

GUESTS REGULATION

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 - ADMITTANCE TO THE CAMPSITE/VILLAGE

- A. On arrival all guests must show a valid ID to check-in and receive bracelets to wear for the duration of the stay and to be returned on departure.
- B. Our guests are asked to check their personal details and inform the Reception about any mistake. Variations on departures or arrivals must be communicated in advance.
- C. Only vehicles below 2.50m wide, 2.50m high, 8m long (including drawbar) are admitted to the campsite.

■ ART. 2 - CHOICE AND USE OF PITCHES, MOBILEHOMES AND BUNGALOWS

- A. Accommodation may be chosen according to the instructions of our staff; once a place has been assigned, it is absolutely forbidden to move without authorisation from the Reception.
- B. It is forbidden to occupy any vacant pitch with personal belongings or vehicles, even temporarily.
- C. On the pitches, caravan/campers/tents must be positioned in a way that keeps the escape routes always free.
- D. Our guests are asked to pay for people and vehicles declared at the moment of the booking request, even if temporary absent, unless previously reported and authorized by the reception. Anyway in the Campsite the "minimum presence" will always be daily charged. It consists of the price of the pitch plus that of two adults (in high season) or an adult (in low season).
- E. Our guests are asked to pay the whole booked holiday even in case of early departure.
- F. Up to 6 people per accommodation are allowed unless the management makes exceptions.

■ ART. 3 - CAMPSITE/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 of charge for 30 minutes; after, a payment of the regular daily rate will be required.

■ ART. 4 - ENTRANCE AND STAY

- A. The management will accept people visiting our guests, whether staying for the day or overnight, only after written authorisation of the guests themselves who assume the responsibility for their visitors' behaviour.
- B. Occasional guests' visitors are allowed to enter the campsite until 8.30 p.m. and leave before midnight. Any delay must be authorized in advance by the management. They are asked to leave an ID Card at the reception. Visitors are free of charge for 4 hours, provided that the frequency of such visits does not become habitual.
- C. The Management has the right to deny and/or revoke entry and/or stay in the village, in any of its parts, elements, facilities, appurtenances and/or accessory areas and/or the use of the relative facilities 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 Guest Regulations and/or the General Booking Conditions.

■ ART. 5 - VEHICLES

- A. For the tranquillity and safety of all, cars should be used as little as possible, at a walking pace.
- B. Cars must be left at the unguarded parking place inside the campsite. For loading and unloading needs, access to the village is allowed in moderation and forbidden during the hours when the bars are closed (daily from 11.30 p.m. to 7.00 a.m.; 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).

- C. From mid-July to the end of August, the evening closure of the barriers is brought forward to 8 p.m.
- D. Cars parking is only and exclusively allowed inside pitches Comfort.
- E. Bicycles, roller skates, skateboards, city rollers, scooters and any similar vehicles may not circulate in the pedestrian areas of the village.
- F. 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 pace, even in the absence of special signs.

■ ART. 6 - SILENCE BREAK

- A. In order to ensure tranquillity are forbidden all animated discussions and unnecessary noises.
- B. The use of radio and TV sets, noise-causing appliances and air conditioners inside private vehicles is permitted as long as it does not disturb the neighbours.
- C. Respect for tranquillity is particularly recommended from 2 p.m. to 4 p.m. and from midnight to 7 a.m.

■ ART. 7 - CHILDREN, MINORS, YOUNGS

- 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. 8 - PRIVACY POLICY

A. PAPPASOLE SPA, "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.

■ ART. 9 - LOST PROPERTIES

A. The objects found in the campsite must be handed over to the Reception, which will catalogue them, store them until the end of the season and hand them over to their rightful owner if found.

■ ART. 10 - PACKAGE RECEPTION

- A. The campsite does not offer package reception service and therefore will refuse to accept goods on behalf of guests unless a specific authorization is provided according to the text provided by the campsite.
- B. In any case, it is prohibited to have certain types of goods of large size, substantial value, perishable, dangerous, or involving sensitive customs issues delivered to the campsite (e.g., medications, weapons, flammable substances, food, etc.).

■ ART. 11 - LIABILITY

- A. The use of the fun and sports equipment, whether paid or free, is at users own risk. Minors' parents or guardians are responsible for checking the equipment and, if required, preventing their own children from using it. Pappasole staff is not compelled to ask for parents' permission to allow their children to use of sport and fun equipment both inside the campsite and on the private beach. Pappasole S.p.A. is not responsible any damage resulting from this.
- B. The Management shall not be liable for any theft of objects or valuables not entrusted and kept in safe deposit boxes inside the reception.
- C. The Management is also not liable for damage suffered due to force majeure, natural disasters, diseases and epidemics, including those of plants, insect and/or other animal bites, or causes beyond the negligence of the village staff.

■ ART. 12 - PETS

A. The presence of dogs 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 they must



follow. A maximum of 3 dogs are allowed for each accommodation. Dogs must be accompanied to the Dog Area for their "needs" that must be immediately removed.

■ ART. 13 - CASH DESK OPENING HOURS

A. The cash desk 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 (according to the law) or with Bancomat and credit cards of the VISA, Master Card, Diners and American Express circuits. It is recommended to go to the cash desk the days before your 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 expected departure date communicated on arrival can only be postponed with the Management's authorisation.

■ ART. 14 - WASTE

A. Pappasole S.p.A. pays particular attention to the care of the environment and invites its guests to correctly use the special ecological islands set up in the whole area of the Village.

■ ART. 15 - IT IS FORBIDDEN

A. To smoke on the beach, in the swimming pool (with the exception of the reserved area), inside the bungalows/Mobil homes, toilets and public rooms.

B. To fly personal drones in any area of the campsite and the beach.

C. To throw paper, cigarette butts and chewing gum on the floor and deposit the waste outside the specific containers for separate collection.

D. To dig holes or drains.

E. To light open air fire.

F. To leave unattended burning candles and mosquito coils and to introduce inflammable goods inside the campsite due to guarantee all our guests' safety.

G. To damage plants and vegetation.

H. To spill oil, fuel, hot, salted waste liquids on the ground.

I. To wash cars or other vehicles.

J. To wash up or to wash linen outside of the special wash-basins.

K. To wash or to wash oneself at fountain.

L. To waste or misuse water.

M. Not to conform to the specific swimming pool rules.

N. To leave the pitch dirty or to leave on the ground spikes or nails at the time of departure.

O. To undertake structural changes to our accommodations and hang lengths of cloth or similar up the existing structures as poles, stakes and trees.

P. To use the resources, facilities, equipment, accessory areas and/or any other element or part of the village in violation of these Guest Regulation and/or in a threatening, defamatory, slanderous, indecorous, disrespectful, obscene, provocative, pornographic, discriminatory or otherwise offensive manner.

■ ART. 16 - EXPULSION

A. In case of disregard of any rule and/or guideline and/or the disposition of the current Guest Regulation and/or General Booking Conditions, the management shall take such action as it deems appropriate, including the revocation and/or termination of any ongoing relationship with the person who has committed such a violation, and or the prohibition to enter and/or use the village facilities in any part of it, structure element, etc., including therefore also the possible expulsion from the village itself.

THE STAFF WISHES YOU A HAPPY STAY