



## REGULATIONS OF DUTIES AND RIGHTS FOR EUROPING CLIENTS

These regulations have been created by "Europing 2000 S.r.l." in the interest of its guests, and are considered accepted upon registration and entry into the Camping Village.

### **COMPLIANCE WITH THE FOLLOWING RULES IS MANDATORY.**

Anyone who reads and accepts these regulations is therefore responsible for the behavior of their family members or guests.

Dogs are allowed in the Europing Camping Village, except those belonging to categories 1 and 2:

**Cat. 1** – Collie, Bobtail, German Shepherd, Bouvier des Flandres, Staffordshire Terrier (Pitbull), Staffordshire Bull Terrier, American Staffordshire Terrier (Amstaff), Mastiff (Boerboel), Tosa Inu.

**Cat. 2** – Doberman, Pinscher Schnauzer, Boxer, Rottweiler, Bulldog, Newfoundland, St. Bernard. A daily fee applies.

**Art. 1** All users of the village spaces and facilities must observe the rules of good conduct, civility, hygiene, and appropriate clothing, and avoid shouting, foul language, smoke, unpleasant odors, etc. Inappropriate and noisy behavior will result in immediate expulsion from the campsite.

**Art. 2** Upon arrival, the group leader must check in at the reception, where each guest will receive a wristband, which must be worn from check-in and shown to staff upon request.

If the camper leaves the site overnight, they must inform reception at departure (and return) to record their absence/presence, including any vehicle.

**Art. 3** Motor vehicle transit is prohibited inside the campsite, except for arrival and departure, and only between 8:00–13:00 and 15:00–20:00.

After that, vehicles must be moved to the designated parking area, accessible 24/7.

The management is not responsible for theft or damage of any kind inside the parking area.

**Art. 4** For each piece of equipment (caravan, tent, trailer tent, camper), a minimum of 2 people will always be charged in addition to the equipment fee.

The stay fee is applied from the first night until 12:00 on the departure day. After that, an additional night will be charged.

**Art. 5** Minors are only allowed if accompanied by parents or adult relatives who are staying at the campsite.

a) Children under 8 years old must be accompanied when using facilities, restrooms, beach, pool, playground, or sports areas.

b) The beach is freely accessible to all, but even with lifeguard services, children under 14 must be supervised by their family.

**Art. 6** Management is available every day, 24 hours a day.

The cashier is open daily from 8:00 to 20:00.

**Art. 7** The assigned pitch cannot be changed without prior authorization from management, and it is strictly forbidden to exceed its boundaries.

Each pitch is delimited and may only contain one accessory structure (e.g., kitchenette or storage room) of agreed size and materials. Unauthorized equipment will be removed.

No fences or private equipment are allowed in passageways between pitches. Guests must be careful, as paths may be uneven due to pine roots or sand shifting.

**Art. 8** A reservation becomes effective only after a deposit of 30% of the total stay amount, to be paid within one week of booking.

The balance must be paid no later than 30 days before arrival.

Failure to pay the balance will result in cancellation of the reservation.

In case of delayed arrival, the unit will be held until 10:00 a.m. of the following day unless a phone notification is received.

**Cancellations:** In case of cancellation before arrival, interruption, or delay — regardless of the reason (illness, accident, etc.) — the balance is still due, and no refund will be granted.

However, if you purchase the Cancellation Guarantee, you are entitled to:

- Refund of the amounts paid, excluding file fees and the cancellation guarantee cost.
- Partial refund in proportion to the rental, excluding management fees, cancellation guarantee, and cleaning fees, if you must leave early.

The guarantee applies if the impediment affects the guest, spouse, persons listed in the contract, their relatives (ascendants/descendants), and is due to:

- Death, unknown illness at the time of booking, or an accident occurring after booking;
- Death of siblings, in-laws, or children-in-law;
- Jury duty, military, judicial, or administrative summons;
- Justified impediment due to dismissal, transfer, or company bankruptcy (if the client is a director).

The illness or injury must be certified by a medical prescription dated less than one month before the arrival date.

All cancellations must be submitted **in writing** to the person in charge of the stay.

To activate the guarantee, the campsite/residence must be informed **at least 24 hours before arrival**, and **written proof** (medical/death certificate or employer's note) must be sent **within 10 days** from the cancellation.

**Art. 9** Electricity is always available up to 3 Amps from the column, and 6 Amps for Premium pitches.

For safety, it is mandatory to use fire-resistant, legally compliant cables to connect to electric columns.

**Art. 10** Visitors (for more than two hours) must leave a valid ID at reception and prepay the appropriate fee.

Campers who wish to receive guests must notify the management in advance and welcome them at the entrance.

During peak season, the management reserves the right to refuse guests if the maximum capacity has been reached.

**Art. 11** Respect for others' peace and quiet is mandatory at all times, especially during silence hours: 14:00–16:00 and 01:00–08:00.

During silence hours, it is strictly forbidden to:

- a) Use TV, radios, or musical instruments at volumes audible from other pitches;
- b) Make noise or shout.

Campers causing disturbance will be immediately expelled.

**Art. 12** All those using shared toilet facilities must leave them clean after use. Dishwashing and laundry sinks may not be used for personal hygiene.

**Art. 13** Waste sorting is mandatory. Containers are marked on the village map and signposted accordingly.

**Art. 14** It is strictly forbidden to:

- a) Light fires, use barbecues, or anything that creates flames/sparks;
- b) Store more than one gas cylinder;
- c) Build fences or screens, place fixed tables, hang wires — only drying racks are allowed. Blocking passage between pitches is prohibited unless expressly authorized in writing by management;
- d) Connect to the electric (columns) or water/sewer network without prior written permission and payment;
- e) Wash cars, campers, caravans, or verandas outside the designated areas;
- f) Damage trees/plants by driving nails, cutting branches, or otherwise harming nature;
- g) Waste drinking or non-drinking water;
- h) Park vehicles, boats, inflatable boats, or similar on pitches.

**Art. 15** Any infectious or suspected infectious disease must be reported to management immediately.

**Art. 16** For any legal dispute, the competent court is that of Civitavecchia.

