

# GENERAL REGULATION

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

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

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

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

**CHECK-IN:** Upon arrival, all guests must hand in the ID or Passport belonging to all persons present (these documents are not kept at reception but will be returned immediately to the guest once the registration process has been completed), as well as the registration plate for their vehicle, boat trailer and boat (as applicable).

**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.

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.**

**BARBECUE:** The use of charcoal barbecues is permitted only if a safe distance is maintained, both on the pitch and outside the accommodation units (forbidden on the terraces of mobile homes and on the balconies of apartments), and without disturbing the neighbours. Bonfires and any kind of open flame are forbidden.

**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:** we invite you to read the complete rules in the dedicated section, we remind you that dogs are allowed only on the pitches, they are not allowed in mobile homes and apartments. They must always be on a lead and taken outside the campsite for their needs.

**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.

**RESPONSIBILITY, SAFETY, STORAGE OF EQUIPMENT AND VALUABLES:** Given the size of the area, each guest is required to guard the objects of his property because, as in any other place, even in the tranquillity of the campsite, there is the possibility that there may be inconvenience such as: removal of objects, valuables or money, vandalism, damage to property by third parties, objects lost or carelessly left unattended. The management declines any responsibility in the event of such untoward events. The objects found within the campsite must be delivered to the reception for the fulfilment prescribed by law. The guest is responsible for the improper use of games and recreational equipment.

It is not guaranteed the operation of equipment such as stoves, electric stoves, water heaters, etc... The electricity available on the pitch is 6A (=1320W).

## **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*