



GENERAL REGULATION

WITH PAYMENT OF RESERVATION'S DEPOSIT, GUESTS AUTOMATICALLY ACCEPT THE FOLLOWING REGULATIONS

GATE OPENING TIMES: FROM 8:00am – 11:00pm

ATTENTION FOR THE 2020 SEASON IS HIGHLY RECOMMENDED BOOKING

Below are listed all the rules required by the Italian government and the Piedmont region in relation to the containment and combating the spread of the COVID-19 virus, we remind you that the guidelines below serve to ensure you and us maximum health security:

- We invite you to stay at home in the presence of fever (37.5C°) or other flu symptoms and in that case call your GP or PLS
- It is recommended to stay at home if you have been in contact with virus positive people in the previous 14 days.
- Awareness and acceptance of the fact that it is not possible to remain and that it must be declared timely if, even after entry, dangerous conditions exist (flu symptoms, onset of fever, etc..).
- Awareness and acceptance of the fact that you cannot stay if you are staying (using the same accommodation unit, etc.) with a person who is under suspicion COVID 19
- The commitment to comply with all hygienic provisions and those relating to the correct behavioural distancing measures
- Ensuring respect for interpersonal spacing (except for members of the same household) of at least one metre in all common areas
- It is advisable to always use the mask when when it is not possible to guarantee the interpersonal distance of at least one metre (except for those belonging to the same family nucleus) and when not engaged in physical activity.
- It is always compulsory to wear the mask inside the shared facilities (it can be removed once inside the shower/wc or at the sink). For those staying in mobile homes, apartments, campers and caravans equipped is highly recommended use their own toilets so as to reduce the influx into shared bathrooms.
- Children under 6 years old & disabled persons are not obliged to use a mask.
- Outside all the points of aggregation (Swimming pool, Reception, Market, Restaurant, Bar, Beach, Bathrooms etc..) or entrance/exit of the campsite are installed dispensers with sanitizing solution we invite you to always use them.
- The access to the swimming pool and the beach is free of charge but they are contingent, therefore it is compulsory to book at the reception.
- The Restaurant is active with table service, take away and delivery. As far as table service is concerned, reservations are always recommended. Delivery (delivery directly to the pitch or accommodation unit) active for lunch and dinner order before 12.00 for lunch and order before 18.00 for dinner.
- Access to the Market: 2 people maximum at the same time, with mask
- The playground for children from 0 to 6 years old is open with access for a maximum of 3 children always accompanied by parents who, in the presence of other families, are required to use the mask.
- The playground for children from 6 years old is open with access for a maximum of 6 children with the obligation to use the mask if there are other children not belonging to the same family nucleus.
- Assemblies of persons are prohibited.
- Taxi boat service: only 1 member of the family, the remaining passengers must reach the boat via the pier.

CHECK-IN FOR PITCHES: from 01.00pm to 09.30pm

CHECK-IN FOR MOBILE HOMES & APARTMENTS: from 04.00pm to 09.00pm

CHECK-IN: On arrival we ask only the head of the family (1 person) to go to the reception, the rest of the family members kindly ask to wait inside their vehicle, for those who have booked will be sent a pre-registration form to be filled in at home so as to reduce the time of registration at the reception, on arrival we ask only to show their documents for a quick check of the declared data. In case of arrival without a reservation we ask only 1 member of the family to come to the reception with all the documents of the people present (the documents are not kept at the reception but returned immediately to the customer once the registration is completed), license plate of the car and boat trolley plate if in possession.

IDENTITY BRACELET: All guests will be given an **identity bracelet**, made of hypoallergenic materials, which must be worn for the entire duration of their stay at our establishment. **If this bracelet is lost or damaged, please come to change it at reception.**

PITCHES: Upon check-in, clients will be asked to pay a deposit of € 20.00 for their camping pass, which is used to enter and exit our establishment as well as to gain access to the waste sorting centre. The deposit will be returned upon check-out when the client returns their pass.

Pitches are allocated by the Management and can only be changed subject to authorisation. With reference to the new regulations regarding fire safety, your caravan/tent must be positioned at the centre of the pitch, leaving the area between it and the next pitch free with a distance of at least one metre and maintaining a distance of at least 2m from the next caravan/tent. The fire safety regulations emphasise that maximum attention must be given to gas canisters, which must not be exposed to sunlight and must be limited to one canister per pitch. Guest must regularly check the gas connection tube, and may not use barbecues near to caravans/tents. The use of charcoal barbecues in pitches is permitted only if a safe distance is maintained.

Check-out = we ask you to pay the balance of your stay at least 2 days before departure, in order to avoid assemblages.

Any affiliated cards, such as ACSI cards, Adac Spaarkarte etc., must be presented upon arrival and **not** on the day of payment.

MOBILE HOMES: Upon check-in, a deposit of €100.00 will be requested, to be paid in cash or via Visa/Mastercard. At the time of check-out, this deposit will be returned subject to the return of the guest's pass, keys, and a check of the accommodation unit by our staff.

Dogs and/or other animals are not allowed in accommodation units and their surrounding areas.

The use of charcoal barbecues is allowed (as long as a safe distance is always maintained and the smoke is controlled) only in the gardens next to the respective accommodation units, but is not permitted on apartment balconies or Mobile home's terrace.

Check-out= the day of departure when the client is "ready" to check the mobile home we ask you to send a message via whatsapp to the number that will be communicated upon arrival, open all windows and doors at least 30 minutes before the check by our staff, leave keys and passes inside the unit on the dining table, we ask the family to wait for the control officer in the garden in front of the terrace of the mobile home in order to keep a safe distance, in case of positive control by the staff the deposit paid at check-in will be returned directly by the officer or a copy of the transfer receipt will be sent via whatsapp in case of payment by credit card.

CASH DESK: the service is available from 8:00am – 12:00pm and 04:00pm – 08:00pm. Outside of these hours, it is not possible to make payments because the check-in staff are not authorised to do it.

DAY OF DEPARTURE: Pitches must be vacated and cleaned before 12:00pm at the latest, and accommodation units before 10:00am. If this is not the case, the daily tariff will be applied. For accommodation units together with keys, receipt of the deposit must also be submitted. Accommodation units must be cleaned by the client, otherwise a relevant payment will be charged depending on the type of accommodation unit in question. All departing clients are requested to leave the campsite within the terms explain before. **Between 11:00pm and 8:00am the gates are closed, meaning that it is not possible to depart during the night.**

AN EARLY ARRIVAL DOES NOT AUTHORISE AN EARLY DEPARTURE

If, for whatever reason, the guest intends to depart earlier than the date of their booking, they must still pay for the entire duration of the stay booked.

Payment for stays at the campsite-pitches is requested at least **one day** before departure

Payment for stays in our accommodation is requested at least **two days** before departure

In case of offers/discount cards/special prices, payment must be made exclusively in **cash** (not by Credit-Card or Debit-Card)

DOGS: Dogs, cats and other animals are only permitted on pitches if:

- You possess all necessary vaccination certificates
- They do not access the beach, the green beach area, the playground, the pool, or the sanitary facilities
- They are ALWAYS kept on a lead
- They are never left unsupervised
- They are taken outside of our establishment for their "needs" and NOT to the areas designated as children's play areas and/or free pitches

WASTE SORTING: Rubbish must be taken to the campsite's waste collection centre, and must be sorted by law: we therefore invite you to comply with the mandatory waste sorting methods of our campsite, following the information given at reception which can also be found on every bin.

CHILDREN & TEEN AGERS: Adults are responsible for the behaviour of their children at all times, whether these are small children or young adolescents.

Children and young adolescents must not disturb the peace and safety of other guests. If this happens, the management reserves the right to request that the entire family leaves our establishment.

Children must always be accompanied by an adult when visiting the facilities and supervised when swimming or using the leisure facilities.

Please remember that **children under 12 years of age must be accompanied** by an adult when using the pool, even if they are able swimmers, and that this adult accepts full responsibility for their behaviour.

POOL: Please note the specific regulations, and please remember that the use of swimming hats is mandatory.

BANS

The following are absolutely forbidden:

- Occupying a free pitch with your car (even temporarily), which will incur a charge for the cost of the pitch occupied without warning from the management
- Disposal of waste water on your pitch or in the street manholes, as these flow directly into the lake
- Disposal of boiling water on the ground or in the manholes
- Parking and washing cars, camper vans and boats in the Camper Service area
- Driving around the campsite in your car or using your motorbike between 11:00pm and 8:00am
- Playing with balls on the beach, creating real football pitches
- Leaving boats, dinghies, canoes etc. on the beach

VISITORS: Clients must always request permission for any guests visiting the campsite from the reception. Guests may stay free of charge for a maximum of one hour, after which a guest tariff will be applied (this can be found on our price list – max. 6 hours).

An identity document must be provided for all guests, which will remain at reception for the duration of the visit. Guests may not leave the campsite outside the reception opening hours.

SILENCE: Between 11.00pm and 8:00am, any activity that may disturb the quiet of other campers is forbidden. It is forbidden to drive around in a car/on a motorbike, use a radio/TV, speak loudly, throw glass into the rubbish containers etc. At such times, the entry/exit barriers of the campsite will also remain closed. You are also requested not to cause large amounts of noise or play music loudly etc. during the day/evening time.

By staying at our establishment, guests accept our in-house regulations and agree to comply with them in full. Campsite staff are authorised to enforce these regulations and notify the management if these are not respected. Anybody who fails to comply with the regulations indicated here, having been invited to read and sign them, will be removed from our establishment.

Thank you *THE MANAGEMENT*