

# WEL CO ME

REGOLAMENTO  
CAMPSITE RULES  
HAUSORDUNG  
RÈGLEMENT



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## 1- CHECK-IN

Upon arrival all guests must come at the reception with a valid identity card or passport for themselves and all members included in the reservation, in order to make the registration as foreseen by the law. Guests must verify that the provided data are correct, report any eventual mistake to the direction and communicate to the staff all variations related to their reservations (arrivals and departures of the group members, changes of pitch or unit number). All registered guests will be provided with an identification bracelet, which must be worn during the whole stay and must be shown to the staff upon request. The access and/or presence of unauthorised people to Villaggio San Francesco determines: – the breach of the Public Safety Regulation; – the breach of art. 614 C.P. (trespassing); – the breach of art. 633 C.P. (invasion of grounds and premises); – the breach of art. 624 C.P. (theft of services); – an offence of contractual fraud. Guests who introduce unregistered persons must pay, as penalty, an amount equal to the price of the period, for each person, for a minimum of 8 days, except for the unquestionable right of the Management of Villaggio San Francesco to promptly terminate the contract with immediate expulsion of the guest and the members of his group.

## 2 -CHECK OUT

The payment for they stay must be made within 3 days from the date of arrival. It is compulsory to collect the final receipt before departing the Holiday Centre. It is possible to pay 24 hours a day at the designated offices. Payments can be made in cash, according to the limits permitted by law, or by debit card or the following credit cards: VISA, Mastercard.

Cheques are not accepted as payment method. Should the agreed or due amount not be paid, the Guest authorises the Holiday Centre to issue a sight draft including expenses addressed to the Guest himself. Payments extended in time produce a 10% interest on the official discount rate with a minimum annual 18% rate. The Guest acknowledges that Villaggio san Francesco has the right to retain his belongings until the payment is satisfied, acknowledging also that art. 2756 C.C., point 3 can be applied.

## 3 – DEPARTURES

Camping pitches must be left by maximum 12 am of the departure day, by delivering all the identification bracelets at the RECEPTION. Accommodation units must be left by maximum 10 am of the departure day, by delivering the identification bracelets, the keys, the air conditioning card and the received television remote control at the INFORMATION DESK.

Should the departure exceed the prescribed time limit, the guest will be required to pay an extra night according to the price of the period for the accommodation and for all persons belonging to the group.

## 4 – ACCESS TO THE HOLIDAY VILLAGE

It is compulsory for all guests to use the identification bracelet to enter and exit from the holiday village, by leaning it against the various readers positioned at the village accesses.

For security reasons it is required to wear the identification bracelet at all times, during the whole stay. Should the identification bracelet not work properly, please notify it promptly at the reception. The management is authorized to forbid the entrance to or remove the vehicles inside Villaggio San Francesco that are not regularly registered, charging the guest of all the expenses which may be encountered in case of forced removal. The entry of vehicles is allowed only after the registration of the car plate number.

## 5 - MINIMUM STAY

Minimum stay: FROM 2 TO 7 NIGHTS, ACCORDING TO THE PERIOD OF SEASON

## 6 – CAMPING

The Guest knows that only one caravan or, alternatively, one motorhome or a tent plus one vehicle (car or motorbike) can be placed on each pitch. Each pitch can accommodate a maximum of 6 persons. The caravan or motorhome must be positioned with the entry side towards the access way to the pitch. It is eventually allowed, with the permission of the management, to mount an "extra" small tent (ridge tents,

dome tents and similar).

Mobile vehicles can have supplementary coverings as long as they are exclusively placed on the vehicle's roof, are not larger than the shape of the vehicle and are not tied for any reason with any type of rope to the trees. The pitch can be chosen by the Guest, taking into account the staff's indications. The pitches that have been booked in advance can be occupied only with the Management's authorization. Pitches cannot be changed, unless for reasons considered relevant by the Management. The whole equipment, including the vehicles, must be properly parked within the borders of the pitch. Pitches are provided with 10 ampere electricity power and have ECC standard sockets.

#### 7 – PARKING

Vehicles must not be parked on transit roads and cannot occupy, even if only temporarily, the other pitches, although free. Guests who violate this rule will be charged for the occupied pitch. Traffic Rules and Regulations are set by the Camping Road signs.

**GUESTS MUST USE VEHICLES** (cars, motorcycles, RVs, electric scooters, etc.) in accordance with the rules of the holiday village (Prohibitions, speed limits, pedestrian crossings, one-way streets, etc.) **USE**. For the comfort and safety of all guests, cars, motorcycles and other motor vehicles should be used as little as possible.

#### 8 – DAILY VISITORS

The Management holds the right to allow daily visitors and guests a free entrance of 2 hours, according to the organizational requirements of Villaggio San Francesco. Should the visitor/guest stay longer, he shall have to pay the fare of a "daily visitor" according to the price list. The guest of Villaggio San Francesco must make sure that his visitors have the Management's authorization and he is held responsible for the visitors' behavior inside the Holiday Centre. Daily visitors cannot access the Holiday Village by car. The access for daily visitors to Villaggio San Francesco is allowed from 7:00 am to 9:00 pm with maximum exit time by 10:00 pm.

#### 9 – PETS

Dogs and other pets are admitted to Villaggio San Francesco only in certain designated areas of the Village, exception made for cases provided for by the Regional Law Nr. 7 of the 23rd February 2016, Regional Stability Law regarding accompanying dogs for the blind and therapeutic dogs, who can access to all the facilities. All pet owners must have a regular health book and insurance for their pet. The price for pets is indicated in the price list. The presence of dogs or other pets must be reported upon booking and/or in any case upon arrival. Dogs must always be kept on a leash with a maximum length of 1,50 meters and the owner must always be in possession of dog waste bags and of a muzzle to be used upon need or upon request of the Villaggio San Francesco staff. Pets must not disturb other guests and don't have to cross the borders of other pitches or units. Potential damage to third parties or to the structures of the village caused by pets are a complete responsibility of the pet's owner. It is forbidden to bring the pets and shower them in the bathrooms destined for other guests. We kindly ask to use the therefore designated basin in the Panda Area to wash the pets. The access to the beach is only permitted in the dedicated area, accessible through the west gate (Panda Area). Pets can bathe only in the therefore dedicated area and is permitted from 1 pm to 3 pm and from 18 pm to 10 am of the following morning. **POTENTIAL ABUSE TOWARDS DOGS OR OTHER PETS WILL BE REPORTED TO THE AUTHORITIES IN CHARGE**

#### 10- APPROPRIATE BEHAVIOUR

Behaviours, activities, games and the use of equipment that may disturb the other guests of the Villaggio San Francesco must be avoided at any time. In particular, the following activities are not allowed during silence times (24.00-07.00 / 13.00-15.00): arrivals and departures; the entrance, exit and circulation of motor-vehicles; use of sports and leisure equipment; putting up and disassembling tents; playing the radio and similar activities.

Guests who come back to the Village after 24.00 must leave their cars and/or motor-vehicles in the external car park or in the parking located be until the next morning.

Adults are responsible for their children's behaviour, whose liveliness, conduct and needs cannot disturb the peace and quiet, safety and hygiene of the other guests. Furthermore, children must always be taken to the toilets by adults and be looked after when swimming in the sea or in the swimming pools and when using the leisure equipment. The Guest shall pay for any damage caused by children even to third parties. Damages and/or breakages to the structure of Villaggio San Francesco will be calculated and paid on site. In order to guarantee safety and quiet, cars and/or motor bikes must be used as little as possible and in any case the maximum at a walking pace. It is forbidden to enter in the offices, in the shops and the restaurant with inappropriate clothing.

## 11 – PROHIBITIONS

The following activities are forbidden: to litter out of the containers; dig holes or trenches in the soil; set open fires; grill with charcoal or with free flames; damage the vegetation; pour on the ground oils, fuels, boiling liquid, salt or waste; washing cars or other vehicles on the campsite; washing the dishes or get washed at taps on the grounds; waste or misuse water; tie or put up fences; tie up or fasten anything to trees and plants; pull strings at eye level and install anything else that could be potential danger and obstruction of free passage; carry out any sort of commercial, professional and craft activity within Villaggio San Francesco.

## 12- LOST AND FOUND

The objects that are found within Villaggio San Francesco must be handed to the Management or to the Information Desk to fulfil the procedures foreseen by law.

## 13 – INSURANCE AND RESPONSIBILITIES

The use of sports and leisure equipment takes place at the user's own risk. Furthermore, the Management is not responsible for the loss, deterioration and theft of belongings within Villaggio San Francesco. The Guest is aware that at the Information Desk are available safes where personal belongings can be safely kept. Apart from covering risks for civil liability towards third parties, the management is not responsible for damages caused by: thunderstorms, hail, and any other natural event, fortuitous events, fires, theft, etc.

The Guest that has a personal insurance commits himself to not ceding in case of an accident his rights and the action of compensation to his insurance company or to third parties against Villaggio San Francesco.

## 14- SWIMMING POOLS

The use of swimming pools is free. Each swimming pool has a closing day, which is also used for potential maintenance. The Management holds the right to modify the opening and closing days and the opening times of the swimming pools, according to the needs and to the flow of guests. The PENELOPE swimming pool is heated during the low season.

## 15 – MEDICAL SERVICE

Infectious diseases must be immediately reported to the management of the resort centre or to the doctor of Villaggio San Francesco. At the Village a medical service upon payment is available.

## 16 – BATHING

The Guest declares that he has been informed of the Official Order of the Harbour Office regulating the behaviour on the beach. He consequently acknowledges that it is forbidden to swim when the sea is rough, during thunderstorms, at night, in the exit areas of sailing boats and windsurfs, generally when red flags are hoisted.

#### 17- SURVEILLANCE

The Guest is aware that Villaggio San Francesco guarantees a surveillance service performed by recognisable staff. This staff must guarantee that all the provisions herewith included are respected. The Guest commits himself to collaborate with this surveillance and monitoring activity, being available for the surveillance staff at any time, proving his name and address, if required, and giving access to his vehicles and accommodation if needed. Villaggio San Francesco is furthermore provided of a video surveillance system.

#### 18- BOOKINGS

Bookings can be made directly on site at Villaggio San Francesco, at the Bi Booking Holiday centre located in Croatia or through the on-line booking system.

Guests who have booked in advance can make the on-line check-in on the website of Villaggio San Francesco before their arrival. It is anyway necessary to go to the reception before entering the Holiday Village, for a quick checking of the provided data.

Arrival behind schedules must be announced to Villaggio San Francesco as soon as possible and however, as for the anticipated departures, the booked period must be fully paid. For what concerns the Camping, in the case of an early departure or a delayed arrival, the price of an uninhabited pitch for the not taken days will be charged. Delays that exceed the 24 hours and that have not been communicated to the reception will automatically cause the cancellation of the booking.

#### 19- COMPLAINTS

Eventual problems or complains need to be reported within 24 hours from the arrival at the Information Office, over this time no complains will be taken into consideration.

#### 20- CONTROVERSIES

In case of controversies the competent court shall be the Court of Treviso and the guest expressly renounces to the competence of any other judicial authority.

#### 21- TOURIST TAX

With deliberation n. 88 of 29/11/2012 the town Council of Caorle has approved the rate of the tourist tax, The tariffs can be consulted on the website of the district of Caorle, for any further information you address at the cash office. Payment must be made within the first three days of our stay.

THE MANAGEMENT HOLDS THE RIGHT TO REMOVE FROM THE VILLAGE AT ANY TIME ANYONE WHO DOES NOT RESPECT THE ABOVE-MENTIONED RULES OR DISTURB IN ANY WAY THE OTHER GUESTS.

