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Grotta del Saraceno Regulations

Our company aims to offer a quiet and relaxing holiday to our guests, therefore it is essential to follow some regulations.

CREW - by the term Crew is meant only the group of persons identified and declared upon arrival. The whole group will be considered as present for the whole stay(any particular requests is at Management discretion).

It is absolutely forbidden to occupy a pitch with more than six persons and / or more than one facility, although it is a caravan or a tent. People inside the Camping Village without authorization will be reported for house breaking according to the law art. 614 of the penal code.

ADMISSION - Admission to CV will be authorized by the Management. After completing registration according to law, the Guest will be given the allocated space, at management discretion, and delivered a corresponding marking (colored identifying bracelet). Guests are **required to wear their bracelets clearly visible**. In case of loss the customer is invited to go to the Management. Personal bracelets delivered upon arrival must be shown spontaneously, to control personnel whenever necessary, whenever you enter and exit the CV, at the entrance of the swimming pools and on the shuttle service to the beach. Admission into the Camping Village means for the guest to accept these regulations, rates and terms of payment.

ENTRY AND EXIT - The entries and exits from CV are allowed only from the main entrance. The entrance gate is monitored 24 hours.

MINORS UNDER 18 - Minors under 18 are not admitted without the presence of at least one parent for the whole duration of the stay. **Children under 12 years old should always be accompanied by parents while using facilities and toilets.** Parents are responsible for any damage caused by their children to people or things.

ANIMALS - No pets of any kind and size are admitted.

DEPARTURES - the guest is requested to depart according to the following timetable, otherwise there is an additional night charge:

- Lodgings must be vacated no later than 09:00 am of the departure day (consign from 16:00 until 20:00 at the arrival day).
- Pitches must be vacated within 11:00 am of the departure day (consign during the reception opening hours).

Payment should be settled according to a given timetable (from 09.00 until 12.00 am and from 16.00 until 19.00). Payment Receipt must be shown upon departure to the gatehouse attendant.

CIRCULATION - Motorized vehicles cannot circulate within the CV except for loading and unloading operations upon arrival and departure.

SILENCE - The Quiet Hours are effective from Monday until Friday from 14.00 until 16.00 and from 01.00 until 7.00. During these hours arrivals and departures, assembly or disassembly equipment, use of sound equipment, the entry, exit and circulation of any vehicle inside the CV (except for electric service vehicles) are not allowed.

USE OF FACILITIES - The customer is responsible for any damage or injuries caused while using sport equipment and facilities, recreational facilities, and even during entertainment activities. It is forbidden to play soccer, volleyball and bowls out of the special areas destined to it.

PARKING - The CV has an adjacent fenced parking area. Each legitimate guest will be assigned a parking space (at Management discretion) identified by a special badge to be shown off.

TOURS OF THE VILLAGE - With the agreement of the Management and leaving of the ID-Card in the Porter's Lodge: stay of 60 minutes is free, over you have to pay the daily rate for exteriors € 18,00 from Monday until Friday and € 22,00 for Saturday and Sunday (exit from the Village not later than 7pm)

ENVIRONMENT PRESERVATION - Cleaning the CV is entrusted to the good manners of guests; therefore customers are encouraged to use the appropriate waste containers and to maintain clean the toilets so that others can benefit from it.

WASTE COLLECTION - The CV is equipped for the collection of waste. All campers will be equipped with a special guide for the differentiation of the waste that will be collected from operators in the Village with canvassing in or conferred by the Customer to a space adjacent to the parking of camping (ecological area) according to a timetable.

A leaflet with the guidelines, available in several languages, you will be given immediately at the check-in.

ELECTRICITY - Electricity is delivered for exclusive use of lighting. It is absolutely forbidden to use household appliances, which are not proper for camping.

It is strictly forbidden to install - on metal supports, on plants or on buildings - any kind of antennas for radio or television reception without preventively agreement with the Management. The system has a power supply of 220V. The electrical

connection and its use are totally responsibility of the customer, who is required to install cables out of reach of children. These cables must respect safety standards. It is forbidden to arrange cables on pathways and to place them on plants. The staff of CV is authorized to detach any cable which is not compliant with the rules mentioned above.

The Management is not responsible for any irregularities or accidents connected to the improper use of the electrical system.

WATER - Water is a precious resource. Please use it when absolutely necessary to avoid any waste. For laundry and dishes washing there are suitable sinks which should not be confused with those intended for personal cleanliness. It is forbidden to wash cars, campers and caravans.

ACCIDENT AND THEFT - Management is not responsible for any accident concerning circulation and parking of cars. Management is not responsible for any damage to property or persons - particularly children - caused by carelessness or distraction. Management does not respond in any way for theft of items or money, for damages caused by falling trees or branches and for other damage caused by natural accidental and unpredictable disasters. The guest is responsible for the damage its equipment may cause to other people.

PROHIBITIONS - It is expressly forbidden:

- to light fires;
 - to leave dangerous waste or bulky items (refrigerators, kitchens, cabinets) which must be disposed of outside the village by the customer itself;
 - to deface, to damage and to commit acts of vandalism damaging environment, plants and building, to dig holes or channels in the ground, to spill liquid of any kind on the ground or close plants.
- Any damage caused by the person responsible may cause payment of the damages and expulsion from the CV.
- to fence with ropes, poles or anything else the space reserved to the facilities;
 - to hang clothes on the front of the main pathways;
 - to hang Wires and cords at eye level or hammock between two trees;
 - to keep on deposit more than one tank of gas;
 - to behave disrespectfully to the CV staff;
 - to dispose of waste water (coming from any source) in not designed space. There are designed stations properly indicated in the CV and / or outside of the toilets.

RESERVATION - The reservations are accepted for periods of stays for a week or several times of week (in august not less than 2 weeks) starting from Saturday 16.00 pm until Saturday 09.00 am for the structures.

Each reservation requires a deposit up to 40% of the total amount to be settled within 7 days from the booking, this sum has to be increased of € 20.00 of not refundable booking fee. **The remaining amount has to be paid upon arrival and no later than the check-in.** The reservation is binding, it implies that the full payment has to be cleared in case of early departure and / or late arrival and also in case of no show.

BOOKING CANCELLATION - RIGHT OF CANCELLATION - Cancellation has to be notified by registered mail (the postmark is going to be a prove) and the deposit will be refunded as follows:

- 70% of the paid deposit will be refunded if the registered mail is sent before the 60th day from the beginning of your stay.
- 50% of the paid deposit will be refunded if the registered mail is sent between the 59th day and the 30th day before the beginning of your stay.
- No deposit will be returned if the registered mail is sent from the 29th day before the beginning of your stay.
- The refund will not include reservation fees and postal costs. The refund will be sent within 30/10 of the current year.

RESPONSIBILITY - The Head of the Crew (pitch or fixed structure) is responsible for himself and for the crew. Rules contained in this Regulations are going to be explicitly accepted by signing the registration form, therefore, **the Head of the Crew has to read carefully the conditions before signing.**

RULES FOR GUESTS OF FIXED STRUCTURE - Prices includes electricity, water, gas and car parking (one car each fixed structure).

The guest is obliged to take care of the structure and leave it with complete equipment and cleanliness found it upon arrival.

The standard equipment for fixed structures is the following: refrigerator, cookware, dishes, glasses, cutlery, pillowcases, pillows and mattress covers.

The linen and towels for the Residence is included in the price.

It is absolutely forbidden to occupy the facilities with a number of people higher than number of beds supplied, even if they are babies.

DEPOSIT - Upon registration the customer is required to pay a sum of € 50.00 for any possible damage caused to facilities and equipment. This amount will be fully refunded upon departure after showing the deposit receipt.

DAILY ENTRY - The visits will be allowed after showing identification card and payment of the published rate.

POOL RULES - It is not necessary to book sunbeds, their use is subjected to availability and depending on number of visitors. Pool capacity is limited until its maximum is achieved. **Children under the age of 12 must necessarily be accompanied by an adult.** You are requested to use swim cap.

These Regulations will be delivered to the customer upon arrival and its signature will state its acceptance.

The staff of Camping Village is authorized to enforce it and to advise the Management whether anyone does not follow it.

According to the Management whoever does not respect these Regulations is damaging the harmony and the spirit of the Camping Village, and therefore that behavior may imply expulsion of the same guest from the village.