



GENERAL REGULATION

- **Entrance to the Campsite implies the full observance and acceptance of the present Rules and Regulations by the Guests. It may be supplemented, separately, by additional rules that the Management deems appropriate for a better functioning of the Campsite.**
- **In the interest of all Guests, the Management reserves the right to expel from the Campsite those who do not respect the following regulations or who, by their behavior, damage the maintenance of order and quiet inside.**

BOOKING

- A deposit is required for final confirmation, to be sent by bank transfer within 20 days of the booking date.
- Upon receipt of the deposit, the Reservation Office will send a confirmation, which must be shown upon arrival.
- It is the Management's right to take the Client's preference into consideration, but not to guarantee it. The Staff reserves the right to change this preference according to availability and without prior notice.
- Any cancellation/variation of the reservation by the Client must only be communicated by e-mail. Afterwards, a reply from Reception confirms the cancellation/change of the booking.
- For any type booked, Pitch or Accommodation Unit, the reservation can be cancelled up to 30 days before the scheduled arrival with a refund of 80% of the deposit. From 29 to 21 days prior to scheduled arrival with a refund of 60% of the deposit. 20 days to 14 days prior to arrival with a 40% refund of the deposit. Less than 13 days prior to expected arrival the deposit is forfeited.
- All guests who have made a reservation are required to pay for their stay upon arrival. The booked period, even if not used in full due to late arrival or early departure, must still be paid anyway.
- A deposit of € 300.00 is required for the booking of accommodation units, which will be deducted at the time of final settlement.
- For the reservation of a pitch, € 25.00 is required as a reservation fee, which will not be deducted at the time of final bill. In addition, a deposit of € 150.00 is required, which will be deducted at the time of final bill.
- Please note that, for any eventualities, it is advisable to take out insurance with an insurance company in advance.

UPON ARRIVAL

- **Dogs of any size are not allowed.**
- Upon arrival, Guests must hand in to Reception an identity document of each individual person for legal registration.
- Reception reserves the right not to admit Guests who do not present regular documentation or who are not consistent with the characteristics of the Camping.
- It is forbidden for minors to enter unless accompanied by at least one adult person who is legally responsible for them and in possession of a written authorisation signed by their parents.
- It is strictly forbidden to bring unregistered persons into the campsite.

CAMPING PASS

- During check-in, a sheet with the group leader's details and arrival number is handed out, which must be kept carefully and handed back on departure.
- The check-in staff hands out a pass sticker, which must be visibly affixed to the windscreen of the car on the passenger's side.

- Identification bracelets are handed out during check-in and must be worn. They are indispensable for any operation inside the campsite (access to swimming pools, reception, etc.) and must be shown to the staff on duty and shown at the entrance every time you enter the campsite.

LATE ARRIVAL

- Late arriving guests are kindly requested to contact (email/phone) reception as soon as possible in order to notify the night staff.
- Families with reservations, arriving outside reception opening hours, before 23.00 can enter the campsite after handing in all the family members' documents to the night staff. The following day, they must report to reception for registration and collection of documents.
- Families (with a pitch reserved – that want enter in the following day) arriving at the campsite (between 23.00 and 07.00) must stay in the reception parking for the overnight. Moreover, are required to leave a document to the night staff and pay a fee of €20.00 for parking, with the possibility of using the toilets and showers. The following day they must report to the reception for registration.

PAYMENT and CHECK-OUT

- **Cash desk hours: 08:00 - 12:00 and 15:00 - 19:00.**
- Payment can be made on the day of arrival or one day before departure, for those who have arrived without a reservation.
- Methods of payment: Only debit and credit cards are accepted.
- Payments by cheque are not accepted
- Cash is only accepted within the limits of the current regulations.

PLACES

- Unreserved camping places can be occupied at any time during Reception opening hours. Reserved pitches are guaranteed from 12 on the day of arrival.
- Minimum crew allowed: 2 people (in high season: July and August)
- The maximum crew for a pitch is 5 people.
- For pitches, the daily rate is applied from the moment of arrival until 12 noon the following day.
- A maximum of one car with tent, one car with caravan, one camper van with car is allowed on one place.
- Any other exceeding means of transport must be reported (motorbike / trailer with motorbike / second car / trailer with car / trailer with dinghy, motorboat, jet ski) and will be charged individually as an extra.
- Pitches must be vacated by 12 on the day of departure. If this deadline is exceeded, an additional day's stay must be paid for.
- The pitch can be chosen by the guest, taking into account the instructions of the staff.
- Any change of pitch must be agreed and verified in advance at Reception, subject to availability at the campsite.

MOTORCYCLES

- Motorcycles of any engine size are allowed at the discretion of the Campground.
- They must be parked in the designated and marked area, in front of the Reception.
- Those who travel by motorcycle as their main means of transport are not subject to the extra daily fee.
- Families with vehicles in addition to cars or campers that own motorcycles/motorbikes/quads or similar are subject to the daily rate as per the price list under the 'Motorcycle' section.

ACCOMODATION UNITS

- Entry to the campsite is possible from 12.00
- Keys are guaranteed from 16.00 on the day of arrival. It is not possible to enter the housing unit and its terrace before the keys are handed over.

- Each Unit has only one car parking space included. Any other vehicles must be notified upon arrival. They will be charged extra according to the reference price list and left at the car park in the upper area of the campsite.

DAILY RATE

- The daily rate is obtained by adding the price of the pitch or accommodation unit to the rate for each person (based on number and age) and any other extras (second car, trailer,...), depending on the season and according to the reference price list.
- All prices for the stay are exclusive of municipal taxes.
- The daily rate includes the following services:
 - A parking space
 - Electricity and use of toilet facilities
 - Access to the beach
 - Access to playground and sports fields (excluding tennis and minigolf)
 - Access to the swimming pool and gym according to opening times and calendar (varying according to season)
 - Sunbeds and parasols at the pool (not bookable and subject to availability)
 - Animation (depending on seasonality)
 - Camper service and chemical WC

DURING THE STAY

VARIATIONS OF ATTENDANCE

- Guests are kindly requested to check the accuracy of the registrations and to promptly report any inaccuracies or changes (persons, pitch, etc.). All changes must be reported promptly to Reception. Failure to do so will also result in payment for the period of absence.

PLACES

- Each pitch is only entitled to one electricity socket.
- Each additional car must be announced at Reception, is charged extra and must be parked in a designated parking space, following Reception's instructions.
- All equipment must be neatly stowed within the confines of the pitch.
- It is forbidden to keep free places occupied with cars or other vehicles.

ACCOMMODATION UNITS

- It is not permitted to pitch tents or gazebos near the Accommodation Units.
- For each family staying in a Housing Unit, a climate card is provided to be used with the air conditioning/heating. The loss/breakage of such a card for the replacement of a new one involves a payment of € 10.00.
- The maximum capacity of the Accommodation Units is indicated in the price list, on the website and varies according to type.
- Smoking is not permitted inside any of the Housing Units.

VISITS

- Visits are permitted at the Management's discretion, subject to the organisational requirements of the Campsite.
- Visitors' vehicles are not allowed inside and must be left in the car park in front of Reception.
- Visitors may enter from 10.00 to 22.00
- If admitted, visits are free of charge for a duration of less than one hour, after which a charge will be applied according to season.
- **Visits are not permitted during the high season (July and August).**
- Campsite guests are obliged to ensure that their visitors have authorisation from Reception and are responsible for their behaviour.
- If internal staff checks reveal undeclared and/or unauthorised Visits, the Client shall be required to pay the full stay for all excess persons at the time of the check from the day of his/her arrival. The Management also reserves the right to expel unauthorised persons.

DISSERVATIONS

- Please inform Reception immediately of any equipment malfunctions or breakdowns within the camping.

MINORS

- The custody of the children is assumed exclusively by the parents, who are solely responsible also towards third parties, or by other guardians, with relief from any responsibility for the property of the Campsite. Such persons will ensure that children do not cause damage or incur danger on the Campsite.
- Children must be supervised at all times by an adult or third-party guardian, who is directly responsible for their behaviour. The Management declines all responsibility in this respect.
- Specific regulations must be observed in the swimming pools. Toddlers must always be accompanied by an adult to the toilets and be supervised at all times.

LOST PROPERTY / THEFT / COMPENSATION

- Objects found on the Campsite must be handed in at Reception.
- Guests are obliged to take care of their belongings.
- Management accepts no responsibility for lost or stolen objects or valuables.
- The valuables deposit service is carried out at Reception. Safety deposit boxes are available for hire at Reception.
- The Management is not liable for damage caused by other Guests, vandalism, atmospheric events, falling branches and/or plants or other causes not due to the direct negligence of the Campsite staff.

MEDICAL CLINIC

- There is a medical office at the campsite
- The dear Guests are required to inform the Reception if they need a doctor, as the doctor sees patients by appointment depending on availability.
- The doctor provides services privately, and therefore, his services are for a fee.
- This service is guaranteed mainly during the mid-high season. (June-August)
- The First Aid is active throughout the entire season and is in Peschiera d/G.

ELECTRIC VEHICLE CHARGING

- Electric cars must be charged at the designated point marked on the map.
- **IT IS FORBIDDEN** to charge the car using the power outlets of the residential units/pitches.
- All responsibility is declined in case of malfunctions or any other issues for electric cars connected in the parking area or to the residential units.

ENVIRONMENT and CLEANLINESS

- During the stay and upon departure, pitches and accommodations must be kept decently clean and tidy.
- The campsite has a thorough cleaning service, but relies on the help of kind Guests to keep it as clean as possible by also disposing of waste in the appropriate containers.
- Good differentiation makes disposal less difficult.
- The chemical toilets must be emptied into designated drains located in the various service blocks.
- For the use of restrooms for persons with disabilities, kindly ask the guests to contact the Reception.
- Sinks, basins, washbasins, toilets, as well as washing machines, dryers, and baby rooms must be used correctly.
- Any damages resulting from negligent use will be charged to the responsible Guests.
- It is absolutely forbidden to light fires on the land and on the beach. The use of wood or charcoal barbecues is only permitted.
- The use of electric barbecues is **FORBIDDEN**.
- Charcoal/wood barbecues cannot be used near residential units, tents, or other flammable structures (gazebo, verandas)

VEHICLE CIRCULATION

- It is prohibited to circulate within the Campsite with any type of vehicle from 23:00 to 7:00.
- The maximum speed allowed within the campsite is 5 km/h.
- The use of electric scooters, hoverboards, e-bikes and similar devices is allowed, provided the speed limit of 6 km/h is respected, and care is taken for one's own safety and the safety of other Guests. For minors, use is permitted, wearing a helmet is mandatory, under the strict supervision of an adult. The circulation is prohibited for minors under 14 years old.
- The use of electric devices is permitted only for people with motor difficulties, subject to prior arrangements with the Reception.
- Cars arriving and/or departing during nighttime hours (23:00 – 07:00) must be parked outside the parking lot at the entrance.
- The use of any type of vehicle for internal movements to the outside or vice versa during the night is prohibited, except in cases of emergency.

MOTORBOATS and TRAILERS

- Motorboats can only depart from the beach area.
- Launching and hauling operations are forbidden in the afternoon and at night. (12-14 e 23-07).
- The motorboats trailers must be parked in the designated parking areas (marked on the map as 'Motorboat Parking').
- Any other type of small sized trailer (for inflatable boats, quads, cars, jet skis...) must be parked in its designated spot, paying anyway the daily rate corresponding to the period.
- For the trailers of watercraft (motorboats, inflatable boats, jet skis), a deposit of €50.00 is required upon arrival, which will be refunded upon departure. Only the days of stay in the campsite will be counted.

REST HOURS

- **From 23:00 to 7:00**, noises that can disturb rest are strictly prohibited, such as those from radios, TVs, stereos, musical instruments, or noisy gatherings.
- To respect general tranquility, it is necessary, even during permitted usage hours, to keep hearing devices at a moderate volume.
- During nighttime rest hours, the use of motor vehicles, the dismantling/assembly of tents and caravans, and the use of motorboats or jet skis are also prohibited.

AT THE DEPARTURE

PLACES

- Departure can take place between 07:00 and 12:00.
- The nights spent in camping are counted, regardless of the arrival time. The departure must take place by 12:00. Otherwise, the entire day will be charged. (place and persons included).
- At the time of departure, the pitch must be left clean and tidy.

ACCOMMODATION UNITS

- The keys to the Accommodation Units must be returned on the morning of the departure day no later than 10:00 to the Reception staff.
- Guests are required to leave the Units in order and clean as they were found upon delivery, free of trash and with the dishes cleaned. Guests are required to notify the Reception in case of any breakages or shortages caused by negligent use.
- In case of a nighttime departure, please inform the Reception, and leave the car in the external parking lot before the quiet hours. (23.00 – 07.00)
- Families departing during nighttime hours, outside of Reception opening hours, are required to return the key and climate card inside the designated box located outside the Reception.
- The garbage must be disposed of in the designated ecological islands marked on the map.
- The final cleaning fees are mandatorily charged, regardless of the duration of the stay.
- It is possible to stay in the Campsite free of charge until 12:00 by leaving a document with the Reception staff after returning the key to the Accommodation Unit.

- It is possible to stay inside the campsite after 12:00 by making prior arrangements with the Reception staff. The fee to be paid is the price per number of people depending on the seasonality for an additional day.
- The car for those who stay until/after 12:00 must be mandatorily left in the main parking lot in front of the Reception.

THE MANAGEMENT AND STAFF WISH YOU A PLEASANT STAY AT CAMPING PARK DELLE ROSE