

REGULATION

PART ONE: RESERVATIONS / CANCELLATIONS

1/A RESERVATIONS

RESERVATIONS MUST BE MADE BY EMAIL. IT ACQUIRES A BINDING VALUE FOR BOTH PARTIES THROUGH:

- THE RESERVATION REQUEST AND RELATED CONFIRMATION
- PROVIDED REQUESTED INFORMATION/DATA, AND
- PAYING A DEPOSIT CALCULATED ONLY BASED ON THE NUMBER OF NIGHTS OF STAY (OTHER COSTS WILL BE CALCULATED AT THE TIME OF CHECK-IN). ASKING FOR A BOOKING GARDA AGRICAMPER WILL SEND YOU A RESERVATION FORM CONTAINING ALL INFO NEEDED TO MAKE A BOOKING

STAYS BEYOND THE INITIALLY AGREED PERIOD CAN BE AGREED WITH THE MANAGEMENT.

THE RESERVATION IS HELD FOR 3 DAYS WAITING FOR THE REQUESTED DATA AND THE PAYMENT OF THE DEPOSIT . IF THE INFORMATION AND THE PAYMENT ARE NOT RECEIVED ON DUE TIME (3 DAYS), THE REQUEST WILL BE AUTOMATICALLY CANCELLED. FOR RESERVATION REQUESTS MADE WITHIN 3 DAYS OF THE DESIRED DATES, OR DURING HIGH SEASON, OR LONG WEEK-END. OR MID-WEEK HOLIDAYS, THE WAITING TIME IS 24 HOURS.

UPON RECEIPT OF THE DEPOSIT, A CONFIRMATION EMAIL WILL BE SENT BY THE MANAGEMENT.

1/B CANCELLATIONS

GUESTS WHO CANCEL THEIR RESERVATION ARE ENTITLED TO A REFUND OF THE DEPOSIT PAID, IN THE FOLLOWING TERMS:

- WITHIN 7 DAYS FROM THE ARRIVAL DATE, THE AMOUNT WILL BE REFUNDED, FROM WHICH A FEE OF €35 WILL BE WITHHELD AS ADMINISTRATIVE FEE AND BANK COSTS.
- FROM THE 6TH DAY FROM THE ARRIVAL DATE, THE FULL AMOUNT PAID WILL BE WITHHELD.

COMMUNICATION OF CANCELLATION OF THE RESERVATION MUST BE SENT EXCLUSIVELY BY EMAIL, TO THE ADDRESS: INFO@GARDAAGRICAMPER.IT

EARLY INTERRUPTION OF THE STAY, REQUESTS FOR EARLY DEPARTURE AS COMPARED TO THE INITIAL BOOKED PERIOD OR **BOOKING CANCELLATIONS OUTSIDE THE TERMS ABOVE**, NO MATTER THE REASON, **DO NOT GIVE THE RIGHT TO ANY REFUND.**

PART TWO: PAYMENT FOR THE STAY

2/A PAYMENT TIMES AND METHODS

PAYMENT FOR THE ENTIRE STAY IS MANDATORY AT THE TIME OF CHECK-IN AT RECEPTION.

GUESTS WHO HAVE PAID A DEPOSIT FOR THEIR STAY, CAN PAY THE BALANCE AT THEIR ARRIVAL OR THE DAY BEFORE DEPARTURE.

PAYMENT CAN BE MADE IN CASH OR WITH CREDIT CARDS AND DEBIT CARDS (BANCOMAT). THE COST OF THE DAILY TOURIST TAX WILL BE ADDED TO THE TOTAL AMOUNT FOR EACH MEMBER OF THE HOUSEHOLD FROM THE AGE OF 15 ONWARD.

PART THREE: ARRIVAL/ DEPARTURES

3/A CHECK-IN

CHECK-IN CAN BE MADE:

- **LOW SEASON:** FROM 11 TO 12:30 A.M. AND FROM 2 TO 7 P.M.
- **HIGH SEASON:** FROM 11 TO 7 P.M.

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 AND EMAIL ADDRESS.

THE BALANCE PAYMENT FOR THE STAY WILL BE ASKED AT THE CHECK-IN.

IN CASE OF IMPEDIMENTS PREVENTING THE GUESTS' ARRIVAL BY CHECK-IN TIME, UNLESS AGREED WITH THE MANAGEMENT, THE RESERVATION WILL BE CANCELED WITHOUT ANY RIGHT TO A REFUND.

ENTRY WILL NOT BE PERMITTED TO ANYONE WHO DOES NOT PRESENT THE REQUIRED DOCUMENTS. THE NUMBER OF PRESENCES DECLARED UPON ARRIVAL WILL BE COUNTED FOR THE ENTIRE PERIOD OF STAY, WITHOUT TAKING INTO ACCOUNT ANY ABSENCES NOT DECLARED.

THE MANAGEMENT RESERVES THE RIGHT TO CARRY OUT CHECKS INSIDE THE CAMPSITE IN ORDER TO VERIFY THE EXACT CORRESPONDENCE WITH WHAT WAS DECLARED AT THE TIME OF CHECK-IN. ACCESS TO AND PRESENCE IN THE CAMPSITE OF PERSONS NOT PREVIOUSLY AUTHORIZED BY THE MANAGEMENT WILL RESULT IN REMOVAL FROM THE CAMPSITE AND REPORTING FOR VIOLATION OF THE PUBLIC SAFETY REGULATIONS AND OF THE ITALIAN PENAL CODE, ARTICLES 614 (VIOLATION OF DOMICILE), 624 (THEFT OF SERVICES) AS WELL AS THE CRIME OF CONTRACTUAL FRAUD. GUESTS WILL BE GIVEN A SUMMARY MEMORANDUM ON THE SERVICES AVAILABLE IN THE CAMPSITE AND ON SOME FUNDAMENTAL RULES FOR PEACEFUL COEXISTENCE (MORE EXPLAINED IN THE VARIOUS POINTS OF THESE REGULATION).

3/B CHECK-OUT

CHECK-OUT IS EXPECTED BY 11 AM.

A LATE CHECK-OUT IS ALLOWED. THE TERMS OF STAY FOR LATE CHECK-OUT ARE DISPLAYED AT RECEPTION, ON OUR PRICE LIST AND ON OUR WEBSITE.

PART FOUR: GENERAL RULES OF STAY

4/A 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.

4/B EXTERNAL VISITORS

CAMPING GUESTS' EXTERNAL 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 AM TO 1 PM AND FROM 3 PM TO 8 PM., 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 FEE AS DESCRIBED IN OUR PRICE LIST. PARKING FEE INSIDE THE CAMPING FACILITY IS PROVIDED IN THE PRICE LIST AS WELL.

4/C PETS

IT IS MANDATORY TO NOTIFY THE PRESENCE OF PETS (DOGS, CATS) IN THE BOOKING REQUEST AND AT THE CHECK-IN. PETS MUST BE COMPLIANT WITH SANITARY RULES, PROVEN BY THEIR VACCINATION BOOK. DOGS MUST BE KEPT ON A LEASH AND THE OWNER SHALL ALWAYS HAVE A MUZZLE WITH. FOR LARGE AND MOLOSSOID DOGS, IT IS ALWAYS MANDATORY TO WEAR A MUZZLE. IT IS FORBIDDEN TO BRING PETS IN THE TOILETS AND THE SHOWER FACILITIES, AS WELL AS IN THE PLAYGROUND AND IN THE POOL AREA.

IT IS MANDATORY TO COLLECT PETS' EXCREMENT WITH DEDICATED BAGS, WHICH SHALL BE CORRECTLY DISPOSED. OWNERS OF DOGS THAT BARK OFTEN AND DISTURB THE COMMON PEACE BOTH DAY AND NIGHT WILL BE ASKED TO LEAVE THE CAMPSITE.

ANIMALS NOT FALLING UNDER THE "PET" CATEGORY ARE NOT ALLOWED IN THE FACILITY.

4/D QUIET HOURS

THE QUIET HOURS ARE SET FROM 1 TO 3PM AND FROM 11 PM TO 8 AM (IN AUGUST FROM MIDNIGHT TO 8 AM). DURING THESE TIME SPANS IT 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.

4/E ELECTRIC ENERGY

ELECTRIC COLUMNS AVAILABLE IN THE PITCHES PROVIDE UP TO 3 AMPERE; IT IS THEREFORE FORBIDDEN TO USE ELECTRICAL EQUIPMENT THAT ABSORBS 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.

4/F 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.

4/G WI-FI

WI-FI IS AVAILABLE IN THE CAMPING AREA. THE SIGNAL CAN CHANGE BASED ON THE WEATHER CONDITIONS AND THE SURROUNDING VEGETATION.

4/H ACCESS TO THE POOL

THE POOL IS OPEN FROM MID-MAY TO SEPTEMBER 30TH. ACCESS HOURS ARE DISPLAYED ON A BOARD AT THE POOLSIDE. OPENING/CLOSING DATES AND HOURS ARE ALWAYS BASED ON WEATHER CONDITIONS, THEREFORE THE MANAGEMENT RESERVES THE RIGHT TO CLOSE THE POOL IN CASE OF UNFAVORABLE/ DANGEROUS WEATHER CONDITIONS, AS WELL AS FOR EXTRAORDINARY MAINTENANCE OR HYGIENE INTERVENTIONS, WITHOUT THIS TO BE A CAUSE FOR CLAIMING ANY REFUND.

PART FIVE: RESTRICTIONS AND OBLIGATIONS

5/A RESTRICTIONS

IT IS FORBIDDEN TO:

- DIG HOLES AND/OR CHANNELS IN THE GROUND
- DAMAGE THE VEGETATION
- POUR OILS, FUELS, BOILING, SALTY OR WASTE LIQUIDS IN THE GROUND;
- WASH VEHICLES 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 (ESPECIALLY OUTSIDE OWN PITCH)
- HANG EXCESSIVE QUANTITIES OF LAUNDRY OUT OF OTHER GUESTS' RESPECT AND FOR THE DECORUM OF THE CAMPSITE ITSELF
- PULL ROPES AT HEAD HEIGHT OR INSTALL ANY OBJECT/ APPLIANCE THAT MAY POTENTIALLY CAUSE A DANGER OR HINDER FREE CIRCULATION
- CARRY OUT ANY COMMERCIAL ACTIVITY IN THE CAMPING AREA

5/B OBLIGATIONS

GUESTS MUST:

- KEEP THEIR PITCH CLEAN AND TIDY DURING YOUR ENTIRE STAY OUT OF RESPECT FOR ALL GUESTS AND FOR THE DECORUM OF THE CAMPSITE ITSELF
- USE THE WASTE CONTAINERS PLACED AT THE CAMPSITE ENTRANCE PROPERLY; IT IS FORBIDDEN TO LEAVE BAGS OUTSIDE THEM
- COMPLY WITH ALL HYGIENE AND HEALTH RULES FORESEEN BY CURRENT LAW AND REGULATIONS IN FORCE, AS WELL AS BY THE CAMPING'S INTERNAL REGULATION
- DELIVER ANY LOST OBJECTS FOUND INSIDE THE PROPERTY TO THE MANAGEMENT

IN THE TOILETS AND SHOWER FACILITIES IT IS MANDATORY TO:

- KEEP THE TOILETS AND SHOWERS CLEAN AFTER USING THEM
- DO NOT THROW OBJECTS OF ANY KIND IN THE TOILET BUT USE THE APPROPRIATE BINS
- REPORT ANY MALFUNCTION OR NEED FOR URGENT MAINTENANCE TO THE MANAGEMENT

THE MANAGEMENT RESERVES THE RIGHT TO CHARGE GUESTS FOR THE COST OF REPAIRING ANY DAMAGE THEY CAUSE TO THE TOILETS AND SHOWERS.

PART SIX: RESPONSIBILITIES

6/A

GARDA AGRICAMPER'S MANAGEMENT AND STAFF ARE NOT LIABLE FOR ANY POSSIBLE THEFT OR LOSS WITHIN THE CAMPSITE, FOR TEMPORARY LACK OF ELECTRICITY, WATER OR TECHNICAL FAILURES TO THE SYSTEMS AND ANY DAMAGE THAT THEY COULD CAUSE TO PARKED VEHICLES, FOR ACCIDENTS CAUSED BY NATURAL ATMOSPHERIC ELEMENTS, FALLING OF BRANCHES, PINE CONES OR OTHER PLANT PARTS IN CONJUNCTION WITH OR WITHOUT ATMOSPHERIC ELEMENTS, PRESENCE OF WILD ANIMALS, FOR ACCIDENTS CAUSED BY OTHER GUESTS, THEIR EQUIPMENT OR MOBILE VEHICLES.

6/B

GARDA AGRICAMPER'S MANAGEMENT AND STAFF DECLINE ALL RESPONSIBILITIES FOR DAMAGES TO PEOPLE OR THINGS CAUSED BY OTHER VEHICLES' MANOEUVRES TO ENTER OR EXIT THE PITCHES/ CAMPING AREA. GUESTS WHO DAMAGE CAMPSITE'S FACILITIES OR PLANTS WILL BE CHARGED WITH THE FULL COST OF THE REPAIR. WE THEREFORE RECOMMEND TO ACTIVATE AN INSURANCE FOR THE ABOVE DESCRIBED MATTERS.

6/C

ANY PROBLEM AND/OR COMPLAINT MUST BE MADE AT OUR RECEPTION WITHIN 24 HOURS FROM THE ARRIVAL; BEYOND THIS TERM THEY WILL NOT BE TAKEN INTO CONSIDERATION.

6/D

GARDA AGRICAMPER'S MANAGEMENT AND STAFF RESERVE THE RIGHT TO REMOVE FROM THE CAMPSITE ANY GUEST OR GROUP WHO CAUSE DISCOMFORT TO OTHER GUESTS WITH THEIR BEHAVIOUR, WITH NOISE AND, MORE IN GENERAL, THOSE WHO DO NOT RESPECT THESE REGULATIONS. GUESTS REMOVAL DOES NOT GIVE THE RIGHT TO BE REFUNDED UNDER ANY CIRCUMSTANCE.

6/E

GUESTS ASSUME ALL RISKS CONNECTED TO ANY ILLNESS OR INFECTION THAT THEY AND THEIR PETS MAY CONTRACT DURING THEIR STAY IN THE CAMPSITE AND RELEASE GARDA AGRICAMPER'S MANAGEMENT AND STAFF FROM ANY LIABILITY IN THIS REGARD, WAIVING FROM THE BEGINNING ON ANY REQUEST FOR COMPENSATION OR INDEMNITY AGAINST THEM FOR ANY REASON.

6/F

GARDA AGRICAMPER'S MANAGEMENT AND STAFF ARE NOT RESPONSIBLE FOR DAMAGES OCCURRING TO PEOPLE OR THINGS DURING NIGHTTIME WALKS (11.00 PM TO 8.00 AM) WITHIN THE CAMPING AREA, FOR ANY POSSIBLE THEFT OF OBJECTS AND VALUABLES, FOR DAMAGES CAUSED BY OTHER GUESTS.

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FAILURE TO COMPLY WITH EVEN ONE RULE IN THIS REGULATION MAY BE SUFFICIENT REASON FOR REMOVAL FROM THE CAMPSITE(OF ONE GUEST OR THE ENTIRE GROUP).

THIS DOCUMENT MAY BE MODIFIED AND/OR SOME RULES ADDED IN THE EVENT OF NEW REGULATIONS OR CHANGES. SUCH MODIFICATIONS, IF NECESSARY, WILL BE PUBLISHED ON OUR WEBSITE AND SOCIAL PAGES.

COMPLYING WITH THE RULES MEANS AVOIDING MISUNDERSTANDINGS, BEING SAFE AND ENJOYING YOUR HOLIDAY IN PEACE.

GUESTS AUTOMATICALLY ACCEPT THIS REGULATION IN FULL AT THE TIME OF CHECK-IN.

The Management of GARDA AGRICAMPER