



## CAMPING VILLAGE GENERAL RULES

**These regulations are presented to guests when they arrive. They are displayed in the Arrival Office and inside the campsite Pino Mare.**

**By entering the campsite, guests accept them in their entirety.**

1. Upon arrival, guests must show up for registration at our reception desk producing a valid identity card for each member of their group. The document will be kept after completing registration until check-out. Every family member will receive a camping-pass and a special identity bracelet that must be worn for the whole stay. We kindly ask you to check that registrations details are correct and to notify the reception office of any changes or if anyone should arrive or leave. The number of presences declared upon arrival will be counted for the entire period of the stay, without considering any undeclared absences.
2. Arriving guests may register from 8 a.m. to 1 p.m. and from 3 p.m. to 11 p.m. Only guests who completed check-out formalities the day before, may leave the campsite from 7 a.m. onwards.
3. Guests returning later than 11 p.m. must leave their car outside the campsite and enter on foot.
4. All guests must always respect the peace of others. During the silence hours (from 1.00 pm to 3.00 pm and from 11.00 pm to 7.00 am) the use of motor vehicles, televisions, radios, appliances, or other objects causing noise and the assembling or dismantling tents/verandas is prohibited. If necessary, the Management reserves the right to keep the entrance gates open from 1.00 pm to 3.00 pm. ON SATURDAYS AND SUNDAYS AND FOR THE ENTIRE MONTH OF AUGUST, THE EVENING SILENCE TIME MAY BE EXTENDED UNTIL MIDNIGHT.
5. At the discretion of the Management and after leaving an identification document at reception, visitors may enter the campsite for a maximum of one hour, after which they will be charged the current daily rate. Clients are kindly required to read the campsite regulations and tariff list. Anyway, visitors and daily guests of our campers are not allowed in the wellness and pool areas. Entry to the Camping Village Pino Mare is strictly forbidden to all not -authorized person, these will be expelled from the campsite and are legally punishable according to the Public Security regulations, art. No. 633-614-624 of the Italian Penal Code.
6. Guests must show up at our check-out desk for settlement the day before departure. Stays booked in advance need to be settled within three days from arrival. The cash desk is open from 8.30 a.m. to 12.30 p.m. and from 3 p.m. to 7 p.m. Payments made outside normal cash-desk opening times, will require a EURO 30 surcharge. Arrivals and departures and any changes to the stay relating to each guest must be promptly communicated to the reception. Otherwise, the price per person and the tourist tax will be calculated for the entire duration of the stay.
7. Minors must be accompanied by and share the accommodation of their parents or legal guardians. Parents or legal guardians are responsible for ensuring minors respect the campsite's rules and regulations. Minors must always be accompanied and supervised by an adult.
8. Each guest is responsible for his own personal possessions, the Campsite Management will accept in no circumstances any responsibility for losses.

9. It is absolutely forbidden to light fires inside the village and along the beach. In the entire village it is absolutely forbidden to use charcoal barbecues. However, it is permitted to use an electric and gas grill (max 5 KG) on your pitch or in the garden of the mobile home. In the common interest, guests are advised to have absolute respect for nature.
- 10. It is not permitted to connect the cable for charging electric cars to the pitch column or sockets in the living unit.**
11. There is no access to the beach between the 11 p.m. and 7 a.m.
12. For the peace and safety of the camping guests we recommend using as little as possible motorized and electrical vehicles. We kindly ask to respect a speed limit of 5 km/h. Pedestrians always have the right of way. The circulation of the vehicles is forbidden from 1 p.m. to 3 p.m. and from 11 p.m. to 7 a.m.
- 13. The use of electric scooters on the campsite is prohibited! The use of other electric mobility devices is only permitted for persons with mobility concerns, subject to authorisation by the Management. The use of non-electric scooters and hoverboards is permitted. Children under 14 may use them only under strict surveillance of an adult.**
14. Cycling is permitted throughout the campsite. Children under the age of 12 must be accompanied or supervised by an adult and a helmet is recommended.
15. Guests are invited to use the ecological waste disposal areas within the campsite and to strictly follow the instructions for sorted waste collection.
16. It is mandatory to report the presence of dogs upon arrival, which must comply with health regulations as proven by the vaccination booklet. They must always be kept on a leash and the keeper must take a muzzle. It is absolutely forbidden to introduce dogs into the toilets, the swimming pool area, and the beach, except for the area dedicated to them: LA SPIAGGIA DI DUKE.
17. The water park and the wellness, generally, open for the season on 15th May and close on 15th September, according to the weather. The Management reserves the right to close the pool due to bad weather conditions or dangerous weather situations, for reasons of extraordinary maintenance or hygiene without this giving rise to claim for compensation. Swimming pool and Wellness have a separate regulation.
18. It is absolutely forbidden to wash your car in the Camper Service area and throughout the area of the campsite.
19. The Management and the staff are not responsible for the thefts or loss which may occur inside the Camping Village Pino Mare for damages for temporary lack of gas, electricity, water supplies or technical failures on systems, for accidents caused by natural elements, such as wind, rain and similar, by falls of branches, pinecones or any other vegetable parts during or not atmospheric events, by the presence of wild animals, for accidents caused by guests and their equipment or vehicles. The Camping Village Pino Mare declines any responsibility for clumsy manoeuvres made to enter or exit pitches (crash on trees, plants, branches, fences, or shading sheets). It is advisable to take out insurance for the theft or damage, whether to equipment or natural causes.
20. Any claim must be reported to the Information desk within 24 hours from arrival. Later reporting will not be taken into consideration.
21. The campsite is covered by a Wi-Fi signal, which may vary depending on vegetation and weather conditions.
22. All pitches have a digital TV Connection with several pre-set channels. Just connect the television directly to the socket of the column and launch an automatic channel search.
23. Fitness area: the use of sports equipment is restricted to adults. The Management must not be considered responsible for the damages caused by this equipment to the person using it or to other persons.
24. The pitches can be occupied prior to the Direction consent. Pitch exchange is not allowed unless specifically permitted by the Direction. All equipment, including cars and caravans, must be tidily

placed within the pitch boundaries. Parking any motor vehicle on passageways is strictly forbidden. Invading even temporarily other pitches, even when these are free, is as well forbidden, and results in the charging of the fee for the occupied pitch.

25. Guests are informed that for each pitch only one camper can be installed or, alternatively, a caravan or a tent as well as a single vehicle (car and motorbike). For pitches, the maximum number of people allowed is 6. Guests are required to pay for all declared attendance (minimum 2 people) for the entire booking period even in the event of late arrival or early departure. The possible installation of a small "accessory" tent (Canadian, igloo, etc.) is permitted only after authorization.
26. Guests must keep their pitch clean and tidy during their stay as a sign of courtesy towards other guests and to maintain the general appearance of the campsite. Therefore, Management reserves the right to apply a pitch cleaning charge of euro 100, to those guests who do not abide by this simple rule of basic civil behaviour.
27. Guests are required to comply with all hygiene, health provided for by the laws and regulations in force, as well as the regulations adopted into the village.
28. Guests assume their own responsibility for any risk connected with any diseases or infections that the guests or their pets should contract during the stay within the village and, except in cases of wilful misconduct or negligence, exempt the camping village Pino Mare property and its staff from any liability in this regard, also renouncing right to make any claims for compensation or indemnity for any reason.

#### EMERGENCY MANAGEMENT

In the event of a serious fire within the facility, notice will be given over the camp-megaphone. Guests must reach the temporary assembly points indicated by signs in an orderly manner. At these points, the emergency team will be there to give the necessary instructions to reach the escape routes indicated in the Emergency Plan, which is hung inside the living units, toilets, offices and outside the supermarket.

In the event of other emergencies (health, serious natural events or public safety situations), contact the campsite staff via telephone, or go to Reception.

In case of emergency, immediately raise the alarm by calling +39 335 66 88 594

**ANYONE INFRINGING THESE RULES WILL BE ASKED BY THE MANAGEMENT TO LEAVE THE CAMPSITE.** The co-operation of guests towards smooth running of the Campsite, by reporting any complaints and observations to the Management, will be greatly appreciated.

Entry into the campsite entails the Guest's acceptance and full compliance with these regulations. The same is displayed on the information board and is sent to guests by email.



## BOOKING CONDITIONS

**Our accommodation units can be booked for weekly periods (Fri/Fri-Sat/Sa-Sun/Sun).**

**Pitches can be booked for weekly periods. For the days in which the booked pitch is uninhabited, the "minimum attendance" will always be charged daily, consisting of the price of the pitch plus that of two people. The guest is required to pay for all declared attendance (minimum 2 people) for the entire booked period even in the event of late arrival or early departure.**

**In low season (periods A/B) minimum stay 2 nights by agreement with the Management, in high and very high season (periods C/D) minimum stay 7 nights.**

1. Prices are per night. Prices of mobile homes include gas, electricity, SAT-TV, dishware, bedlinen, hot and cold water, 1 beach umbrella + 2 sun loungers, entry to the swimming pool, VAT, air conditioned with clima- card for 10 hours per day. The clima- card is rechargeable at euro 2.00 per hour, residue money will not be reimbursed. Pitch prices include electricity, hot and cold water, 1 beach umbrella, entry to the swimming pool and VAT.
2. Prices mobile homes do not include parking lot, bathroom linen, final cleaning (required euro 58).
3. It is possible to book through our web site. For the validity of the booking, guests will be required to pay a confirmation deposit. Payment can be made by VISA or Master Card (only on our website) or bank transfer, the specific registration number assigned is always to be mentioned.
4. Once received our staff's confirmation, the booking will be considered valid and binding at receipt of the deposit that will amount to 1/3 of the total sum; Guests will receive an e-mail confirming their booking.
5. Cancellation policies change, depending on the rate chosen at the time of booking. We encourage our guests to review all proposed conditions before finally confirming their booking. Guests who interrupt a stay that has already begun will not be refunded.
6. **Arrival and departure times: pitches: arrival from 3 p.m. to 11 p.m. – departure within 12 a.m. Possible extensions of the stay can be agreed with the direction; (leaving after such limit will result in the Direction retaining one site night); mobile home arrival from 5 p.m. to 11 p.m. – departure within 10 a.m. Possible extensions of the stay can be agreed with the Direction.**
7. Payment is needed within three days from arrival. Booking will be held valid up to 10 a.m. of the day following the estimated arrival date. Arrival delay or early leaving must be immediately reported to the Direction and in any case imply the full payment of the booked period and will give the guest the right to reassign the accommodation.
8. For the mobile homes, a credit card number will be required upon arrival as a security deposit.
9. The number of people hosted in the mobile homes shall not be higher than the number of beds, except for a baby younger than 3 years old. Each pitch can host a maximum of 6 people.
10. Client must obtain pre-authorization to keep dogs inside the mobile homes.
11. Guests arriving before the check-in time are not allowed inside the camping village. The keys of each mobile homes are handed out starting from 5 p.m. of the arrival date. Guest is kindly requested to make their plans accordingly.
12. The booking confirmation attests the kind of accommodation and duration of stay, when possible, the direction will take into consideration requests for pitches or housing units selected by guests. The

Direction reserves the right to change the resource number assigned even after having received the confirmation deposit and sent the confirmation letter.

13. Guests are not allowed to exchange pitch without prior consent from the Direction.
14. The pricelist and regulation of the camping Village are integral part of the present "General terms and booking".
15. The occupation of the pitch is subject of the actual presence of persons (minimum 2 persons), in case of lack will be charged the price for one pitch with two adults per night.

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