

RULES

ACCESS

- Entry to the Camping Village is subject to Management authorisation, the delivery of identification documents and the **legally required registration**.
- For quicker and easier identification, all guests will be provided with an **identification wristband and a car pass** to be displayed clearly on their vehicle. The identification wristband is made of lightweight, non-toxic fabric and must be worn visibly from the first day of arrival and throughout the entire stay. In case of breakage, a new wristband may be requested by personally returning the previous one. The wristband must be shown whenever requested by staff responsible for identifying persons present inside the Camping Village.
- Management reserves the right, at its sole discretion, not to accept unwanted visitors.

CHECK-IN / CHECK-OUT

- For bungalows and mobile homes, check-in is from 16:00 to 20:00, while check-out must be completed by 10:00 at the latest.
- For campers, check-in is at any time, while check-out must be completed by 12:00 on the day of departure. Should campers stay beyond 12:00, the full daily rate will be charged.
- The arrival of a number of persons exceeding the maximum allowed, including children, if not previously communicated and authorised by Management, will result in cancellation of the booking and forfeiture of the deposit paid.
- The pitch for tent, caravan or motorhome will be assigned by Management, whose instructions campers must follow.
- At check-out, keys, passes and identification wristbands must be returned.

TEMPORARY GUESTS AND VISITORS

- Temporary guests (persons hosted for one or more nights by the holders of accommodation units/pitches) are admitted subject to Management authorisation. Upon arrival they must provide an identity document for the legally required registration and will be issued an identification wristband.
- Day visitors are admitted only with prior authorisation from Management. They must provide an identity document at the entrance to the Camping Village and will receive a ticket on which the entry time and number of visitors will be recorded; this ticket must be handed in at Reception upon exit and, if the visit lasts more than 1 hour, the established fee must be paid.
- Day visitors may not use the beach shuttle under any circumstances; as for use of the swimming pool, a day admission fee may be paid when permitted by Management.
- Depending on occupancy, Management reserves the right to prohibit temporary and day visits on Sundays and during periods when the maximum capacity of the Camping Village is reached.

VEHICLE CIRCULATION AND PARKING

- For guests staying in bungalows and mobile homes, parking inside the premises is permitted for one car only; any second car must be parked in the external car park, which is supervised.
- All guests must display the pass received at registration clearly on their vehicles. If the pass is missing or cannot be verified by Camping Village staff, the vehicle will be required to move to the external car park.
- Parking of cars and motorcycles is strictly prohibited on pitches intended for tents, caravans or motorhomes.
- Circulation of cars and motorcycles inside the Camping Village is prohibited:
 - from 00:00 to 07:00 every day
 - from 14:00 to 16:00 from Monday to Thursday
- At other times, circulation is permitted only at very low speed and guests are kindly requested to limit the use of cars and motorcycles to the minimum necessary.

STAY

- Accommodation units and pitches are always assigned by Management, whose instructions guests must follow.
- Guests staying in bungalows and mobile homes must take care of the items provided. Management reserves the right to request compensation for damage and broken items. Guests must also leave the accommodation tidy and with the kitchenette area (dishes and cookware) clean upon departure.
- Guests must take care of their personal belongings: Management is not responsible for theft or damage, except for items entrusted to Management and accepted for safekeeping with the issuance of a receipt.
- From 14:00 to 16:00 and from 00:00 to 07:00, any noise that may disturb other guests is strictly prohibited, including setting up and taking down tents. Sound-producing devices must always be kept at low volume and must remain switched off during quiet hours. Anyone causing disturbance will be removed from the Camping Village.
- Adults are responsible for the behaviour of their children, whose liveliness must not compromise the peace and safety of other guests.
- It is forbidden to occupy unassigned spaces and to set up any type of tent or gazebo outside the designated areas, especially near accommodation units.

SWIMMING POOL, PLAYGROUND, SPORTS FIELDS

- For use of the swimming pool, guests are required to comply with the following rules:
 - To access the pool, it is necessary to wear the identification wristband
 - Wearing a swim cap is mandatory
 - Showering before entering the water is mandatory
 - The use of a towel on chairs and sunbeds is mandatory
 - Wearing flip-flops is mandatory within the pool area
 - Diving from the edges is prohibited
 - Animals are not allowed (dogs, cats, etc.)

- It is forbidden to bring balls, inflatables and similar items into the pool area (armbands, swim rings and goggles are allowed)
- Children under 12 are allowed access only if accompanied by parents or other adults
- Using shampoo or shower gel in the pool and in the showers is prohibited
- Entry into the water is strictly forbidden for anyone with wounds, skin lesions, plasters and/or bandages
- It is forbidden to enter the pool if one or more parts of the body are covered with oils, creams, sun lotions and/or similar non-water-soluble substances
- Playing with balls, diving from the edge, running along the poolside, pushing other people into the water, or disturbing other guests in any way is prohibited
- Swimming while fully clothed is prohibited (a technical shirt or a white cotton T-shirt is allowed for very young children)
- Guests must follow the instructions of the lifeguards, who may remove anyone who does not comply with the rules
- Poolside equipment is free of charge while available; Management does not guarantee availability for all users
- In particular circumstances (exceptional events, adverse weather conditions, or extraordinary maintenance) the pool may remain closed at Management's sole discretion
- Use of the playground is allowed only during the hours established by Management and only for children accompanied by adults, who are responsible for them.
- Use of the sports fields is free of charge for all activities organised by the entertainment staff and subject to a fee for private use.
- Use of the swimming pool, playground, fields and sports equipment is at guests' own risk.
- Participation in all entertainment activities, sporting or otherwise, is considered a free choice by the guest. Any harmful consequences arising from the guest's conduct cannot be attributed to the Camping Village.

DAMAGE, LIABILITY, LOST PROPERTY, THEFT

- Management is not responsible for damage caused by: the conduct of other guests, force majeure, natural events such as falling trees, or other causes not attributable to negligence in maintenance.
- Management is not responsible for theft, removal or damage to items left on pitches, in accommodations or in common areas. Pursuant to Art. 1227 of the Italian Civil Code, compensation is not due for damage that the guest could have avoided by exercising ordinary diligence.
- Fences, gates or barriers have exclusively organisational purposes and do not constitute the assumption of a duty of supervision over property and vehicles.
- Guests must take care of their personal belongings: Management is not responsible for theft or damage, except for items entrusted to Management and accepted for safekeeping with the issuance of a receipt.
- Management assumes no responsibility for damage to cars, caravans, motorhomes or other property caused by falling branches, resin or pine cones.

ENVIRONMENT

- Guests are required to respect the vegetation, hygiene and cleanliness of the premises; any damage will be charged to the person responsible.
- Periodic pest control treatments against flying insects are carried out. The products used are duly registered with the Ministry of Health and are non-toxic.
- Everyone is required to behave in accordance with environmental rules and energy saving practices. In particular, it is forbidden to:
 - Tamper with or remove equipment
 - Damage vegetation, walk on flowerbeds, dig holes
 - Discharge soapy water or detergents onto the ground
 - Wash cars or motorcycles
 - Light fires. The use of charcoal grills is permitted only with the utmost care
- In addition, it is recommended to:
 - Not leave lights on when not necessary
 - Close doors and windows when the air conditioning is in use
 - Turn off taps to avoid wasting water

WASTE

- It is strictly forbidden to leave bulky waste in the Camping Village (metal material, furniture, refrigerators, chairs, etc.).
- Waste must be separated and disposed of at the single collection point located at the entrance of the Camping Village. In this ecological area, and only during the scheduled hours, it will be possible to dispose of plastic, metal, paper, glass, organic waste and residual waste, using transparent bags, as required by municipal regulations.

PETS

- The presence of pets must be declared at the time of booking and upon arrival and must be authorised by Management.
- At check-in, dog owners must present the dog's health booklet to Management, showing the vaccinations carried out.
- The Italian law requires that dogs must always be kept on a leash during walks (no longer than 150 cm) and with a muzzle available. For dogs falling within the category defined as "biting dogs", the muzzle must be worn; in any case, dog breeds and animals considered dangerous or reported as such by the competent authorities may be removed from the Camping Village at Management's discretion.
- For their needs, dogs must always be taken outside the campsite or to the designated area. Droppings must be removed immediately using a suitable bag.
- Owners are responsible for their pets' behaviour and must ensure that they do not enter other guests' pitches or accommodation.

- Noisy dogs that growl or bark will not be allowed to stay in the Camping Village.
- Pets are not allowed inside the toilet facilities, in the swimming pool, in the market, in the playground, on the lawn in front of the tennis courts, or on the beach shuttle (unless small and in a carrier).
- Dogs must never be left unattended or allowed to roam freely; civil and criminal liability for damage caused by the animal lies solely with the owner.
- Dogs are allowed on the beach if kept on a leash and under the owner's beach umbrella, unless otherwise provided by the rules of the Puglia Region's Bathing Ordinance; owners must ensure that their pets do not disturb other beach users.

ELECTRICITY SUPPLY

- Electricity connection on pitches, for those who wish to use it, is allowed subject to Management authorisation. The maximum power is 1.8 kW; therefore, guests are asked to limit the use of high-consumption appliances such as air conditioners, electric hot plates, etc., in order to avoid line overload.
- Any modification to the ground layout, electrical and water systems, or any other tampering is strictly prohibited. Camping Village staff are expressly authorised to immediately disconnect, without notice, any cable and/or equipment installed in violation of these regulations. The same authorisation applies in the event of non-compliant electrical connections.
- The electricity supply points on the pitches are intended exclusively for caravans, motorhomes, tents and domestic appliances. Use of these systems to charge electric cars is expressly forbidden, as it may cause faults in the electrical network and damage to the vehicle.

BOOKING, CANCELLATIONS AND DELAYS

- After availability has been confirmed, the booking request must be confirmed by paying a deposit equal to 30% of the total amount; if the payment is not made within 7 days of receiving the bank details, the booking will be considered cancelled. *entro 7 giorni dal ricevimento degli estremi bancari, la prenotazione varrà annullata.*
- The balance must be paid on the day of arrival. Payment may be made in cash, by debit card, credit card or instant bank transfer.
- No refunds are provided in case of late arrival or early departure, whatever the reason.
- Arrivals are scheduled from 16:00 to 20:00 for bungalows and mobile homes and from 12:00 for camping; exceptions are possible only after a phone call notifying arrival after these times.
- If 24 hours pass from the scheduled arrival without any communication from the guest, Management reserves the right to cancel the booking and make the accommodation unit or pitch available to other guests.
- In case of cancellation, the deposit will be reduced by 20% if written notice is received at least 30 days before the start of the booked period. No refund will be due to those who cancel within the 29 days prior to the start of the stay or in case of no-show.
- The presence of pets must be declared at the time of booking.