

# PAPPASOLE REGULATIONS

The present leaflet is given out to our guests at their arrival and visible at the reception.

Guests automatically accept this regulation by checking-in.

Respect for the rules protects the well-being and tranquillity of all guests. Thank you for your cooperation.



## ■ ART. 1 - BOOKING

- A. The booking is personal and non-transferable. The management will assign the number of the place considering the guests' requests; however, if this is not possible due to force majeure or organizational reasons, no claims, cancellations, or requests for compensation will be accepted.
- B. A deposit must be sent to confirm the reservation. Upon receipt of the deposit, a confirmation (except as provided in Art. 1-C) will be sent, indicating the stay period and the amount received.
- C. The sending of the booking confirmation mentioned in art. 1-B does not constitute definitive acceptance of the booking as Pappasole S.p.A. reserves the right to unilaterally cancel the received booking at its sole discretion based on its own organizational assessments. Any cancellation of the booking must be communicated to the customer within 4 days following the booking confirmation mentioned in art. 1-B without the need for any expressed justification. If the 4-day period elapses without Pappasole S.p.A. expressing a rejection, the booking will become definitive and irrevocable for Pappasole S.p.A. In the event of cancellation in accordance with this article (art. 1-C), Pappasole S.p.A. shall be required to immediately refund the deposit received without any further obligations and without any further rights for the guest.
- D. For any cancellation, the following penalties will apply: €30 for cancellations made up to 28 days before arrival. After 28 days, the penalty will correspond to the full amount of the deposit paid.
- E. The reserved accommodation will be available from 4.00 p.m. and must be left before 10.00 a.m. on departure day. Any arrival delay beyond midnight must be communicated; otherwise, the booking will be canceled.

## ■ ART. 2 - ACCESS TO THE CAMPING VILLAGE

- A. On arrival all guests must show a valid ID to check-in and receive bracelets to wear during their stay and to return on departure. Guests must check their personal details and report any mistake to Reception. Changes on departures or arrivals must be communicated in advance.

## ■ ART. 3 - CHOICE AND USE OF THE ACCOMMODATIONS

- A. Accommodation may be chosen according to the instructions of our staff; once a place is assigned, it is strictly forbidden to move without authorization from the Reception.
- B. It is forbidden to occupy vacant pitches with personal belongings or vehicles, even temporarily.
- C. In the pitches, caravan/campers/tents must be positioned in a way that keeps the escape routes always free.
- D. The entire booked period is always charged, even in case of late arrival or early departure. In the campsite, for temporary absence of guests, the "minimum occupancy" rate always applies, including the cost of the pitch plus two adults (from July 1st to September 1st) or one adult (during the remaining periods).
- E. Up to 6 people per accommodation are allowed unless the management makes exceptions.

## ■ ART. 4 - CAMPING VILLAGE VISITORS

- A. It is possible to visit the campsite until 8 p.m., leaving an ID Card at the Reception. The visit is free for 30 minutes; after that, the regular daily fee will apply.

## ■ ART. 5 - ENTRANCE AND STAY OF FRIENDS AND FAMILY

- A. To protect privacy, friends and family of guests will only be admitted with written authorization from the check-in holder, who is responsible for their behavior.
- B. The entry of non-overnight guests is allowed until 8:30 PM, with departure by midnight. Any entries after 8:30 PM must be authorized in advance by the Management. Visitors are free of charge for 4 hours, provided that the frequency of such visits does not become habitual. They are asked to leave an ID Card at the reception.
- C. The Management has the right to deny and/or revoke entry and/or stay in the Camping Village, or any part, resource, structure, or related area at its sole discretion, with the right to interrupt and/or revoke with immediate effect any existing relationship with the relative party. This right includes, but is not limited to, the possibility to deny and/or prohibit and/or revoke entrance and/or stay in the village to anyone who may disturb the tranquillity or safety of guests, to anyone who may offend the decorum and reputation of the village or, in any case, to anyone who violates or has violated (even in the past) any rule and/or regulation and/or the current Regulations.

## ■ ART. 6 - VEHICLES CIRCULATION

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- A. For the peace and safety of all, cars should be used as little as possible, at a walking speed.
  - B. Cars must be parked in the parking area (not guarded) inside the Camping Village. For loading and unloading needs, access to the village is allowed in moderation and forbidden during the gate closure times (Night: from 11.30 p.m. to 7.00 a.m. Afternoon: from 2.00 p.m. to 4.00 p.m. from Sunday to Friday to Standard Pitches, De Luxe Pitches, Comfort Pitches and Prestige Bungalows; from 2.00 p.m. to 4.00 p.m. from Monday to Saturday to Bungalows Comfort and Mobilhomes Premium). From mid-July to the end of August, the evening gate closure is brought forward to 8:00 PM.
  - C. Parking cars at the pitch is only allowed in Comfort Pitches.
  - D. Bicycles, rollerblades, skateboards, city rollers, scooters and similar vehicles are not allowed in the pedestrian areas of the Camping Village.
  - E. Bicycles, scooters and any similar vehicles may circulate during the night in the streets of the village only if equipped with special lights and/or signal lights, at walking speed, even in the absence of special signs.
  - F. Bicycles, e-scooter, kick scooters and similar vehicles must be parked only in the designated areas with racks provided by the Camping Village Management.
- Vehicles left outside these areas or in zones where circulation with such vehicles is not permitted may be locked and/or removed by the Management.
- To recover the vehicle, guests must contact the Camping Village Management.
- Pappasole S.p.A. is not responsible for any damage resulting from the locking and/or removal of the vehicle.

## ■ ART. 7 - SILENCE BREAK

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- A. In order to ensure tranquillity, animated discussions and unnecessary noises are forbidden.
- B. The use of radios, TVs, and devices that produce noise, including air conditioners in private vehicles, is allowed as long as it does not disturb the neighbours.
- C. Respect for tranquillity is especially recommended from 2 p.m. to 4 p.m. and from midnight to 7 a.m.

## ■ ART. 8 - CHILDREN, MINORS, TEENAGERS

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- A. Adults assume the responsibility for their hosted children, whose behaviour and needs cannot and don't have to endanger their own and the other customers' safety and tranquillity.
- B. Minors may only enter the Village if they are accompanied by at least one adult who will stay with them for the duration of their stay, assuming responsibility.
- C. Youth groups are required to express their vitality outside the Campsite. Attention please! Exaggerations and vulgarity will never put up and when individual responsibilities cannot be distinguished, the expulsion order from the Village is extended to the whole group.

## ■ ART. 9 - PRIVACY

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A. Pappasole S.p.A., "Data Controller" within the meaning of art. 4, point 7 of EU Regulation 679/2016 (GDPR), carries out the processing of personal data in compliance with European legislation on the protection of personal data (EU Reg. 679/2016) as well as the new Privacy Code (Legislative Decree 196/2003 as amended by Legislative Decree 101/2018), inspiring its activities to logic related to the purposes of the processing carried out and in any case with suitable methods to ensure the security and confidentiality of personal data. In compliance with art. 32 GDPR, the Data Controller has implemented technical and organisational measures considered sufficiently adequate to prevent risks of varying probability and nature for personal data, having also defined the criteria and procedures aimed at guaranteeing the security of data processing. Pappasole S.p.A. invites you to refer to its Privacy Policy published on [www.pappasole.it](http://www.pappasole.it). During events with audiovisual recordings, guests will be asked to give their consent by signing an information form, available in either paper or electronic format. In the case of large events, guests will be informed through signage at the entrance. In this case, consent is considered given when the guest enters the event. Participation is voluntary: if guests do not wish to be recorded or have their images distributed, they must refrain from attending the event.

## ■ ART. 10 - LOST PROPERTIES

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A. Items found within the Camping Village must be handed over to the Reception, which will catalog, store them until the end of the season, and return them to the rightful owner if located.

## ■ ART. 11 - RECEIVING PACKAGES

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- A. The Camping Village does not offer a package reception service and will therefore refuse to receive goods on behalf of guests, unless a specific authorization is provided according to the text supplied by the Reception.
- B. It is prohibited to have certain types of large, high-value, perishable, hazardous, or customs-sensitive goods delivered to the Camping Village (e.g.: medications, weapons, flammable materials, food, etc.).

## ■ ART. 12 - LIABILITY

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- A. The use of the fun and sports equipment, whether free of charge or for a fee, is at users own risk. The use by minors must be supervised by the parents or another responsible adult. In any case, Pappasole staff is not required to authorize the minor's use, as they are not responsible for their custody. It is the responsibility of the parent or guardian to ensure the correct use of the facilities by the minor, explicitly releasing Pappasole S.p.A. from any liability.
- B. The Management shall not be responsible for any theft of objects or valuables not entrusted and kept in safe deposit boxes inside the reception. C. The Management is also not responsible for damage caused by force majeure, natural disasters, diseases and epidemics (including plant diseases), insect and/or other animal bites, or causes beyond the negligence of Pappasole staff.



### ■ ART. 13 - PETS

A. The presence of pets and their number must be reported at the time of booking and confirmed on arrival at the reception, where dog and cat owners can collect the specific regulations to follow. A maximum of 3 dogs are allowed per accommodation. Dogs must be taken to the Dog Area for their "needs" that must be immediately removed.

### ■ ART. 14 - CASH DESK OPENING HOURS

A. The cashdesk is open from 9 a.m. to 12 p.m. and from 4 p.m. to 7 p.m. Payments can be made in cash (within legal limits) or with debit/credit cards from VISA, Master Card, Diners and American Express. B. It is recommended to go to the cash desk the days before the departure. Rates are per night; departures must take place before 10 a.m., otherwise an additional night will be charged without the right to use it. The planned departure date provided at check-in can only be extended with prior approval from the Management.

### ■ ART. 15 - WASTE

A. Pappasole S.p.A. pays special attention to environmental care and invites its guests to properly use the designated recycling stations throughout the Camping Village.

### ■ ART. 16 - IT IS FORBIDDEN TO

- A. Smoking is prohibited on the beach, at the swimming pool (except in designated areas), inside accommodation units, in sanitary facilities, in public areas, in the playground, in the mini club area, and under the marquee.
- B. Flying personal drones in any area of the Camping Village and on the beach is prohibited.
- C. Littering, including throwing paper, cigarette butts, and chewing gum on the ground, or disposing of waste outside the designated separate waste collection containers, is prohibited.
- D. Digging holes or trenches in the ground is prohibited.
- E. Lighting open fires or using barbecues inside verandas, near vegetation, or without respecting safety distances. Only gas or charcoal barbecues are permitted.
- F. Leaving candles, mosquito coils, and/or open-flame barbecues unattended, as well as bringing flammable or explosive materials into the Camping Village areas, is prohibited in order to safeguard everyone's safety.
- G. Damaging vegetation is prohibited.
- H. Pouring oils, fuels, boiling liquids, salty liquids, or waste onto the ground is prohibited.
- I. Washing cars or other vehicles is prohibited.
- J. Washing dishes or laundry outside the designated sinks is prohibited.
- K. Washing items or personal washing at drinking fountains is prohibited.
- L. Wasting or improper use of water is prohibited.
- M. Failure to comply with the specific swimming pool regulations is prohibited.
- N. Leaving the pitch untidy upon departure, or leaving pegs and/or similar items in the ground that are no longer in use, is prohibited.
- O. Making structural modifications to the Village's accommodation facilities and attaching shade cloths and/or similar items to existing structures or trees is prohibited.
- P. Using the Camping Village's resources, facilities, equipment, appurtenances, ancillary areas, and/or any other element or portion of the Camping Village in violation of these Guest Regulations and/or in a threatening, defamatory, slanderous, indecent, disrespectful, obscene, provocative, pornographic, discriminatory, or otherwise offensive manner is prohibited.

### ■ ART. 17 - EXPULSION

A. In case of violation of any law and/or regulation, or even just one article of these Rules, the Management will take the necessary actions, including the immediate termination of any relationship with the individual who committed the violation and/or any measure preventing or prohibiting access to the Camping Village and/or the use of its facilities (including all its parts, elements, resources, structures, accessories, and/or areas), including possible expulsion from the Camping Village.

**THE STAFF WISHES YOU A HAPPY STAY**



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