



CAMPING REGULATION

This regulation is provided at the check-in and is displayed by the reception, in the camping area on our Website and official Facebook page.

The payment of the fee for the stay represents its full acceptance.

Information on openings (divided into high and low season) and the prices displayed by the reception and are as well available on our Website and official Facebook page.

1) ARRIVAL AND CHECK-IN

On arrival, guests shall go directly to the reception for their check-in. Each group member will have to provide a valid identification document to proceed with the due legal registration procedures, as well as the vehicle's plate number, personal phone number, email address.

The balance payment for the stay will be asked at the check-in.

Check-in time is from 10 a.m. to 16.30 p.m.

Access will not be allowed to those who won't provide the requested documents and information or the due balance payment.

The number of guests declared at the check-in will be deemed as unaltered for the whole stay, non-declared absences will not be taken in consideration. The management reserves the right to perform checks in the camping area to verify the correspondence to what was declared at the check-in.

The access of unauthorised persons will result in their expulsion and reporting for violation of the Public security regulation and of the Italian Code of Criminal Procedure, art. 614 (trespassing), 633 (invasion of private land and buildings), 624 (theft of services), as well as crime of contractual fraud.

Stays beyond the initially granted period can be agreed with the Camping Management.

In case booked guests do not arrive by 9 p.m. without notice, their booking will be cancelled without the right to be refunded.

2) CHECK-OUT

Check-out shall be by 12 a.m. Late check-out is possible only upon the Direction's prior authorisation (based on pitches' availability) and is subject to the payment of a 6€ fee if by 5 p.m. or 10€ if by 7 p.m.

3) PAYMENTS

It is mandatory to pay the total amount for the stay at the check-in.

Guests who have provided to the payment of a 30% deposit, will have to make the balance payment at the check-in or 1 day before the check-out. Payments can be made in cash, with credit cards (American Express and Diners excluded) and debit cards.

The amount due for the tourist tax (1.50/night) for each guest will be added to the fee for the stay.

Cash desk is open from 10 a.m. to 4.30 p.m.

4) BOOKINGS

Bookings become binding for both parties with the booking request and the related confirmation though the payment of a 30% deposit, which must be made – within 3 days from receipt of the offer - on a dedicated account that will be communicated by the management during the booking phase. Once the deposit is credited, the Management will send a confirmation email.

If the deposit is not payed within the due terms, the booking will be automatically cancelled.

Bookings cannot be transferred to third parties.

5) BOOKING CANCELLING

Guests who need to cancel their booking have the right to be refunded according to the following terms:

- Cancelling within 7 days from arrival: full refunding, less a 30€ secretarial fee
- Cancelling after the 6th day from the arrival: the full amount will be deducted.

Cancelling shall be communicated exclusively to the email address info@gardaagricamper.it

In case of interruption of the booked stay or anticipated departure the corresponding amount will not be refunded.

6) MINORS

Minors must be always accommodated with and accompanied by their parents to guarantee the respect of the camping regulation. Younger guests (up to 10 years) must be ALWAYS supervised by an adult member of the family. Adults are responsible for the behaviour of their children, whose liveliness, education and necessities cannot harm the quiet and hygiene of other camping guests.

7) PETS

It is mandatory to notify in the booking request and at check-in the presence of pets, which must be compliant with sanitary rules, proven by their vaccination book. They must be kept on a leash and the owner shall always have a muzzle with. It is forbidden to bring pets in the toilets and showers facilities, as well as in the playground and in the pool area.

It is mandatory to collect pets' excrements with dedicated bags which shall be correctly disposed.

Animals not falling under the "pet" category are not allowed.

8) EXTERNAL VISITORS

Guests' visitors are welcome with prior approval from the Management and have to provide their personal ID at the reception office. Their access is allowed from 10 a.m. to 1 p.m. and from 3 to 7 p.m., always in compliance with the camping rules. Their stay is free of charge for 2 hours at most, over this limit they will be subject to the payment of a 5€ fee. Parking fee is 3€ (until full capacity).

9) QUIET HOURS

The quiet hours are set from 1 to 3 p.m. and from 11 p.m. to 8 a.m. (in August, from midnight to 8 a.m.)

During these span is forbidden to use motor vehicles, TVs, radios, conditioning appliances, and/or any other object/tool that can make noise; it is besides forbidden to assemble/disassemble tents as well as to use the playground, the pool and to have noisy gatherings.

10) BICYCLES

It is allowed to ride bicycles in the camping area. Kids under 12 years must be accompanied by an adult. Helmets are strongly recommended to both adults and children.

11) Wi-Fi

Wi-Fi is available in the camping area; the signal can change based on the weather conditions and the surrounding vegetation.

12) ELECTRIC ENERGY

The electric columns provide up to 3 ampere; it is therefore forbidden to use electrical equipment that absorb more than this amount of energy. Energy absorption beyond the set limit can cause temporary or even permanent energy interruptions in the camping area.

Guests that cause these damages will have to provide compensation both to the Property and to other guests. Guests are responsible for their vehicles' electrical system to be compliant with the law and perfectly efficient.

13) ACCESS TO POOL

The pool is open from April 15 to September 30, from 9 a.m. to 1 p.m. and from 2.30 to 7 p.m. (depending on weather conditions). The Management reserves the right to close the pool area any time in case of adverse or dangerous weather conditions, for extraordinary maintenance or hygienic interventions without this to be a cause for claiming refunding.

To guarantee proper hygiene, pool can be accessed only wearing a swim cap. In case guests do not have their personal one, they can buy it at the reception office.

Access is allowed to adults and children only if accompanied and constantly supervised by at least one of their parents. Parents with underage children release the camping Management and staff from any responsibility related to accidents caused from the lack of supervision from parents.

14) RESTRICTIONS

It is forbidden to:

- Dig holes and/or channels in the ground;
- Damage the vegetation;
- Pour oils, fuels, boiling, salty or waste liquids on the ground;
- Wash cars, campers, trailers in the camping area;
- Wash tableware and linen outside the dedicated sinks located nearby the toilet facilities;
- Waste or improperly use water;
- Tie and/or anchor any object to trees/vegetation;
- Pull ropes at head height or install any object/appliance that may potentially cause a danger or hinder the free circulation;
- Carry out any commercial activity in the camping area.

15) OBLIGATIONS

Guest must:

- Keep their pitch clean and tidy during the whole stay respecting other guests and for the sake of the camping's decorum;
- Properly use waste collectors located by the camping's entrance; it is forbidden to leave waste and waste bags outside them;
- Respect hygienic and sanitary rules foreseen by law and regulations in force, as well as the Camping's internal regulation;
- Give to the staff any possible lost object found in the camping area.

In the toilet and shower facilities:

- Keep it clean and tidy;
- DO NOT throw into the toilet/ flush any object or material different from toilet paper; dedicated bins must be properly used;
- Inform the Management immediately in case of damages, malfunctions and need for urgent maintenance.

Garda Agricamper's Management reserves the right to charge guests with the repair costs for damages they may cause to hygienic facilities.

16) MISCELLANEOUS

Garda Agricamper's Management and staff are not liable for possible thefts or losses in the camping area, for temporary or permanent electric and/or water interruptions or technical damages to plants and possible damages they may cause to the vehicles in the area, nor for damages caused by weather events, falling of branches, pine cones or other plant materials, presence of wild animals nor accidents caused by other camping guests and their vehicles and equipment.

Garda Agricamper's Management declines any responsibility for damages to people or objects caused by other guests' vehicles manoeuvres in the camping area. Guests who damage the camping's facilities and plants will be charged with the full cost of the reparation. We suggest, therefore, to activate an insurance covering this kind of damages.

Any complaint shall be notified at our reception office within 24 from the arrival, after this term they will be no longer taken in consideration.

Garda Agricamper's Management and staff have the right to drive away any guest/family group that may make other guests uncomfortable with their behaviour, noise and, more in general, those that do not respect the present regulation. Expelled guest do not have the right to be refunded under any circumstance.

Guests bear any risk connected to possible diseases or infections that can be transmitted by other guests or their pets during the stay in the camping area and raise the Management and the staff from any related liability, giving up from the very beginning claims or compensations on any terms.

Garda Agricamper's Management and staff are not liable for any possible damage to people or things occurred during night walks (11 p.m. – 8 a.m.) in the camping area, thefts or damages caused by other guests.

NON COMPLIANCE WITH EVEN JUST ONE OF THE RULES LISTED IN THIS DOCUMENT REPRESENT SUFFICIENT REASON FOR GUESTS TO BE DRIVEN AWAY FROM THE CAMPING AREA.