tranquility, it is a duty, even during permitted times of use, to keep the volume of the devices at a very moderate level. Between 11:00 p.m. and 7:00 a.m., tents or caravans with verandas must not be set up or taken down.
- K. **PETS:** Pets are allowed only in the "Maxicaravan Borgo Alto Green Superior (dog allowed)" with a maximum capacity of 2 animals as in all pitches. Pets must always be kept on a leash, maximum 1.5m, in full compliance with health and hygiene regulations and in compliance with the administrative laws in force within the legal terms permitted. Pets must be declared immediately upon arrival. Dogs must be kept on a leash even when accompanied outside the Campsite and for their hygienic walks. Owners are responsible for any cleaning required. For safety and hygiene reasons, as well as for current legislation, Campsite Guests are prohibited from staying with their dogs on the beach and bathing for them. It is forbidden to bring animals into the playground, in the swimming pool area and in common areas such as: shops, toilets. Pets must never be left unattended, not even on the Pitches or in the Housing Units. For any damage to structures or third parties, the owner of the dog in question is responsible. In Maxicaravans where they are not allowed, it is forbidden to keep animals occasionally and/or temporarily, even if kept outside the premises. Dogs are not allowed inside the common bathrooms.
- L. **CUSTODY OF MINORS:** the Campsite Management does not exercise any supervision over the activities of the Guests. The custody of children, in particular, is assumed exclusively by the parents, who are solely responsible also towards third parties, or by other guardians, with relief from any liability for the managers and for the property of the Campsite. These people will work

to ensure that the children do not cause damage or run into danger inside the Campsite, in the swimming pool area the specific regulation must be observed. Playing ball is prohibited between the tents, on the streets, on the beach and in the swimming pool area. It is mandatory to fill out the form, with consequent authorization for access to the MiniClub and the Indoor Kids Area.

- M. **HYGIENE RULES:** The Campsite has an accurate cleaning service, but relies on the collaboration of the kind Guests to keep it as tidy as possible. Please remember that waste must be separated and thrown in well-closed bags in the appropriate containers from 07:00 to 23:00. We also remind you that good separation of waste makes actual disposal less difficult. 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 remember that chemical toilets must be emptied only in the appropriate drains, located in the various service blocks. For use of the nursery and disabled toilets, kind Guests are asked to contact Reception. Smoking is prohibited inside the Maxicaravans. Car washing is prohibited.
- N. **MEDICAL CLINIC:** A paid medical clinic is available at the Campsite. Infectious diseases or those suspected of being such must be immediately reported to the doctor or to the Campsite Management. The doctor's arrival is announced via loudspeaker.
- O. **INSURANCE AND INTERNAL SECURITY:** The Management declines all responsibility for thefts, accidents or damage to property and people, as it is not liable for damages caused by storms, hailstorms, falling trees or branches, diseases, including those of plants, epidemics, fires, force majeure, etc.
- P. **DAMAGE, THEFT OR LOSS OF OBJECTS:** The Management is not responsible for any damage, theft or loss of objects owned by Guests. Anyone 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. In the event that the kind Guests find an object lost or forgotten by other Guests, please deliver it to the Management.
- Q. **DISCOMFORT:** Please inform Management of any equipment breakdowns or disruptions within the Campsite.
- R. **CORRESPONDENCE MESSAGES:** Incoming correspondence addressed to our kind Guests is delivered to adults at the Reception. After 7 days, uncollected mail is reinvented to the post office. No announcements will be made to report any incoming mail. No announcements will be made with a loudspeaker for lost objects or animals.
- S. **SWIMMING:** motorboats may approach the shore only with their engines turned off. Please keep the beach clear of dinghies, canoes, windsurfers and jet skis. Furthermore, all legal and administrative regulations governing navigation on the lake must be observed.
- T. **FIRES AND BARBECUES:** It is forbidden to light fires on the ground or on the beach. The use of barbecues is permitted, making sure to turn them off after use. Please take the necessary precautions to avoid causing inconvenience to neighbors (e.g. smoking).
- U. **PRICE AND SERVICES INCLUDED:** the daily rate is obtained by adding the price for the Pitch or 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, towing, dog, etc.), depending on the season. All prices relating to the stay are exclusive of any municipal and/or government taxes. Even if the Pitch or Maxicaravan is temporarily empty, two occupants per night will be counted, in addition to the Pitch or Maxicaravan in question. The following services are included in the stay fee: Access to the swimming pool park and gym according to the opening times and calendar; Deckchairs and umbrellas at the swimming pools, subject to availability; Access to the children's playground and sports fields, excluding the tennis and padel court, which must be booked and paid at reception, like the pavilion in the solarium area; Entertainment service

(according to the calendar), with increased daytime activities and evening entertainment during the high season. We please our Maxi caravan's guests to bring sheets and towels with. They can be reserved or rented on site subject to availability, and when booked, payment must be made in full.

- V. **PITCHES:** Guests can settle their bill only during the opening hours of the cash desk. In any case, departure must take place between 07:00 and 12:00. Otherwise, an additional full day will be charged, i.e. the daily rate for the Pitch and for the Persons, regardless of the time of arrival. If the Pitch is booked, it will not be possible to extend the stay beyond 12:00. A booking fee of €15 will be applied to pitches with a stay from 04/07 to 15/09. Night-time arrival (from 23:00) is permitted for those who have booked, with overnight parking in the upper car park, which is subject to payment based on the price list in force in that period. The level of the air conditioning and any noise must also be respected.
- W. **MAXICARAVAN:** the keys or chip of the Maxicaravans must be returned on the morning of the day of departure by 10:00. Cleaning costs are obligatorily 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. Cleaning of the kitchen is not included, which can be done by the customer or by the campsite, for a cost of €15. If you remain inside the campsite after 12:00, you will pay the full daily rate for the number of people and for the car, which must be parked in the upper car park. The booked period, even if not used entirely due to late arrival or early departure, must still be paid.
- X. **ACCESS TO THE LAKE:** this access is regulated by an opening time from 7.00 to 24.00 and a closing time from 24.00 to 7.00. The gate can only be opened with the Camping Pass equipped with a microchip, which is given to all guests at check-in.
- Y. **SERVICES INCLUDED IN THE STAY:**
- Pools: the opening of each pool follows a pre-established calendar, subject to opening and closing also based on weather conditions.
 - Sunbeds and umbrellas: free, subject to availability, until sold out. Reservations are required and subject to payment at the Reception for the Relax area/Pavilion.
 - Sports and recreational activities: access is free to playgrounds, table tennis, basketball, beach volleyball and football, gym.
 - Entertainment service

(The management reserves the right to modify, suspend or limit services and activities based on organizational needs or weather conditions).

Electric cars: Charging electric vehicles is permitted only at designated charging stations and in accordance with the instructions provided by staff. The use of other electrical outlets is prohibited.

IN THE INTEREST OF ALL GUESTS, THE MANAGEMENT RESERVES THE RIGHT TO REMOVE ANY PERSON WHO DOES NOT COMPLY WITH THESE REGULATIONS OR WHO, WITH THEIR BEHAVIOUR, DISTURB THE MAINTENANCE OF ORDER AND QUIET WITHIN THE CAMPSITE. THE MANAGEMENT AND STAFF WISH YOU A WONDERFUL STAY AT CAMPING LIDO.