



## EUROPING GUEST RIGHTS AND DUTIES REGULATIONS

This regulation is created in the interest of the guests of "Europing 2000 S.r.l." and is considered accepted upon registration and entry into the Camping Village Europing.

**COMPLIANCE WITH THE FOLLOWING REGULATORY PROVISIONS IS MANDATORY.** Therefore, anyone who reads and accepts this regulation will be responsible for the behavior of their guests.

Dogs are allowed in the Camping Village Europing, except for 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 – Dobermann, Pinscher Schnauzer, Boxer, Rottweiler, Bulldog, Newfoundland, Saint Bernard

A daily fee applies.

**Art. 1** All users of the village's spaces and facilities are required to observe rules of good behavior, civility, hygiene, and appropriate clothing, avoiding shouting, foul language, smoke emissions, bad odors, etc. Improper and noisy behavior will result in immediate removal from the Village.

**Art. 2** Rented accommodations can be occupied from 4:00 PM on the day of arrival and must be vacated by 10:00 AM on the day of departure. After this time, a fee of €100.00 will be charged. The furniture of the rented accommodations must not be taken outside or moved. Guests are responsible for the items provided.

**Art. 3** The village's facilities can only be occupied by the persons declared in the reservation and after completing the online check-in. **It is not permitted to change the names of the occupants during the stay.** Upon arrival, the group leader must present themselves at the reception and show identification. Each member will receive a personal pass (bracelet) that must be worn at check-in. If, during the stay, a guest does not stay in their accommodation, they must inform the reception upon departure to record their absence and that of any vehicle; the same applies upon return to record their presence. The number of occupants over the age of 2 must not exceed the capacity of the accommodation.

**Art. 4** The transit of any motor vehicle within the village is prohibited, except during arrival and departure times, from 8:00 AM to 1:00 PM and from 3:00 PM to 8:00 PM. Immediately afterward, the vehicle must be parked in the designated parking area, accessible 24 hours a day (not guarded). The management is not responsible for theft or damage occurring within the parking area.

**Art. 5** Minors are admitted only if accompanied by parents or adult relatives staying in the village.

a) Children under 8 years old must be accompanied when using various facilities, restrooms, the beach, pools, playgrounds, and sports activities.

b) The beach is free for everyone, and although equipped with lifeguard services, children and minors under 14 must be supervised by their families when accessing the sea.

**Art. 6** The reservation of rented accommodations becomes effective upon payment of a 30% deposit of the stay amount, to be paid within one week of the option. **The balance must be paid within 30 days before arrival.** Failure to pay the balance will result in the cancellation of the reservation. In case of late arrival, the unit will be available to the guest until 10:00 AM the following day unless prior telephone communication is made.

**Art. 7** Cancellations:

In case of cancellation of the stay before arrival, interruption of the stay, or delay in arrival, regardless of the cause (illness, accident, or unforeseen event), the tenant is required to pay the balance of the reservation, and no refund will be granted.

If you subscribe to the Cancellation Guarantee, you are entitled to:

- Refund of the amounts paid, excluding dossier fees and the cancellation guarantee.
- Refund proportional to the expected rent, excluding management fees, the cancellation guarantee, and cleaning fees, if you must leave the rented accommodation before the scheduled end date.

The guarantee applies if the impediment concerns the client, their spouse, the persons designated in the rental contract, their ascendants or descendants, or those of their spouse, and is caused by one of the following:

- Death, an illness not known at the time of booking the stay, or an accident occurring after such booking.
- Death of the client's siblings, sons-in-law, or daughters-in-law.
- An administrative, judicial, military, or jury summons.
- The impediment justified by a dismissal, a change of the client or their spouse, or the bankruptcy of the company of which the client is a director.

In case of illness or accident, the guarantee must be justified by a medical prescription dated less than one month before the arrival date.

Any cancellation must be notified in writing to the manager of your place of stay.

To benefit from the cancellation guarantee, you must inform the campsite (or residence) of the reason for the cancellation 24 hours before arrival.

You have a period of 10 days from the date of cancellation to send us a valid justification (medical certificate, death certificate, or employer certificate).

**Art. 8** Guests/visitors (for a period exceeding two hours) must leave an identification document at the management and pay the corresponding fee in advance according to the current price list. Campers wishing to receive guests must promptly notify the Management and receive them at the entrance. During the high season, the Management reserves the right to accept guests' entry after verifying the maximum allowed attendance.

**Art. 9** Please respect others' peace at all times, especially during quiet hours from 2:00 PM to 4:00 PM and from 1:00 AM to 8:00 AM. During quiet hours, it is strictly forbidden to:

a) Use TVs, radios, and musical instruments at volumes perceivable by nearby accommodations;

b) Make noise and shout.

Campers causing disturbances will be immediately removed.

**Art. 10** It is strictly forbidden to:

a) Light fires, use barbecues, or any other items that produce flames and/or sparks;

b) Waste potable and non-potable water.

**Art. 11** Any infectious or suspected illness must be promptly reported to the Management.

**Art. 12** The management is not responsible for any damage resulting from falling branches, pine cones, trees, wind gusts, lightning, storms, or any other natural event.

**Art. 13** For any disputes, the competent authority will be the court of Civitavecchia.