

## Frequently asked questions

### **Which are the arrival times if I have booked an accommodation? And what if I arrive in the evening ?**

The accommodations are available from 16 o'clock until 20 o'clock. In case of early arrivals is it possible to use all other facilities of the village while waiting for your accommodations.

If you arrive after 20 o'clock you must notify the reception and the check-in must be made within 9 o'clock of the following day.

### **At which time are the pitches available?**

The pitch will be available from 12 o'clock, when the pitch is free can be assigned earlier. It's not possible to enter on the pitch while silence hours, from 14 o'clock until 16 o'clock and from 1 o'clock until 7 o'clock.

### **How and when is it possible to settle the payment?**

In case the amount is lower than €3.000,00 it is possible to pay by credit card or cash, otherwise we can accept only credit card. The payment has to be settled before arrival or during the check-in, in the opening hours of the cashier desk (9 -12 and 16 - 19).

### **At which time I have to vacate the accommodation the day of departure?**

Accommodations have to be vacated within 9.00 am.

Pitches have to be vacated within 11.00 am.

Anyway it is possible to stay in the Village until 12.00 am, vacating the car parking.

### **At what time is it possible to depart with the car?**

From 8.00 am until 2.00 pm and from 4.00 pm until 8.00 pm. Earlier departures are allowed only from 7.00 am and only when the reception is informed.

### **Are animals allowed?**

No kind of pets are allowed.

### **Is it allowed to ride a bike in the Village?**

Yes, it's allowed to ride very slowly in the village, except from restricted and central areas.

### **How can I contact a doctor?**

You can ask the reception staff. House visits have to be payed.

In certain hours will be a doctor in the village.

**Do you have beach service (umbrellas, sunbeds..)?**

Yes, it's possible to hire umbrellas and sunbeds at our private beach. For those who have the Club card the beach service is included.

**Is there a swimming pool?**

Yes. The Camping Village has a large pool area for adults, pool for children and Jacuzzi area. Sun beds and umbrellas are freely accessible until it reaches the maximum capacity.

**In the kitchenette are the dishes?**

Yes. The accommodations are equipped with dishes, cookware, cutlery, glasses and miscellaneous tools.

**Is there the cleaning equipment? Broom, dustpan, mop ....?**

Yes, in the accommodations there are broom, dustpan and first kit bags for the recycling. Rags and sponges can be bought at the market.

**Is there animation?**

Yes. There is an animation service from the opening until closing of the Camping Village, with different activities according to children age.

**There is an animation program?**

Yes, it's exposed weekly on the notice boards in the campsite.

**Is it possible to barbecue?**

The village does not have its own barbecue, however, it is allowed to perform the barbecue with your own equipment, in your own area and with diligence.

**Which sports can be practiced?**

Inside the village there is a diving and snorkeling center. It is possible to book scuba-diving courses, windsurfing and SUP. In the camping village you will find a soccer field, beach volleyball, Boccia and table tennis.

**Where can I buy the bus tickets?**

At the gatehouse. It is open 24 hours.

**Can I book tours?**

It is possible to book excursions for boat trips to the nearby Tremiti Islands, as well as food and wine festivals in the area, for more information's you can ask the Info-point at the Village.

**What can I visit nearby the Camping Village?**

Attractions to visit are: archaeological sites, the beaches of the Costa Trabocchi, the Natural reserve of Punta Aderci, wineries, Vasto Marina, Vasto's old town.

**Do you have a safe?**

No. We have a safety deposit service (cash or credit cards).

**Is It possible to rent a bike? and if so, have they children seats?**

Yes, you can rent them at the gatehouse. There are even with the seats.

**Is it easy to find a taxi?**

For booking a taxi you can ask the gatehouse.

**Is there any laundry service?**

Yes, you can use laundry and dryer in the Laundry room of the Camping Village. Service with fee.

**Is there Internet connection? Is there any charge?**

Yes, there are free but limited Wi-Fi connections in public areas. If you want you can buy some Wi-Fi-Packages to have connection in the whole Camping Village.

**Are the pitches equipped with electricity? How many amps?**

Yes, the pitches have electricity. Every pitch has the right to a connection of 230 volts, 6 amps max.

**How large are the pitches?**

The pitches measure from 50 to 80 square meters. For choose the right pitch will help you our guide.

**Which is the difference between standard and extra pitches?**

The standard pitch is smaller than the extra, which normally measure around 8 meters x 10 meters.

**Can I park the car near the pitch or the accommodation?**

No you can't. You can drive inside with your car only on the arrival and departure day. For the entire holiday it must be parked in the allocated car parking in the camping village, fitted with artificial shading.

**Do I need a coin for the showers?**

No, the cold and hot water showers in the Camping Village are free. For the showers on the beach you need them.

**Is there a Camper Service?**

Inside the Camping is a camper service area. The service is offered exclusively to our guests who make a minimum stay of 2 nights. For external visitors the service has a cost of €20,00.