



The Management invites you to read these Regulations as they are an integral part of the seasonal tourist contract of the Campsite, a copy of which you can pick up at the reception desk when you arrive at the facility. The rules listed below are meant to create the best conditions for a peaceful coexistence within the Camping Village. Admission to the campsite constitutes full acceptance of these rules.

1. CHECK-IN

1.1. Registration – Upon arrival, all Guests are requested to go to the Reception/Information Office to carry out the mandatory registration procedures. For this purpose, all Guests will be required to show a valid ID card for identification purposes.

It is strictly forbidden to bring persons who are not registered within the Facility.

1.2. Pets – It is compulsory to report at the time of check in the presence of pets and pay the corresponding fee shown within the current price list for each pet. They will be admitted only and exclusively upon presentation of the health record card showing the vaccinations required by Italian law. For residents of Italy, it is also mandatory that their dog has a microchip from the national dog registry.

The maximum number allowed is 2 pets per group/accommodation. Other pets are allowed only at the discretion of Management and in compliance with the current regulations. Failure to notify the presence of your pet will result in the issuance of a warning letter from the Society with subsequent action. All pets must be cared for in a manner that does not cause a disturbance or damage to other people or property. Any damage to persons or property will be the responsibility of their owners. Please refer to Article 11 below for more detailed regulations.

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1.3. Minors – Minors (< 18 (eighteen) years of age) must be accompanied by and will stay together with their parents or persons having guardianship over them (with prior written authorization from their parents), who are directly responsible for the compliance with these Regulations and, in general, for the behavior of the minors entrusted to them. Younger Guests must always be accompanied by their parents or another adult previously authorized to the restrooms and be constantly supervised while they are in the pool area.

1.3.1 Entertainment - In July and August, musical evenings with entertainment, baby club, theme parties are organized. Entertainment for children, teens and adults will be provided by the staff of the campsite or by collaborators selected by the Management. Parents or individuals expressly authorized by them remain solely responsible for the custody and safety of their children even during the entertainment hours. The staff of the campground will not be held responsible for injuries or other accidents that occur during the entertainment hours.

1.4. Registration of guests who have not booked to stay on a pitch – Guests who have not made a reservation will be accepted only after checking availability at the reception office. Upon arrival, the Guest is required to notify a specific date of departure and at the same time pay for the entire period booked. Should the Guest wish to extend the stay, it will be necessary to go to the Reception/Information Office to check availability and pay the difference.

Pitches are assigned solely on the instructions of the Reception/Information Office staff. In order to correctly occupy the pitch, the Guest must follow the directions provided at the Reception/Information Office.

1.5. Occupancy: Pitches can be occupied by a maximum of 4 (four) people (adults or children) for standard pitches, a maximum of 6 (six) people (adults or children) for large and/or lake view pitches.

Caravans, RVs, or tents left on pitches and found to be unoccupied without prior authorization from Management will be considered abandoned and will be removed by staff of the Campsite.

1.6. Check-in times – You can check in at the following times:

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1.6.1. VILLAGE: from 4 p.m. to 8 p.m..

1.6.2. CHECK-IN PITCHES WITH RESERVATION: from 2 p.m. to 8 p.m..

1.6.3. CHECK-IN PITCHES WITHOUT RESERVATION (see point 1.4): from 8 a.m. to 1 p.m. and from 2 p.m. to 8 p.m.

2. PLACEMENT

2.1. Guests are requested to place their equipment in the marked, numbered spaces designated for different types of equipment.

2.2. Fire safety regulations prohibit set-ups other than the standard equipment, which comprises:

(a) 1 caravan with awning + 1 car

(b) 1 tent + 1 car

(c) 1 RV + 1 car

2.3. It is allowed to set up a gazebo of a maximum size of 3 m X 3 m, or alternatively a small additional tent, but without an additional car. An extra tent and extra car are considered a second piece of equipment and, as such, must be registered on another pitch, just as in the case of an RV towing a caravan. The (large) towing trailer is also considered an additional vehicle.

2.4. You must leave enough room in the pitch to park your car properly, keeping the escape paths clear at all times.

3. DAILY VISITORS

3.1. Daily visitors are considered visitors of Guests staying at the Facility who have agreed to be contacted during their stay.

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3.2. Access to the Facility is allowed upon showing an ID. The registration of daily visits is possible from 10 a.m. to 6 p.m. and the stay is allowed until 8 p.m. on the day of admission. Visitors staying longer than 1 (one) hour will have to pay the visitor fee per person.

3.3. For those who wish to learn about the Facility, free admission is allowed for a maximum of 1 (one) hour. Each visitor must provide the Reception/Information desk with a form of identification.

3.4. In both cases, access to the facility by any means of transportation, be it a motor vehicle, bicycle, scooter and similar is not allowed.

3.5. Visitors with dogs are allowed to enter, upon permission of the staff at the Reception/Information Desk and according to the guidelines above.

3.6 . Visitor(s) will be given a wristband that must be returned when leaving to the supervising staff. In case of failure to return it, the cost of the stay will be charged to the responsible guest until it is returned. Please note that after 6:00 p.m., only the parking fee will be charged. No pass will be issued and the tax receipt that will be issued by the Cashier's Office will count. It will not be possible to have guests stay overnight if the group of guests is full. Please note that the number of people constituting the registered guest group is to be considered fixed and any visitors staying overnight may not exceed the allowed number of 2 people. Provided that, it is absolutely forbidden to sub-let and/or loan for use of the pitch, no visitor will be allowed to access the pitch unless at least one of the guests of legal age is present. The access and presence in Camping Cerquestra of persons not authorized by the Management entails: - Violation of the Public Safety Regulations; - Violation of Art. 633 Penal Code (invasion of land and buildings); - Violation of Art. 624 Penal Code (theft of services); - Crime of contract fraud. 9. Introduction of visitors in an unauthorized manner will result in immediate termination of the contract, in accordance with Art. 1456 of the Civil Code and the application of the provisions of the previous point.

4. PAYMENT AND CHECK-OUT

4.1. Payment: payments can be made in cash (according to legal limits) or by debit and credit cards of the VISA and MasterCard circuits.



4.2. Departures – Upon departure, Guests must leave the pitch or accommodation clean and in perfect order. Before leaving the campsite, it is mandatory to stop at the exit to show the staff the tax receipt and hand back the keys of the accommodation and the entry badge for the automatic barriers.

4.3. Check-out times:

4.3.1. PITCHES: from 8:30 a.m. to 12 noon. If the pitch is available, it is possible to leave in the afternoon until 8 p.m. for an additional fee equal to half the daily cost of the stay and only upon prior request to the Reception/Information Office. Departures during the closing hours of the Reception/Information Office are allowed only for Guests who have previously checked out.

4.3.2. HOLIDAY VILLAGE: from 8:30 a.m. to 10:00 a.m. Keys and entry badges must be returned to the Reception/Information Office. Departures during the closing hours of the Reception/Information Office are allowed only for Guests who have previously checked out.

It is possible to take advantage of the late check-out service for a fee (afternoon departure), only upon prior request to the Reception/Information Office. Departure until 8 p.m. is allowed, after handing over the keys of the accommodation and badge.

5. VEHICULAR TRAFFIC

5.1. Motor vehicles – For the peace and safety of everyone, motor vehicles are to be used as little as possible within the Campsite, solely for driving in and out of the Campsite and not for moving within the Campsite. In any case, drivers are required to proceed at a walking pace and, in any case, not to exceed a speed of 10 (ten) kilometers per hour.

During the quiet hours in the afternoon (1:00 p.m. to 3:00 p.m.) and at night (11:30 p.m. to 7:00 a.m.), vehicular traffic is allowed as long as the driver maintains appropriate behavior to comply with the quiet hours. Electric vehicles (excluding service vehicles) are considered equivalent to motor vehicles. Therefore, they are required to comply with the rules mentioned above.

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5.2. Bicycles or similar – It is possible to ride a bike within the Campsite with the exception of indoor spaces and in the restrooms. Cyclists are required to comply with traffic signs and maintain a walking pace. Children's bicycles must be marked with a flag, and children must wear a protective helmet and always be accompanied by an adult who assumes responsibility and custody. Parents are directly responsible for the proper behavior of their children riding bicycles.

5.3. It is prohibited to ride skates, skateboards, and the like during the afternoon quiet hours between 1:00 p.m. and 3:00 p.m., at night, and in the driveways of the accommodations.

5.4. Safety – Guests are required to exercise caution to ensure the safety of everyone.

6. RESPECT FOR THE PEACE

6.1. During the quiet hours in the afternoon (from 1:00 p.m. to 3:00 p.m.) and at night (from 11:30 p.m. to 7:00 a.m.), Guests are required to observe silence and respect for the peace of others.

6.2. In order to respect the peace of other people and for the sake of peaceful coexistence, the use of radio equipment and air conditioners on pitches is allowed as long as they do not disturb neighbors. Their use as well as playing musical instruments is not permitted during the quiet hours in the afternoon and at night.

6.3. It is also forbidden to play football or other sports along the streets of the Campsite

7. RESPECT FOR THE ENVIRONMENT AND CLEANLINESS

7.1. The Campsite takes great care in waste sorting. For this purpose, dedicated waste sorting areas and bins have been set up. Guests are required to use them according to the directions.

7.2. We care about nature. The Campsite selects plants, trees and flowers carefully to make the green areas the best they can be. Please note that all ornamental plants within the facility are NOT edible.

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7.3. The Campsite also pays close attention to the cleanliness of rooms and areas. However, the collaboration of the Guests is essential to ensure that the set standards are met:

7.3.1. inside the restrooms, sinks and washbasins are to be used according to the directions;

7.3.2. dishes cannot be washed in the sinks of the private bathrooms,

7.3.3. chemical toilets should be emptied into the appropriate dump stations, located near the restrooms;

7.4. We would also like to remind you that it is strictly forbidden to:

(a) pour any liquid into the gutters of the streets;

(b) throw papers, butts and chewing gum on the ground;

(c) smoke inside the accommodations; in the restrooms; in the water park; in playgrounds and public places throughout the Facility (in compliance with Article No. 51 of Law No. 3 of 16/01/2003);

(d) Take the dogs within the Facility for their poo.

8. HEALTH AND SAFETY

8.1. Gas cylinders – Gas cylinders must comply with the guidelines given in the UNI CIG standards in force in Italy. In particular, cylinders must be protected from accidental collisions and sunlight and located in safe places. It is also forbidden to keep any type of fuel or flammable materials with the only exception of a gas cylinder of the "camping gaz" type not exceeding 5 (five) kilograms.

8.2. Barbecue – the use of barbecues is allowed only in the ways and with weather conditions that are not dangerous or disturbing. However, the use of open flames is strictly prohibited.

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8.3. Equipment:

8.3.1. The equipment and all its contents must be certified and comply with any law or regulatory requirements, particularly in terms of compliance with fire safety regulations.

8.3.2. When a gazebo is allowed to be set up, it must have a maximum size of 3 meters by 3 meters.

8.3.3. For safety reasons, shade tarps of any size and shape, cables and hammocks may not be attached to trees. All tents and tarps may only be attached to the ground.

8.3.4. To hang the laundry out to dry, it is recommended to use clotheslines.

8.3.5. Ropes may not be tied to plaques displaying the numbers of pitches in the campground, which must be intact and always visible, as well as to electric hook-ups.

8.3.6. Tents and gazebos cannot be set up between the Accommodations of the Campsite.

8.4. Electricity – The power supply for the pitches is a minimum of 6A. It is calculated on the basis of the energy consumption of equipment with low power consumption and complying with CE standards. Multiple appliances may not be connected to a single electrical outlet. Guests are also requested to use adapters in an appropriate manner.

8.5. Flames – It is forbidden to leave unattended open flames near flammable materials and air currents. Please pay special attention if children and pets are in the vicinity. It is forbidden to leave candles near heat sources; it is advisable to store them in special containers. The use of candles inside accommodations and their awnings is prohibited.

8.6. Drones – The use of drones of any kind is prohibited in any area of the Campsite.

8.7. Medical Service:

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In case of emergency, contact the Reception/Information Office who will mobilize the emergency response and first aid team.

8.8. Epidemic emergency:

8.8.1. Guests are required to strictly comply with all health, hygiene and social distancing rules provided by current laws and regulations, as well as the regulations adopted within the Campsite.

8.8.2. Guests assume all risks associated with any illnesses or infections that Guests or their pets may contract during their stay at the Campsite. With the exception of cases of wilful misconduct or gross negligence, they release the property of the Campsite and its staff from any liability in this regard, and they also hereby waive any claims or compensation for any reason whatsoever against them.

9. CLOTHING

It is forbidden for adults and children to enter shops (market, restaurant, bar, etc.) wearing a swimsuit or shirtless and barefoot.

10. SWIMMING POOL - BEACH

10.1 Swimming pool:

The swimming pool is for the exclusive use of the guests of the campsite. It is strictly forbidden to bring pets to the pool area. Access to the pool is allowed from 9:00 a.m. to 7:00 p.m. It is prohibited for children under the age of 12 to enter the pool unless accompanied by an adult. A maximum number of 100 swimmers are allowed within the pool area. It is mandatory to shower before entering the water. The use of a swimming cap is required. Access to the pool area is allowed only with appropriate footwear (slippers or water shoes). Any behavior in violation of hygiene standards is prohibited. Running on the pool deck and diving, shouting, playing games or exercises that are dangerous or disturbing to other bathers is prohibited.

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Swimming without breathing without the supervision of an instructor, swimming with masks/goggles with glass lenses, bringing glass or metal containers and/or objects onto the pool deck, and eating food in the area used for swimming or bathing is prohibited.

It is recommended not to bathe less than three hours after eating a meal. The depth of the pool ranges from a minimum of 0.50 m to a maximum of 1.80 m.

There is no lifeguard at the pool.

10.2 Beach:

The beach in front of the Campsite is not owned by the Campsite but public, and the Management disclaims any responsibility for swimming at the lake. There is no lifeguard service on the beach..

11. PET REGULATION

11.1. The presence and number of dogs must be notified at the time of booking and arrival (see Section 1.3).

11.2. A maximum of 2 (two) dogs are allowed per pitch or accommodation unit. A larger number of dogs is allowed only with the prior approval of the management.

11.3. Dogs should be kept on a leash at all times, which should be a maximum of 1.5 meters in length (Ministerial Decree 03.03.2009), a muzzle of a suitable size should be carried, to be used as needed or upon request, as well as poop bags and pooper scoopers.

11.4. To poop or pee, dogs must be taken to the designated area called "dog park." Foulings must be immediately disposed of with a suitable poop bag and placed in the bins intended for that purpose. Transgressors are subject to a fine starting from 50.00 euros.

11.5. It is prohibited to take dogs inside the toilets and shower them.

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11.6. Dogs shall not disturb other Guests and shall not invade their pitches or units. They must never be left unattended.

11.7. Any abusive behavior toward dogs will be reported to the appropriate authorities. Any damage caused to third parties and the facilities of the Campsite by dogs shall be fully compensated by the owner.

11.8. Dogs and their owners will be allowed to use all common areas and zones dedicated to them.

11.9. Owners of loud or dangerous pets who do not comply with regulations or who will cause problems will be asked to take them away or leave the campsite immediately.

12. SANITARY FACILITIES

12.1. Sanitary facilities in the center of the campground for use by campers are opened and closed based on occupancy, at the sole discretion of Management.

13. HELPFUL ADVICE

13.1. Care should be taken with personal belongings and precautions should be taken. Money and valuables should not be left unattended inside caravans and tents or accommodations. Valuables such as cameras, video cameras, etc., should not be left in the car, especially during the night.

13.2. Management accepts no responsibility for theft, loss and damage caused by third parties and circumstances such as natural disasters, commotion and the like.

Management reserves the right to expel without delay those customers who, in their judgment, disturb the peace of others or violate the above rules by their behavior.

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