

GENERAL REGULATION

- **In the interest of all Guests, the Management reserves the right to expel from the Campsite those who, in its unquestionable judgement, contravene the following Rules and Regulations or otherwise disrupt the harmony and spirit of the accommodation establishment, damaging the smooth running of community life and the interests of the accommodation complex.**

RECEPTION

- **Access to the campsite is subject to authorization by the Management.**
- To this end, guests must hand in an identity document of each individual person upon arrival for legal registration.
- Management reserves the right not to admit guests who do not present regular documentation or who are not consistent with the characteristics of the campsite.
- Entrance to the campsite with vehicles is possible from 07:00 to 23:00. Outside these hours it is therefore not possible to enter or leave the campsite with one's own vehicle, but only on foot. From 23:00 to 07:00 there is a security guard service.
- **Dogs of any size are not allowed.**
- **Minors are not allowed to enter** unless accompanied by at least one adult who is legally responsible for them and in possession of a written authorization signed by their parents.
- **Unauthorized access** involves the offence of contract fraud and the violation of: Public Security Regulations; Article 614 of the Criminal Code (trespassing); Article 633 of the Criminal Code (invasion of land and buildings); Article 624 of the Criminal Code (theft of services).
- Guests are kindly requested to check the accuracy of registrations and to promptly report any inaccuracies or changes (persons, pitch, etc.). All changes must be promptly reported to Reception. Failure to do so will also result in payment for the period of absence.
- It is strictly forbidden to bring unregistered persons into the campsite.

CAMPING PASS

- After check-in, a sheet with the details of the head of the family or -group and an identification bracelet for each member are handed out, which must be kept carefully, shown at the request of the staff and returned on departure.
- During registration, you are also given a pass sticker that must be visibly affixed to the windscreen of the car on the passenger side.
- **Wristbands must be worn** and are indispensable for any operation within the campsite (access to the pools, reception, etc.) and must be shown to the staff on duty at the entrance every time you enter the campsite.

PAYMENT & CHECK-OUT

- **Cash desk hours: 08:00 - 12:00 and 15:00 - 19:00.**
- Payment can be made on the day of arrival or one day before departure for those who have arrived at the campsite without a reservation.
- All guests who have made a reservation 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 for (amount for the pitch/accommodation unit, amount per person based on the number and age of occupants and any other extras).
- Methods of payment: ATM and credit cards accepted (except American-Express).
- Please check the daily and monthly limits with your bank to avoid any unpleasantness at the time of payment.
- Cash will only be accepted within the limits of the current regulations.
- **Check-out:**
 - **Pitches, by 12 p.m.** (8 a.m.-12 p.m.)
 - **Mobile-homes, by 10 a.m.** (8 a.m.-10 a.m.)

CANCELLATION POLICY

- A deposit is required for confirmation, to be sent by bank transfer within 20 days of the booking date.
- Any cancellation (or change) of the booking by the customer must be communicated in writing an email (cancellations by telephone are not accepted). Only the reply e-mail from the Reception confirms the cancellation/change of the reservation.
- For any type booked, Pitch or Unit, the reservation can be cancelled up to 30 days before the expected arrival date with a return of 80% of the deposit, from 29 to 21 days with a return of 60% of the deposit, from 20 to 14 days with a return of 40% of the deposit, less than 13 days the deposit is considered lost.
- We also remind you that, for any eventuality, it is advisable to take out insurance with an insurance company in advance.

DAILY RATE

- The daily rate is obtained by adding the price of the pitch or accommodation unit to the rate for each person (according to number and age) and any other extras (second car, trailer,...), depending on the season and according to the reference price list.
- All prices for the stay are exclusive of any municipal taxes.

The daily rate includes the following services:

- A parking place
- Electricity and use of sanitary facilities
- Beach access
- Access to playground and sports fields (excluding tennis and minigolf)
- Access to the swimming pool and gymnasium according to opening hours and schedule (varying according to season)
- Sun loungers and parasols by the pool (not bookable and subject to availability)
- Animation (depending on seasonality)
- Camper service

PITCHES

- The **maximum capacity** of a pitch is 5 adults.
- On each pitch a maximum of: one car with tent, one car with caravan, one camper van with car trolley.
- **Minimum crew:** 2 adults (1 adult in low season)
- **Each Pitch is only entitled to one electricity socket.**
- Pitch changes are not permitted without the approval of Reception.
- Each additional car will be charged extra and must be parked in a designated parking space, following the Reception's instructions.
- The pitch can be chosen by the customer, taking into account the instructions of the staff.
- All equipment, including vehicles, must be neatly stored within the confines of the pitch.
- It is forbidden to keep vacant pitches occupied with cars or other vehicles.
- **Nights spent at the campsite are counted**, regardless of the time of arrival, **departure** must take place **by 12 noon**. If departure occurs at a later time, the entire day will be charged.
- It is the Guest's responsibility to leave the pitch clean and tidy upon departure.

MOBILE HOMES

- The maximum capacity of the Accommodation Units is indicated on the price list and varies according to type.
- Each Unit has only one car parking space included. Any other vehicles will be charged extra according to the relevant price list and must be left at the car park in the upper area of the campsite.
- Each Guest is obliged to keep their Accommodation Unit clean and tidy.
- **It is strictly forbidden to smoke inside any mobile home.**

VISITS

- Visits are permitted at the management's discretion, subject to the organizational requirements of the campsite.
- Any vehicles of visiting persons may not enter the campsite and must be left in the unattended car park in front of Reception.
- Visitors can enter the campsite from 8 a.m. to 10 p.m.
- If admitted, visits are free of charge for a duration of less than one hour, after which they will be charged according to seasonality.
- During the **high season (July and August), visits are not permitted.**
- Campsite guests are obliged to ensure that their visitors have authorization from the management and are responsible for their behavior on the camp site.
- Should our checks reveal undeclared visitors, the Guest shall be obliged to pay the entire stay for all persons in excess at the time of the check from the day of their arrival. The Management also reserves the right to expel unauthorized persons.

DISSERVATIONS

- Please inform the Management immediately of any malfunctions and breakdowns of equipment or inefficiencies within the facility.

MINORS

- The custody of the children, in particular, is assumed exclusively by the parents, who are solely responsible also towards third parties, or by other caretakers, with relief from any responsibility for the managers and the property of the Campsite. Such persons will ensure that children do not cause damage or incur danger within the Campsite.
- Children must always be accompanied to the toilets, playground, beach and/or swimming pool by an adult person.
- Children must be supervised at all times by an adult or third-party guardian, who is directly responsible for their behavior. The Management declines all responsibility in this respect.

LOST PROPERTY, THEFT, COMPENSATION

- Objects found on the campsite should be kindly handed in at the reception.
- The guest is obliged to take care of his/her belongings.
- **No liability is accepted by the Management for lost or stolen objects or valuables.**
- The safe deposit service is carried out at Reception. Rental safes are available at the reception.
- The Management shall not be liable for damage caused by other guests, force majeure, vandalism, natural disasters, insects, epidemics, falling branches and/or plants or other causes not due to the direct negligence of the campsite staff.

MEDICAL CLINIC

- There is a medical clinic at the campsite. The doctor serves the campsite privately and his services are therefore chargeable.
- The arrival of the doctor is announced via loudspeaker.
- The service is mainly provided during the high season.
- The emergency room is active throughout the season and is located in Peschiera d/G.

ENVIRONMENT AND CLEANLINESS

- Pitches and accommodation must be kept decently clean and tidy during the stay and returned on departure.
- The campsite has a thorough cleaning service, but relies on the help of guests to keep it as clean as possible and to dispose of waste in the appropriate containers.
- Good sorting makes disposal less difficult.
- Chemical toilets must be emptied into special drains located in the various service blocks.
- For the use of the toilet facilities for the disabled, guests are kindly requested to contact Reception.
- Sinks, washbasins, toilets, as well as washing machines, dryers and nurseries must be used correctly.
- **Any damage resulting from negligent use of equipment or premises within the accommodation will be charged to the Guest.**
- It is absolutely forbidden to light fires on the ground and on the beach. Wood or charcoal barbecues (not electric) may be used instead.
- In accordance with current legislation, charcoal/wood barbecues may not be used near housing units, tents or other flammable structures (gazebos).

CIRCULATION OF VEHICLES

- Motorbikes are allowed at the discretion of the management.
- They must be parked in a designated and marked area in front of Reception.
- The maximum permitted speed within the campsite is 5 km/h.
- **The access is strictly forbidden inside the campsite with any type of vehicle between 11 p.m. and 7 a.m.**
- Cars arriving and/or departing at night must be parked in front of the car park at the entrance.
- The use of any type of motor vehicle for internal travel to the outside or vice versa during the night is prohibited, unless expressly authorized by the Management or in cases of emergency.

MOTORBOATS

- The motorboats will only be allowed to leave in the beach area reserved for them, avoiding all operations during the afternoon and night.
- Motorboat trailers must all be parked in the appropriate parking spaces (marked on the map); any other trailers (for quads, cars, jet skis,...) on their own pitch, however paying the daily rate corresponding to the period.
- A deposit of € 50.00 is required for trailers on arrival, which will be returned on departure. Only the days spent on the campsite will be counted in this way.

QUIET AND HOURS OF SILENCE

- Activities, games and the use of equipment that cause disturbance to guests in the complex must be avoided. In particular, **silence must be observed from 13.00 to 15.00** in the afternoon and from **23.00 to 07.00 at night**.
- In addition, driving with motor vehicles and the use of motor boats or jet skis are strictly forbidden during the hours of silence at NIGHT.

RESERVATION of PITCHES

- The balance is due upon arrival.
- **Access to the pitch is granted at 12 noon on the day of arrival and must be vacated by 12 noon** on the day of departure.
- Any preferences should be given at the time of booking and will be accommodated as far as possible.
- For the reservation of a pitch, € 25.00 is required as a reservation fee, which will not be deducted when the final balance is paid.
- A deposit of € 150.00 is required for booking, which will then be deducted when the final balance is paid.
- Private bathrooms can be booked together with a pitch for the same period. Those who have not booked them can request them on arrival subject to availability. Final cleaning is included, daily cleaning must be carried out by the Guest using their own cleaning equipment. The Guest may request periodic cleaning, for which an extra charge will be made.
- Arriving families waiting to enter the campsite and staying in our car park during the night will be required to leave an ID with the service staff and pay a fee of € 20.00 to use the campsite facilities such as toilets, showers, entertainment etc.

RESERVATIONS of MOBILE HOMES

- The balance is due upon arrival.
- Entry to the campsite is possible from 12 p.m.
- **Keys are guaranteed from 4 p.m.** on the day of arrival. It is not possible to enter the accommodation unit and its terrace before the keys are handed over.
- The accommodation unit must be vacated **by 10 a.m.** on the day of departure and the key together with the climate card must be handed over to the service personnel at the check-out.
- A sum of € 50.00 is required to be paid on arrival as a deposit, which will be retained if the accommodation unit is not returned clean, tidy and/or damaged in one or more parts upon departure, following an inspection by authorized personnel.
- A deposit of € 300.00 is required for the booking, which will then be deducted at the time of the final settlement. Upon receipt of this deposit, the Reservation Office will send a confirmation, which must be presented upon arrival.
- The guest personally provides for cleaning daily and on the day of departure.
- **It is not permitted to pitch tents in the vicinity of housing units.**
- On the day of departure, the accommodation must be left tidy and rubbish must be disposed of in the special ecological islands marked on the campsite map.
- The Management reserves the right to charge the customer for any damage to the inventory.
- Final cleaning is not included in the price, final cleaning can be done by deducting
- > € 40.00 from the deposit Coco Sweet, Tende Olivi, Garda, Ischia, Elba, Giglio
- > € 50,00 from the deposit: Capri, Tivolara, Creta, Cipro.
- **CHECK-IN - HIGH SEASON - Wednesday** : Capri ,Tivolara, Creta, Cipro
- - Wednesday and Saturday: Garda
- - Saturday: Elba, Giglio, Ischia, Tende Olivi - *Minimum booking 7 nights*: Coco Sweet
- - In **LOW SEASON** minimum stay and day of arrival are variable according to availability.

The Management and Staff wish you a pleasant stay at Camping Park delle Rose