

Camping, general information

BOOKING PITCHES

To book a pitch, please fill in the form on our website: www.pianidiclodia.it Once booked, your place on the pitch will be assigned upon your arrival.

BOOKING AND PAYMENT

STANDARD PITCHES

For Standard Pitches in both high and low seasons, bookings can be made, with free arrival day for minimum 3 nights. No payment is required when booking a standard pitch with arrival from **25.03 to 09.07** and from **21.08 to 10.10**. The balance for your stay must be paid on site before your departure, in cash or by credit card. For high season bookings with arrival from **10.07 till 20.08**, an amount of € 100.00 is required within 2 weeks of receiving the booking confirmation. If this amount is not paid within the stated time, the booking will be automatically cancelled without further notice. The balance for your stay must be paid on site before your departure, in cash or by credit card. For Standard Pitches, guests must arrive by 5 pm on the scheduled day of arrival. In case of late arrival, please contact our booking office. Otherwise management will exercise its right to cancel the booking.

CANCELLATION

In case of cancellation of bookings with arrival between 10.07 and 20.08, our Management will retain:

- In any case, the € 100.00 fee provided to confirm the booking.

***In the event of future restrictions caused by the Covid-19 pandemic, the changes to the cancellation policies will be updated and published on the website www.pianidiclodia.it*

CLASSIC AND PLUS PITCHES

For Classic and Plus Pitches bookings can be made with free arrival day for minimum 7 nights during the whole season. No payment is required when booking with arrival from **25.03 to 20.05** and from **28.08 till 10.10**. The balance for your stay must be paid on site before your departure, in cash or by credit card. For high season bookings with arrival from **21.05 till 27.08**, an amount of € 100.00 is required within 2 weeks of receiving the booking confirmation. If this amount is not paid within the stated time, the booking will be automatically cancelled without further notice. The balance payment must be made within 4 weeks before the arrival day. If said amount is not paid within the stated time, the booking will be automatically cancelled without further notice. Payment should be made by bank payment to: GESTIONI BENACENSI SPA (further details will be provided with the booking confirmation). All bank fees are entirely paid by the guest.

CANCELLATION

In case of cancellation of bookings with arrival between 21.05 and 27.08, our Management will retain:

- In any case, the € 100.00 fee provided to confirm the booking
- In case of cancellation up to 15 days before the start of your stay, the full balance will be refunded.
- No refund is planned for cancellation after these terms

***In the event of future restrictions caused by the Covid-19 pandemic, the changes to the cancellation policies will be updated and published on the website www.pianidiclodia.it*

DELUXE PITCHES

Bookings with arrival from **25.03 to 20.05** and from **11.09 to 10.10** are possible with free arrival day for minimum 7 nights. Reservations with arrival from **21.05 to 10.09** can be made for 7 nights or multiples thereof, with a pre-set day of arrival: Saturday in Zone D, Sunday in Zone A. An amount of € 100.00 is required within 2 weeks of receiving the booking confirmation. If said amount is not paid within the stated time, bookings will be automatically cancelled without further notice. The balance payment is required within 4 weeks before the arrival day. If this amount is not paid within the stated time bookings will be automatically cancelled without further notice. Payment should be made by bank payment to: GESTIONI BENACENSI SPA (further details will be provided with the booking confirmation). All bank fees are entirely paid by the guest.

CANCELLATION

In case of cancellation of bookings, our Management will retain:

- In any case, the € 100.00 fee provided to confirm the booking
- In case of cancellation up to 15 days before the start of your stay, the full balance will be refunded.
- No refund is planned for cancellation after these terms

***In the event of future restrictions caused by the Covid-19 pandemic, the changes to the cancellation policies will be updated and published on the website www.pianidiclodia.it*

LEADING AND ROYAL PITCHES

For Leading Pitches (Zone A) and Royal Pitches (Zone C) bookings can be made with fixed arrival day on **Sunday**, for 7 nights or multiples thereof for the whole season. An amount of **€ 100.00** is required within 2 weeks of receiving the booking confirmation. If said amount is not paid within the stated time, bookings will be automatically cancelled without further notice. The balance payment is required within 4 weeks before the arrival day. If this amount is not paid within the stated time bookings will be automatically cancelled without further notice. Payment should be made by bank payment to: GESTIONI BENACENSI SPA (further details will be provided with the booking confirmation). All bank fees are entirely paid by the guest.

CANCELLATION

In case of cancellation, our Management will retain:

- In any case, the € 100.00 fee provided to confirm the booking
- In case of cancellation up to 15 days before the start of your stay, 40% of the balance is retained.
- No refund is planned for cancellation after these terms

***In the event of future restrictions caused by the Covid-19 pandemic, the changes to the cancellation policies will be updated and published on the website www.pianidiclodia.it*

ORA DI PARTENZA

Departure is before 12.00 noon. After this time a further night's stay (pitch + occupants) will be charged **regardless of the time of arrival.**

Camping

SEASONS 2021		Standard	Classic	Plus	Deluxe	Royal	Leading	PRIVATE BATH-ROOMS*	PER PERSON	CHILDREN 1-9 years
A	25.03-10.04	18,20 €	21,60 €	24,10 €	30,00 €	33,00 €	60,00 €	15,00 €	7,60 €	5,00 €
B	10.04-12.05	12,20 €	15,50 €	17,70 €	23,00 €	25,00 €	43,00 €	15,00 €	6,30 €	4,00 €
C	12.05-21.05	18,20 €	21,60 €	24,10 €	30,00 €	33,00 €	60,00 €	15,00 €	8,70 €	5,60 €
D	21.05-05.06	27,30 €	31,30 €	33,70 €	40,00 €	45,00 €	78,00 €	20,00 €	11,20 €	6,80 €
E	05.06-19.06	25,80 €	29,70 €	32,00 €	40,00 €	45,00 €	78,00 €	20,00 €	10,10 €	6,20 €
F	19.06-03.07	26,30 €	30,20 €	32,50 €	40,00 €	45,00 €	75,00 €	20,00 €	11,20 €	6,80 €
G	03.07-10.07	36,00 €	40,20 €	43,50 €	48,80 €	55,00 €	102,00 €	25,00 €	13,90 €	9,10 €
H	10.07-21.08	41,50 €	45,90 €	49,70 €	54,50 €	61,00 €	124,00 €	25,00 €	15,90 €	10,40 €
I	21.08-28.08	30,20 €	34,70 €	37,80 €	43,00 €	48,00 €	90,00 €	20,00 €	13,30 €	8,40 €
L	28.08-04.09	18,50 €	22,00 €	24,60 €	29,00 €	32,00 €	60,00 €	20,00 €	10,10 €	6,20 €
M	04.09-11.09	12,20 €	15,50 €	17,70 €	23,00 €	25,00 €	43,00 €	15,00 €	7,20 €	4,40 €
N	11.09-10.10	12,20 €	15,50 €	17,70 €	23,00 €	25,00 €	43,00 €	15,00 €	6,30 €	4,00 €

The daily rate is the price of living accommodation - including parking spot for 1 car - added to the quote per person staying at the campsite. *For special offers p. 102*
Prices are per night and in Euros. Inclusive of 10% VAT.
PRICES DO NOT INCLUDE TOURIST TAX, TO BE PAID UPON DEPARTURE.

*Subject to booking with payment in advance, daily clean not included.



Bungalow and maxicaravan, prices and general information

PAYMENT

- An amount equal to 20% of the total budgeted amount is required within 2 weeks from the booking confirmation. If said amount is not paid within the stated time, bookings will be automatically cancelled without further notice.
- Balance payment for the holiday must be made at least 4 weeks before arrival day.
- Your advanced payment will be subtracted from the total cost of the holiday, which will include all extra-services not included in the quotation.
- Your booked stay has to be paid entirely, regardless of late arrival or early departure.**

CANCELLATION

In case of cancellation, our Management will retain:

- In any case, the fee provided to confirm the booking
- In case of cancellation up to 15 days before the start of your stay, 40% of the balance is retained.
- No refund is planned for cancellation after these terms

***In the event of future restrictions caused by the Covid-19 pandemic, the changes to the cancellation policies will be updated and published on the website www.pianidiclodia.it*

METHOD OF PAYMENT

By bank transfer to GESTION BENACENSI SPA (more details will be attached to your booking confirmation). All bank charges are payable by the guest. Payments on site are possible in cash (maximum € 1999,00) or by credit card. Payments by check are not allowed.

CLEANING BEFORE DEPARTURE

Guests must leave the accommodation before 10 a.m., in the same conditions as they found them by arrival. Guests may clean by themselves or ask for the cleaning service paying € 50.00. If the final inspection will show an unsuitable cleaning, this amount will be charged to the guest in any case.

ARRIVAL AND DEPARTURE TIME

Check-in is possible from 12.00 a.m. Access to the accommodations is decided according to the season in the table below. Guests are invited to check out the day before departure during the cash desk time. Guests must leave the accommodation before 10 a.m. Guests staying at the holiday park after 12 noon will be charged the full daily rate for the number of guests and cars.

BOOKING PROCEDURE

Booking requests must be sent using the booking form on our web site www.pianidiclodia.it

FURNISHINGS

Dishware, microwave oven, satellite tv, telephone and safe deposit box, clothesline, pillows, blankets, floor cleaning tools.

WHAT YOU NEED TO BRING

Dining, kitchen, bathroom and bedroom linen.

Motorbikes not permitted.

Pets are allowed only by request in type maxicaravan Naturalgreen, Naturalgreen Garden and bungalows Virgilio Valpolicella and Lugana.

SEASONS 2021		Glamping		Bungalow				PER PERSON	
		Lux	Sky	Amore / Desiderio	Passione / Felicità	Bellavista / Torretta	Valpolicella / Lugana		Bardolino
A	25.03-10.04	66,00 €	66,00 €	57,00 €	66,00 €	110,00 €	70,00 €	64,00 €	7,60 €
B	10.04-12.05	52,00 €	52,00 €	43,00 €	52,00 €	78,00 €	57,00 €	50,00 €	6,30 €
C	12.05-21.05	78,00 €	78,00 €	66,00 €	78,00 €	130,00 €	89,00 €	76,00 €	8,70 €
D	21.05-05.06	112,00 €	112,00 €	98,00 €	112,00 €	174,00 €	130,00 €	110,00 €	11,20 €
E	05.06-19.06	104,00 €	104,00 €	90,00 €	104,00 €	160,00 €	117,00 €	101,00 €	10,10 €
F	19.06-03.07	108,00 €	108,00 €	95,00 €	108,00 €	168,00 €	126,00 €	106,00 €	11,20 €
G	03.07-10.07	148,00 €	148,00 €	125,00 €	148,00 €	232,00 €	174,00 €	144,00 €	13,90 €
H	10.07-21.08	166,00 €	166,00 €	141,00 €	166,00 €	250,00 €	199,00 €	163,00 €	15,90 €
I	21.08-28.08	133,00 €	133,00 €	112,00 €	133,00 €	220,00 €	152,00 €	130,00 €	13,30 €
L	28.08-04.09	104,00 €	104,00 €	90,00 €	104,00 €	160,00 €	117,00 €	101,00 €	10,10 €
M	04.09-11.09	63,00 €	63,00 €	54,00 €	63,00 €	104,00 €	77,00 €	61,00 €	7,20 €
N	11.09-10.10	52,00 €	52,00 €	43,00 €	52,00 €	78,00 €	57,00 €	50,00 €	6,30 €

The daily rate is the price of living accommodation - including parking spot for 1 car - added to the quote per person staying at the campsite. Prices are per night and in Euros. Inclusive of 10% VAT. Children 0-3 years: free. **PRICES DO NOT INCLUDE TOURIST TAX, TO BE PAID UPON DEPARTURE.**

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Maxicaravan

SEASONS 2021		Prestige	Superior	Giulietta	Giulietta View	Romeo	Naturalgreen	Naturalgreen garden	PER PERSON
A	25.03-10.04	143,00 €	78,00 €	83,00 €	83,00 €	83,00 €	83,00 €	135,00 €	7,60 €
B	10.04-12.05	108,00 €	64,00 €	68,00 €	68,00 €	68,00 €	68,00 €	103,00 €	6,30 €
C	12.05-21.05	167,00 €	103,00 €	109,00 €	109,00 €	109,00 €	109,00 €	155,00 €	8,70 €
D	21.05-05.06	209,00 €	135,00 €	143,00 €	143,00 €	143,00 €	143,00 €	202,00 €	11,20 €
E	05.06-19.06	197,00 €	123,00 €	129,00 €	129,00 €	129,00 €	129,00 €	188,00 €	10,10 €
F	19.06-03.07	203,00 €	131,00 €	139,00 €	139,00 €	139,00 €	139,00 €	194,00 €	11,20 €
G	03.07-10.07	275,00 €	182,00 €	187,00 €	187,00 €	187,00 €	187,00 €	260,00 €	13,90 €
H	10.07-21.08	295,00 €	209,00 €	221,00 €	221,00 €	221,00 €	221,00 €	285,00 €	15,90 €
I	21.08-28.08	263,00 €	158,00 €	166,00 €	166,00 €	166,00 €	166,00 €	250,00 €	13,30 €
L	28.08-04.09	197,00 €	123,00 €	129,00 €	129,00 €	129,00 €	129,00 €	188,00 €	10,10 €
M	04.09-11.09	132,00 €	88,00 €	90,00 €	90,00 €	90,00 €	90,00 €	129,00 €	7,20 €
N	11.09-10.10	108,00 €	64,00 €	68,00 €	68,00 €	68,00 €	68,00 €	103,00 €	6,30 €

The daily rate is the price of living accommodation - including parking spot for 1 car - added to the quote per person staying at the campsite. Prices are per night and in Euros. Inclusive of 10% VAT. Children 0-3 years: free.

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PRICES DO NOT INCLUDE TOURIST TAX, TO BE PAID UPON DEPARTURE.

Maxicaravan Lake

Borgo dei Colli

SEASONS 2021		Sunset Lake	Diamond Lake	Platinum Lake	Golden Lake	Crystal Lake	Home / Free	Idro	PER PERSON
A	25.03-10.04	135,00 €	143,00 €	143,00 €	143,00 €	143,00 €	110,00 €	135,00 €	7,60 €
B	10.04-12.05	103,00 €	108,00 €	108,00 €	108,00 €	108,00 €	78,00 €	103,00 €	6,30 €
C	12.05-21.05	155,00 €	167,00 €	167,00 €	167,00 €	167,00 €	130,00 €	155,00 €	8,70 €
D	21.05-05.06	202,00 €	209,00 €	209,00 €	209,00 €	209,00 €	174,00 €	202,00 €	11,20 €
E	05.06-19.06	188,00 €	197,00 €	197,00 €	197,00 €	197,00 €	160,00 €	188,00 €	10,10 €
F	19.06-03.07	194,00 €	203,00 €	203,00 €	203,00 €	203,00 €	168,00 €	194,00 €	11,20 €
G	03.07-10.07	260,00 €	275,00 €	275,00 €	275,00 €	275,00 €	232,00 €	260,00 €	13,90 €
H	10.07-21.08	285,00 €	295,00 €	295,00 €	295,00 €	295,00 €	250,00 €	285,00 €	15,90 €
I	21.08-28.08	250,00 €	263,00 €	263,00 €	263,00 €	263,00 €	220,00 €	250,00 €	13,30 €
L	28.08-04.09	188,00 €	197,00 €	197,00 €	197,00 €	197,00 €	160,00 €	188,00 €	10,10 €
M	04.09-11.09	129,00 €	132,00 €	132,00 €	132,00 €	132,00 €	104,00 €	129,00 €	7,20 €
N	11.09-10.10	103,00 €	108,00 €	108,00 €	108,00 €	108,00 €	78,00 €	103,00 €	6,30 €

The daily rate is the price of living accommodation - including parking spot for 1 car - added to the quote per person staying at the campsite. Prices are per night and in Euros. Inclusive of 10% VAT. Children 0-3 years: free.

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PRICES DO NOT INCLUDE TOURIST TAX, TO BE PAID UPON DEPARTURE.

SEASONS 2021	MINIMUM STAY	ARRIVAL DAY	ACCESS TO LIVING ACCOMMODATION GUARANTEED FROM	LEAVE BEFORE
A	7 nights	optional	15:00	10:00
B	2 nights	optional	17:00	10:00
C E	3 nights	optional	17:00	10:00
D	7 nights	optional	17:00	10:00
F G H I L M	7 nights	Thu/Fri/Sat/Sun	17:00	10:00
N	3 nights	optional	15:00	10:00



SPECIAL OFFERS

Catullo / Maxicaravan / Virgilio

DISCOUNT 5 NIGHTS
-10%

With a 5-night minimum stay, there is a 10% discount in seasons A, B, C, E, N for Catullo and Virgilio Bungalows and for Giulietta and Superior Maxicaravan.

DISCOUNT 7 NIGHTS
-15%

With a 7-night minimum stay, there is a 15% discount in seasons A, B, C, E, N for Catullo and Virgilio Bungalows and for Giulietta and Superior Maxicaravan.

SPECIAL OFFERS

Camping

EASTER DISCOUNT 9 NIGHTS
-10%

A discount of 10% will be applied during season A for a minimum stay of nine nights.

SCONTO 15 NOTTI
-10%

A discount of 10% will be applied, excluding seasons G, H, I and L, for a stay equal to or greater than 15 nights for a single, unchanged family group.

DISCOUNT 20 NIGHTS
-15%

A discount of 15% will be applied, excluding seasons G, H, I and L for a stay longer than 20 nights for a single, unchanged family group.

SENIOR OVER 60

-20% discount for stays lasting at least 15 nights
-25% discount for stays lasting at least 20 nights
-30% discount for stays lasting at least 30 nights

Guests over 60 are entitled to the discounts specified above, applied to the price of the campsite and the price per person. The discount on campsites is only applicable for the period of stay of the Over 60 guest or guests. **Excluding seasons G, H, I and L.**

General information, valid for all accommodation types

**** IN THE EVENT OF A COVID-19 PANDEMIC, SOME SERVICES MAY BE SUBJECTED TO VARIATIONS, POSSIBLE UPDATES WILL BE AVAILABLE ON OUR WEBSITE (www.pianidiclodia.it)**

THE FOLLOWING SERVICES ARE INCLUDED IN THE STAY RATE

- Admission to the swimming pools, when open.
- Deck chairs and beach umbrellas, both at the pools and on the beach (only during high season) can be used free of charge, but are subject to availability.
- Children's play areas, volley ball and basketball courts, beach-volley and table tennis are free of charge.
- Entertainment from 27.03 with longer daytime and evening activities in the period between 21.05 and 04.09.
- Shuttle bus service from the holiday park to Lazise, from 28.03 to 08.10.

PLEASE NOTE THAT:

All Guests will receive written confirmation of their reservation which needs to be exhibited on arrival at the holiday park.

- The daily rate is the price of living accommodation (bungalow, maxicaravan or camping area) - including parking spot for 1 car - added to the quote per person staying at the campsite.

- Free covered car park in bungalows Borgo dei Colli and Virgilio, maxicaravan Lake, Romeo, Giulietta, Prestige and for glamping accommodations Lux and Sky.
- The management will take into consideration the guest's preference for a certain type of bungalow, maxicaravan or area but cannot guarantee it.
- The management reserves the right to modify the guest's requests depending on availability, without prior notice.
- Camping pitches and bathroom units are opened gradually based on occupancy rates and in the order established by Management.

Bar, restaurant, pizzeria, market and bazaar are available for our guests for the entire period we are open.

POOLS OPENING CALENDAR

The pools Rio, Playa, Reef, Bahia, Laguna, Palm Beach and Baby Island pools will all be open during the high season (July and August).

2 pools are always open during the low season.

EXTRAS	25.03-12.05 / 11.09-10.10	12.05-03.07 / 21.08-11.09	03.07-21.08
2° car parking space	5,00 €	7,00 €	13,00 €
Garage	8,00 €	12,00 €	18,00 €
Dogs	3,00 €	4,50 €	8,00 €
Visitor	8,00 €	14,00 €	19,00 €
Visitor child 1-9 years	5,00 €	9,00 €	14,00 €
Safe deposit box	gratis	5,00 €	5,00 €
Tennis	6,00 €	11,00 €	15,00 €
Tennis with artificial lighting	8,50 €	14,00 €	18,00 €
Buoy	8,00 €	15,00 €	20,00 €
Boat trailer	2,50 €	5,00 €	10,00 €
Washing machine	5,00 €	5,00 €	5,00 €
Dryer	5,00 €	5,00 €	5,00 €
Bed linen weekly rate per person	9,00 €	9,00 €	9,00 €
Towels per packet	5,00 €	5,00 €	5,00 €
Cleaning before departure	50,00 €	50,00 €	50,00 €
Cot weekly rate	10,00 €	10,00 €	10,00 €
Highchair weekly rate	10,00 €	10,00 €	10,00 €

* For a second car, see the relevant column.

** The Holiday Park is not equipped with slide for boats.

Internal regulations

Please take note of the following regulations, which must be observed during your stay at the holiday park.

****IN THE EVENT OF FUTURE RESTRICTIONS CAUSED BY THE COVID-19 PANDEMIC, THE CHANGES TO THE INTERNAL REGULATIONS WILL BE UPDATED AND PUBLISHED ON THE WEBSITE www.pianidiclodia.it**

1) ARRIVAL


A. REGISTRATION

On arriving at the holiday park, guests must park their vehicles in the outside car park and report immediately to Reception in order to register. Each guest must show a valid document as required under current legislation. Guests should take the opportunity to read the internal regulations. Management reserves the right not to admit guests who do not exhibit proper means of identification or who do not comply with the regulations of the holiday park.

MINORS are admitted only if accompanied by parents.

B. WRISTBAND

Upon arrival, all guests need to go to reception where they will be issued a microchipped ID wristband, which will be put on by a member of staff and must be worn on the wrist at all times during the day. A wristband identifies guests in the daytime and gives access to the holiday park via turnstiles, pedestrian areas, beach and swimming-pool area. The wristband is also essential for any operation at the Reception offices.

 **Anyone without a wristband may be asked by management to leave the holiday park.**

C. OPENING HOURS OF RECEPTION AND CASH DESK OFFICE

Reception is open between 7 a.m. and 10 p.m. Guests may arrive during these hours. The Cash desk office is open as follows: Low and Mid-season from 8 a.m. to midday and from 4 p.m. to 6 p.m.; High Season from 8 a.m. to midday and from 4 p.m. to 7 p.m. All guests are asked to use the safe deposit boxes to safeguard all their valuables and property. These are located in the Reception and are accessible during Cash desk office open hours.

**** In case of Covid-19 pandemic visitors WILL NOT BE ALLOWED.**

D. ALLOCATION OF CAMPING AREA

Camping pitches are allocated by Management who may consider guests' requests depending on the circumstances. Booking of campsites guarantees only occupation in the zones available at the time of arrival.

A maximum of one set of camping equipment may be installed in each camping area.

A maximum of one car with one tent, one car with a caravan or one camper is permitted per camping area; a separate fee will be charged for any further equipment. The camping areas and toilet facilities will be opened in the order set down by Management based on the number of guests present.

E. ALLOCATION OF THE LIVING ACCOMMODATION

The management may give priority to guests' requests for a certain type of bungalow, maxicaravan or preferred area, but cannot guarantee it.

The staff have the right to modify the guest's request, according to availability, without prior notice. The daily rate includes one car parking space only; a separate charge will be made for an additional car, which must be left in the outside carpark (unattended). You can check into the holiday park from 12 noon onwards.

Living accommodations will be available from 3 p.m. onwards in Low Season and from 5 p.m. onwards in Mid and High season. Guests must pay the provisional balance for the

holiday without fail within 24 hours from arrival at the holiday park.

F. MOTORCYCLES

Motorcycles and quads are not admitted inside the holiday park.

G. SKATEBOARDS, BICYCLES AND SCOOTERS

The use of skateboards, bicycles and electric or non-electric scooters is not allowed in the communal areas. **Should this regulation be infringed, management reserves the right to confiscate the mode of transport. Their use is only permitted in certain areas on condition that a moderate speed is maintained.**


H. PETS

Pets are not allowed in bungalows or maxicaravans, even if kept out of doors, and even on an occasional or temporary basis, except in maxicaravans Naturalgreen and Naturalgreen Garden and in bungalows Valpolicella and Lugana. Guests bringing pets to the holiday park must inform Management upon arrival. All pets must comply with health regulations; written proof of such must be shown.

2) DURING THE HOLIDAY

A. IDENTIFICATION

All guests are required to wear the microchipped ID wristband, which contains their data. At night, from 10 p.m. to 7 a.m., guests moving around the campsite must take their personal wristband and show it to staff when requested. In the event of conduct not in compliance with the regulations, members of staff may withdraw the wristband, which may be collected at reception the following day. In the case of the wristband being withdrawn from an under-age guest, the pass must be collected by a parent or guardian.

 **Anyone without a wristband may be asked by management to leave the holiday park.**

B. ABSENCE

Guests must inform Management each time they leave and return to the holiday park. Guests failing to do so will be charged for the period of absence.

C. VISITORS

Guests at the holiday park may not receive visitors during the day or night. Any visitors must report to Reception and leave a valid identification document to the staff before they are permitted to enter the holiday park; visitors may not bring vehicles into the park. Visitors may stay at the park for a maximum of half an hour, after which they will be charged the daily rate.

Visitors' pets are allowed only in the dedicated areas.

Visiting times: 8 a.m. to 10 p.m.

D. DRIVING REGULATIONS

Motorcycles and quads are not allowed inside the holiday park. Motor vehicles must not be driven inside the holiday park between midnight and 7 a.m., including those driven by guests entering and leaving the site. Motor vehicles must be driven at walking pace inside the holiday park. Guests may only use their vehicles when strictly necessary. Cyclists are advised to ride slowly for their own safety and the safety of others.

E. QUIET TIMES

Between 1 p.m. and 3 p.m. and 11 p.m. and 7 a.m. Guests must not disturb other guests by using radios, televisions, stereos and musical instruments or by gathering in groups. To prevent disturbance, guests must keep the volume of radios, TVs, stereos and musical instruments to a minimum at all times. Tents and caravans with verandas must not be put up or taken down between 11 p.m. and 7 a.m.

F. PETS (SEE POINT 1/H)

Pets are allowed only on certain pitches, in maxicaravans Naturalgreen and Naturalgreen Garden and in bungalows Valpolicella and Lugana. They must be kept on a leash at all times, in full compliance with the hygiene and sanitary rules and in strict observance of the regulations in force in accordance with the law. Dogs must be kept on a leash when taken outside the holiday park for walks; owners must clean up after their pets if necessary. Guests may not take animals onto the beach between 7 a.m. and 8 p.m. for health and safety reasons. Animals must not be taken into the playground, swimming pool area and all public areas (bar, restaurant, shops, etc.).

G. CARE OF CHILDREN

Management will not supervise the activities of guests who are staying at the holiday park. Supervision of children is the sole responsibility of parents (who will assume sole responsibility towards third parties) or guardians; Management and the owners of the holiday park are released from all responsibility in this matter. Parents and guardians must ensure that children do not cause damage or place themselves at risk at the holiday park, particularly around the lake and in the play area. Guests must observe the special regulations for the swimming pool area. Ball games must not be played between tents, on roads or on the beach.

H. HYGIENE

The holiday park provides a full cleaning service, but also relies on guests to keep the park in the best possible condition. Please note that rubbish should be collected in sealed bags and placed in bins between 7 a.m. and 11 p.m. Remember that good rubbish sorting will make recycling easier. Guests must observe regulations on the use of sinks and wash basins. Toilet facilities must also be used correctly. Any damage resulting from improper use will be the responsibility of the guest. Please note that chemical toilets must be emptied into the special drains at the toilet blocks. Guests should ask at Reception for the key to the nursery and toilets for disabled persons. Guests must keep camping areas and living accommodation clean and tidy and leave them in the condition in which they found them. Sheets must be used on beds in the living accommodation. Guests who do not have sheets may rent them from Reception. Guests are asked to refrain from smoking inside the bungalows and mobile homes. Cars must not be washed inside the holiday park.

I. FIRST-AID POST

The holiday park has a first-aid post. Guests with diagnosed or suspected infectious diseases must report immediately to the doctor or holiday park Management. The doctor's arrival is announced over the loud-speaker and is subjected to a fee.

L. INSURANCE AND INTERNAL SECURITY

Management declines any responsibility for:
- Theft, loss, destruction or deterioration of any item not consigned to management, or which management has refused to take into its custody, justifying its reasons. For example: money, precious objects, valuables in general, vehicles including bicycles, boats in general and their contents;
- Accidents or damage to persons and things, damage caused by storms, hail, falling trees or branches, diseases, including those of plants, epidemics, fires, force majeure, etc.

M. DAMAGE TO THE HOLIDAY PARK

Persons damaging or removing the property of the holiday park must pay for the damage and replace missing objects where possible. Guests who find property which other customers have lost or left behind must return it to Management.

N. FAULTY EQUIPMENT

Please inform Management about any failure of the camping equipment or disservices inside the holiday park.

O. MESSAGES - MAIL

Incoming correspondence addressed to guests is delivered by the reception staff. If the mail has not been collected after 7 days, it will be returned to the sender. Announcements will not be made over the loud-speaker system for lost property or animals.

P. SWIMMING

Motorboats must approach the swimming area in a straight line at a maximum speed of three knots. Do not leave canoes or windsurfing boards on the beach. Regulations and legislation governing the use of boats on the lake must be observed.

Q. FIRE AND BARBEQUE

It is forbidden to use bbq anywhere in the campsite, except in the designated areas.

3) DEPARTURE

A. CAMPING AREAS

Guests can settle accounts only on departure, during office hours (see point 1/c). Departure must be between 7 a.m. and 12.00 noon; otherwise the full daily rate per camping area and guests will be charged, regardless of their arrival time.

B. LIVING ACCOMMODATIONS

Guests are requested to check out the day before their departure, during the opening hours of the office. Living accommodation must be left vacant by 10 a.m. in the morning of departure and must be left clean and tidy. Guests failing to do so will be charged for cleaning costs (€50.00) plus any damages or missing objects. Any items and/or personal belongings left in the accommodation will only be retained if claimed by the guest; it will be at the latter's expense to retrieve such items at our Holiday Park via courier. Guests staying on at the holiday park after midday will be charged the full daily rate per person and per car, which must be left in the outside car park.

C. WRISTBANDS WITH MICROCHIPS

These are to be returned, upon departure, to the Cash desk office.

In the interest of all guests, Management reserves the right to exclude all persons who are found to be in serious breach of these regulations or whose behaviour disturbs other guests at the Holiday Park.

Prices are exclusive of any city and/or government taxes. Prices do not include tourist tax, if applicable.

THE MANAGEMENT AND STAFF WISH YOU A HAPPY STAY AND A WONDERFUL HOLIDAY IN THE HOLIDAY PARK!

