

Internal regulations

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

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.

UNDERAGE are admitted only if accompanied by parents.

b. Camping Pass and 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. A Camping Pass will also be issued, bearing the guest's data, including the dates of the stay. The Camping Pass, or wristband, is also essential for any operation at the Reception offices.

 Anyone without a wristband may be asked by management to leave the campsite.

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.

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 plus one tent, one car plus a caravan or one camper is permitted per camping area; a separate charge will be made 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 con-

fiscate 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 the Naturalgreen maxicaravan and in the Virgilio F3 and F3H bungalows.

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 Camping Pass and show it to staff when requested. In the event of conduct not in compliance with the regulations, members of staff may withdraw the Camping Pass, which may be collected at reception the following day. In the case of the Camping Pass 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 campsite.

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 the Naturalgreen maxicaravans and in the Virgilio F3 and F3H bungalows. 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 camping site 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

Telephone calls and all other messages will be displayed on the notice board in Reception. Guests are responsible for consulting the notice board to check any messages.

Reception will pass on incoming mail to adult guests only.

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 barbecue

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. Camping Passes and wristbands with microchips

These are to be returned, upon departure, to the Cash desk office. If they are not returned, we shall be obliged to charge you the sum of €5.00 and €8.00 respectively for each item not returned.

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!