

GATE OPENING TIME

CHECK-IN	15:00 – 20:00	LOW SEASON	08:00 – 21:30
CHECK-OUT PITCH	08:00 – 12:00	MID SEASON	08:00 – 22:30
CHECK-OUT MOBILE HOME	08:00 – 10:00	HIGH/MAIN SEASON	08:00 – 23:00

In the gate closing hours, use the walkway by pressing the key code received at the Reception at the check-in:

CHECK-IN

*Upon arrival each guests and anyone willing to enter the camping for any reasons, have to check-in at the Reception showing a **valid identity document with picture** of himself and of each family member/group member to make the registration as required by the Italian law. Registered guests will be provided with an **identification wrist band and, if needed, a pass for the car.**

*Management reserves the right to not accept undesired guests or not to allow the entrance in case of camping full.

***The wrist band is personal and non transferable**, made of non-toxic, anti-allergic material. It allows immediate identification and makes you avoid annoying questions or inspections by our guardians, who guarantee your safety during the whole stay. **It helps identifying unauthorized people who have no right of making use of all services you pay for.** Thus, you're kindly asked to wear it during the whole stay.

*Any possible discount card must be given at the Reception upon arrival. **The agreement begins as soon as the card is handed over the Reception** and is only valid for standard pitches and not combinable with other offers. In order to get any offer or discount, **cash payment is required.**

CHILDREN AND MINORS

*Non accompanied minors who enter the camping must give at the Reception a valid identity document with picture and an authorization for signed at least by one of the parents plus a copy of the parent's identity document. We recommend teenagers or young people groups, who have different needs and behaviour than the most part of the other more relaxed guests, to express their exuberance out of the campsite not during the silent hours and in a moderate way. Excesses and vulgarities won't be tolerated. If it won't be possible to individuate the single responsibility, the whole group will be expelled.

***Adults are held as responsible for the behaviour of their children**, whose exuberance and needs don't have to compromise peace, safety and hygiene of all other guests. Furthermore children must always be accompanied by an adult to the toilet and be watched while bathing in the lake and while using the leisure facilities. The guest is liable to pay compensation for damage to people or to campsite's properties.

PITCH, MOBILE HOME, CREW AND CAR ACCOMMODATION, NOTIFICATION OF CHANGES

***Number of pitch or of mobile home will be assigned from the Management.** The Management holds the right to change the number of pitch/mobile home with a different one having the same characteristics for organizational reasons and without notification; **it's forbidden to change the place without authorisation.**

*For safety reasons and in order not to spoil the natural beauty typical of a green campsite like ours, equipment and vehicles must be placed tidily and neatly within the boundaries of the pitches.

***It's only allowed one car each place/mobile home.** Other cars are only admitted for load/unload pursuits then must be moved in the outside parking and counted as extra vehicles according to our price list.

*Outside parking is reserved for exclusive use of guests who booked a parking place.

*Guests must make sure that all registered information is correct, point out any mistake to the Management and **notify any variations, such as a change of pitch, arrival/departure of people and estimate period of stay.**

ARRIVAL AND DEPARTURE TIME

***Arrival:** Booked pitches or mobile homes can be occupied from **3,00 to 8,00 pm.**

*Booked place, that means confirmed with a down payment, will be at guest's disposal until 12,00 while a booked mobile home until 10,00 of the day following the expected arrival date.

*In case of NO-SHOW the deposit won't be refunded.

***An earlier arrival doesn't imply an earlier departure.**

***Departure:** **The pitch must be left by 12,00 am while the mobile home by 10,00 a.m.** on the departure day. In case of late departure from the pitch a supplement for a day extra will be calculated after made sure that the place is available.

***Payment:** the settlement for the stay is required on the day before the departure for the pitches and on the day following the arrival for mobile homes in the cash opening times.

VISITS

*The Direction reserves the right to permit the entrance of visitors and guests in the camping **during day time only on foot and with no pets after providing at the Reception a valid identity document** and with short term permission (max. 1 hour) according to the period and organizational needs of the campsite. Should the visitor/guest decide to extend his visit, the rate will be calculated **accordingly to our price list.** The guest of the campsite must make sure that his visitors are authorized to enter the Camping and is held as responsible for their behaviour inside the campsite.

***The Management reserves the right to take legal actions against unauthorized people found in the camping.**

*The guest access is allowed only in the opening hours of the Reception. Visitors must leave the camping before the Reception closing time

* If a Guest of the campsite allows the entrance of unauthorized people, he'll pay a fee equal to the total cost of their stay increased of 50% as penalty.

HEALTH, CLEANLINESS AND INFECTIOUS DISEASES,

*For health and safety reasons and to avoid proliferation of insects and other animals, the guest is asked to keep his pitch/mobile home tidy and clean.

*Guests are also asked to properly make use of the toilets **and to leave them in the same conditions they would like to find them.**

***In case of infectious diseases, the guests have to immediately inform the management.**

SILENT HOURS

During the silent hours (13.00 - 14.00 / 23.00 - 8.00) it's not allowed:

- *to use sport or amusement equipment;
- *to build/take down tents.
- *the transit of vehicles is only allowed during the gate opening time as long as it doesn't disturb sleeping Guests. Anyway during the silent hours, motor vehicles must be used as little as possible and just in case of necessity (**by driving max 5 km/h**, without closing the doors in a noisy way).
- *People who don't respect these rules will be asked to leave the car in the outside parking and to use the walkway to get into the Camping (by giving the key- code received upon arrival).
- *At any time Guests are kindly asked to avoid behaviours, activities, games or the use of equipment that can disturb other Guests.

ANIMALS

The entry of dogs or other animals, that can cause danger, inconveniences or any healthy issues to other Guests is forbidden. Said this, **dogs, cats or other animals are admitted in the Campsite upon request and under following conditions:**

- *there must be a certifications of all vaccinations;
- *they must always be kept on a leash;
- ***Dogs are not allowed on the beach or into the water, in the public areas such as Restaurant, bar or Market;**
- *A dog's owner must be take the dog outside the Camping for its hygienic needs and must remove and carry out any dirt.
- *Animals can't be left unattended and mustn't disturb other Guests. Owners of noisy or dangerous pets who don't respect the present rules or cause complains, will be asked to immediately leave the camping.
- ***Dogs are never admitted in the mobile homes.**

RESTRICTIONS

It's forbidden:

- *To dig holes or hollow ditches, to pitch posts or other structures in the ground;
- ***To change in any way the assigned place/mobile home;**
- *To light fires. Barbecue can be used provided that it doesn't bother neighbours, damage the ground and that guests pay attention to the fire;
- *To pour hot, oiled, salted water, fuels or waste liquids in the ground or into the manholes;
- *To waste or misuse water (water guns, water balloons etc);
- *To park and/or wash cars, camper and boat in the outside area used as "Disposal point";
- *To damage plants or facilities;
- *To ride bicycles on the pitches: the passage is only allowed on the camping streets at the max. speed of 5 Km/h.
- *To use trees or railing borders to tighten ropes and tarps. **To tighten ropes at eye level** and to install anything else that can obstruct or hinder the passage;
- ***To park the car, even if temporarily, on other pitches (also if free) or the price for the other occupied pitch will be charged.**
- *Power supply on each pitch is of 6 Amps (=1320 Watt). Make sure your electric devices don't overload the circuit.
- *To throw garbage without separating it properly according to the camping rules.

SAFETY, RESPONSIBILITY, EQUIPMENT, CORRESPONDENCE

*Because of the size of the area, each Guest is required to protect his properties because, as in any other place, problems such as objects, valuable or money removal and vandalism can also occur. The management declines any responsibility in case of objects left unattended and then lost or for any of the above mentioned behaviours.

- ***All objects found in the campsite area must be delivered at the Reception in accordance with legal requirements.**
- *The improper use of facilities such as playground, soccer etc. is at guests' own risk.
- *Personal mail has to be exclusively collected by the holder; after 7 days the uncollected mail will be sent back to the sender (when clearly readable).
- *In the camping there are watchmen responsible for keeping order and silence in the night hours. They may also be contacted in case of emergency.
- *During the check-in upon arrival guests receive information about the place where to make an emergency call at night.

NAVIGATION UNITS

- *Boat owners have to collect the relate boat guideline which has to be kept on board for the whole period of use and then returned at the Reception.
- *Non registered crafts, longer than 2,5 mt and with engine navigating on Lake Maggiore and Lake of Ceresio_Lugano must have the identification mark, as stated by the law 15/11/2011 No 2013 act 17 of International Regulations for the navigation on Maggiore e Ceresio-Lugano lakes. For further info ask the Reception.
- *Management will assign buoy and parking area for the trailer.
- *The water craft must be also checked in on the day of arrival or as soon as the guest wants to make use of it.
- ***It's forbidden for owners of rubber boats, canoe and surfboards to leave their crafts on the beach.**

Entering the campsite involves full acceptance and compliance of this regulation;

these rules can be in any time changed or expanded to provide to every Guests the best service.

Staff is always authorized to signal every case of non-compliance ant to let every single rule be respected.

The defaulters will be immediately expelled from the campsite.

Due to its nature, a regulation always limits the individual freedom, in order to balance the collective freedom.

All above restrictions have the only purpose to create better living conditions for a civil cohabitation based on good manners and respect towards the others and to promote a more human and rich life, in full compliance with all other people's life.

We trust our guests and their respect of the rules, so that everyone can have a quiet and nice stay. In that way, we all can avoid the necessity of an intervention of the site staff to restore order.

Thank you for your cooperation, that we appreciate. We wish you a pleasant stay.