



REGULATIONS OF RIGHTS AND DUTIES FOR GUESTS OF EUROPING

This Regulations was created by "Europing 2000 S.r.l.", in advantage of their guests, with the primary aim of making the co-existence inside the Camping-Village as pleasant as possible through a set of simple rules below explained.

This regulation shall be accepted at the check-in time in order to have admittance into the camping-village.

Europing 2000 S.r.l. states that compliance with regulatory requirements that follow below is strictly compulsory.

Therefore, the one, who examines and accepts these regulations, shall explain them to the people of their crew, group or family and he will be responsible for the conduct of its members.

Small size domestic animals are admitted in the camping-village Europing. Just one animal for group is admitted and the owner must respect the relative regulation and must pay the daily price for animal entrance.

Art.1 All users of Camping-Village's spaces and accommodations must observe the rules of **good conduct**, civil education, hygiene, herein expressed, in any case avoiding shouts, bad language, smoke and bad smell emission, and noisy or disreputable conduct.

Wherein this not happen and/or disputes or quarrels arise between family members, other camping's guests, Europing staff members or members of companies that operate in it, the Direction of the village will require to restore a proper and civilized behaviour, also asking for direct apology.

Wherein this not happen or the violation committed against this regulations is particularly serious, the Direction of the Village will take proceedings against offenders and their groups by sending them away and leaving free the pitch or the accommodation rented through the intervention of its staff or the police; charging offenders with costs and expenses, custody including.

In order to confirm a reservation, the single customer or the leader of a group must send a complete list of the names, including dates of birth and place of residence, of all the people that are part of the group or family.

Art.2 At the Check-in time Europing will accept groups only if its members are the same of the list sent to us in advance and signed by the Group leader at the moment of the reservation. **Group bookings** are not accepted unless previous personal agreement with the management and without the appropriate guarantees

Art.3 At the arrival, the **group leader** or the head of a family must report to the reception with all the members of his group or family and must show their respective Identity Documents. A strictly personal pass (**Bracelet**) will be given to each person at the check-in time: it is mandatory to wear it and show it at any time on staff request for safety reason.

In the case that a person, during the period of stay, will not spend the night in the camping village he must:

- At the departure, he must leave his personal pass at the reception desk cause his absence and eventually the one of his car must be recorded by the direction staff
- At the return in the camping he must collect his personal pass and sign the public security application to be readmitted.

Art.4 Inside the camping-village the camping group leader or head of the family is responsible for the whole group or family, including minors, lodgers and guests.

- Children under the age of 8 years old must be supervised in the use of various camping equipments, in the toilettes, at the beach, in the swimming pools, in the playgrounds and sports fields.
- The beach is at the free disposal of all our guests and equipped with a rescue team of lifeguards, despite this the access to the sea of children under the age of 14 years old must be supervised by the family head or by the head of the group.
- The management declines all the responsibility even in the case that the above mentioned activities and areas were controlled by lifeguards, animators, Europing's staff or members of companies operating in Europing.

Art.5 The Direction, during the opening season time, is operative everyday 24 hours out of 24:

The cash desk is opened every day: - In the morning from 8:00 am to 1:00 pm
- In the afternoon from 3:00 pm to 8:00 pm

Art.6 **The reservation for accommodations** in rental will be completely valid after the payment in advance of 30% of the total amount due that shall be paid not later than one week from the option. **The balance is due 30 days before the arrival at Camping-Village Europing.**

In case of late arrival by previous telephone communication the accommodation will be at the customer disposal until 10:00 am of the following day.

Any cancellations received:

In the event of a cancellation of stay before arrival, interruption of stay or postponed arrival due to whichever cause, illness, accident or unforeseen event, the occupant will be required to pay the balance of the reservation and no refunds will be granted.

On the other hand, if you opt for the Cancellation Guarantee, you are guaranteed:

A total refund of sums paid, excluding administration fees and Cancellation Guarantee.

- Refund pro rata temporis of the scheduled rental, excluding Administrative Fees, Cancellation Guarantee and Cleaning Fees, if you have to leave the rented accommodation before the scheduled departure date.

The guarantee applies if the impediment concerns the client, his spouse, the persons included in the rental contract, his ascendants or descendants or those of his spouse, and is due to one of the following causes only:

Death, an illness not known at the time of reservation of the stay or a bodily accident occurring after this reservation;

The death that may occur to the client's brothers, sisters, sons-in-law or daughters-in-law.

An administrative, judicial, military or jury summons.

The impediment justified by a dismissal, a transfer of the client or his spouse or by the bankruptcy of the company of which the client is manager.

The guarantee, in the event of illness or bodily injury, must, to be effective, be justified by a medical prescription dated less than one month before the date of arrival.

Any cancellation **MUST** be notified in writing to the manager of the holiday park of your stay.

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

You have 10 days from the date of cancellation to send us an authentic supporting document (medical, death or employer's certificate).

Any disputes on the stays by the customers do not entitle for refunds of advance payments and following payments.

Art.7 Equipments (Caravan, tent, auto-caravan, trailer tent) and the accommodations reserved (Bungalow and Mobile home) are placed in spaces chosen by the Direction. They can only be occupied by the people reported at the check-in desk.

The number of occupants of the abovementioned equipments and accommodations cannot exceed the number established by the type-approval system in any case. In case of rented accommodations the maximum number of occupants can be exceeded only if there is an infant, who have not yet reached **2 year**

Art.8 All the rented accommodations (Bungalows and Mobile Homes) **cannot be occupied before 4:00 pm** of the day of your arrival (Saturday) and **must be vacated within 10:00 am** of the departure day (next Saturday), if you stay beyond this time you will be charged with a 100,00 € levy. The furnishing of the rented accommodations cannot be moved from the inside. The guests are responsible for any damages.

Art.9 Inside the camping-village is not allowed to move with motorcars, so you can only reach your pitch or rented accommodation at the moment of your arrival or your departure that must be in any case between 8:00 am to 12:00 am and from 4:00 pm to 8:00 pm. Immediately after you have reached your accommodation, the car must be placed in the parking area that is bounded and accessible 24 hours.

Art.10 At your arrival an additional charge will be asked at the check-in:

- Cleaning deposit: 150€ refunded when the accommodation is left clean and tidy.
- Accommodation deposit: 200€ refunded when the accommodation is left without any damages.

Art.11 The assigned pitch cannot be changed without Management's approval. It is strictly forbidden to occupy space outside the pitch's boundaries marked by **numbered pillars** protruding from the ground for 5-10 cm.

In any case, when you are close to a pitch you have to take care of the pillars cause they could be partially or totally covered by the sand or by pine needles. The above mentioned pillars refer to the number of the pitch and mark its limits, that cannot exceed the contracted ones.

Pitches can have variable areas and they cannot be occupied with equipments other than the ones written authorized.

Barriers or private facilities cannot be placed in the passages from a pitch to another one. All the guests are pleased to be extremely careful while proceeding along the camping paths because they may have swelling caused by the roots of pine trees or sinking of the ground due to the natural mobility of the sand that characterized the soil of the pinewood.

Art.12 The pitches can be provided with water connection (drinkable or not drinkable particularly indicated) and sewerage system, in any case respecting the maximum capacity allowed by the water works of the camping village. We remember to our guests that for operational and structural necessity it is not allowed: the use of potable water for purposes other than human feeding; the use of the sewerage system and sewage treatment can not be allowed to discharge washing soapy water, wastewater containing anti-fermentative, chlorine and other substances that may impede the purification.

Therefore it is not allowed to use washing machines and dishwashers

Art.13 All those guests who stay in the campsite for a period of **less than 7 (seven) nights** must remain in a special area (**Short Stays**) in which is allowed to move with vehicles and it is possible to park 1 (one) car in the assigned pitch.

Special instructions can be imposed to a certain categories of vehicles or customers (i.e. camper, camper service utilization, boats.....).

Art.14 For each empty caravan, tent, camper trailer or campervan there will be a **charge levied for 2 (two) people** over and above the basic tariff due to occupy a pitch. The stay inside the long stays camping area is allowed only for those guests who are going to remain for at least 7 (seven) nights.

The payment of the stay is in advance and not-refundable

Art.15 The use of the pitch entails the payment of the tariffs as indicated by the current price list. Such tariffs are levied from the first day of your stay **until 8:00 pm** of the departure day. You will have to pay for an extra night if you stay beyond this time.

Art.16 Inside the camping-village is not allowed to move with motorcars, so you can only reach your pitch or rented accommodation at the moment of your arrival or your departure that must be in any case between 8:00 am to 12:00 am and from 4:00 pm to 8:00 pm. Immediately after you have reached your accommodation, the car must be placed in the parking area that is bounded and accessible 24 hours. The management accepts no responsibility for theft or damage occurring within the parking area. It is reminded to all the campervans owners that is not allowed to move inside the camping area not even for the camper service operations, except for the short stay area described in the 11th article of this regulations.

Art.17 For the safety of the campsite and all its guests we remind that is obligatory the use of fire resistant cables, according to law, for the connection to the electrical hook-up points and ensuring that the electrical system is earthed. **The electrical hook-up points assure a 3A (Ampere) electrical connection** (i.e. 3 Amperes are enough for a lamp, a TV and a fridge at the same time). Therefore all the guests must not use all electrical equipments which need an higher electrical output such as irons, fans, hairdryers etc. The one who needs a 6A (Ampere) can request it to the direction staff and he has to pay the daily cost reported in the price list.

Art.18 All the boats must be placed in a specific bounded area that is unguarded, and you must pay a daily cost specified in the price list. It is strictly forbidden to park cars, boats, inflatable boats or anything else in the camping pitches. The management accepts no responsibility for theft or damage occurring.

Art.19 All the guests (those people who stay with relatives or friends for a period longer than 2 hours) must leave an identity document or a copy of it at the reception staff and they have to pay in advance the daily cost in the price list.

All campers who wish to receive guests must give timely notice to the Direction staff in order to plan their arrive. During the High Season period the management reserves the right to accept guests only if the maximum attendance of the Camping-Village is not exceeded.

Art.20 Visitors may not remain in the camping-village for more than 2 (two) hours and they must leave a valid Identity document to the reception staff to have access at the campsite.

Art.21 Please remember **to respect the quiet** of the other guests at any time, especially during lights-out from 2:00 pm to 4:00 pm and from 01:00 am to 8:00 am

During the lights-out period it is strictly forbidden:

- a) The use of TV, radio, musical instruments with loud volume
- b) Driving cars, campervans, motorbikes or any other motor vehicle
- c) The use of cycles
- d) Washing dishes
- e) The use of washing machines
- f) Making noise or shouting

All the guests disturbing the quiet will be immediately sent away.

Any damage done to the Europing brand will be charged to the offenders.

Art.22 It is not allowed to ride or park cycles in the bar, restaurant and event stage Area.

Art.23 All those who use the public toilet must let them cleaned after the use. The sinks for washing dishes and the wash-houses for clothes cannot be used for personal hygiene. Tidiness, cleanliness and regular working of public toilet depends, also, on the civil and respectful conduct of the users. Always the dress and the behavior must be decent so do not give rise to any disputes. Immediate expulsion from the camp for any inappropriate behavior and noisy conduct.

Any tripped switch will be reactivated only during the staff working hours.

Art.24 We remind to all our guests that in the camping village is available the **recycling** waste collection. The rubbish bins are indicated in the maps of the camping village and remarked with index.

Art.25 It is strictly forbidden:

- a) To keep tanks of gasoline and in any case to pour out inflammable liquids
- b) To light fires, to use wood or any other material that can produce flames, **to use barbecue**
- c) To keep more than one gas bottle
- d) To make fences or barriers, to set up tables fixed on the ground, to hang wires, you must use the washing line to dry your clothes, to prevent the Passage between the pitches except if authorized by the direction staff
- e) To use the fire extinguishers for purpose different from putting out a fire

- f) To hook-up to the electrical points or to water and drainage points without the direction staff authorization and the payment for the utilization of these services
- g) To wash cars, campervans, caravans and verandas outside from the authorized spaces
- h) To throw paper and any other waste on the ground; please use the rubbish bins to keep the camping clean
- i) To damage plants or trees planting nails on them, to scrape tree trunks with blades or sharp object, to cut branches or boughs and in any case we invite to have the maximum respect of the nature.
- j) To waste water

Art.26 Any contagious illness must be communicated to the Management staff without any delay.

Art.27 Management is not responsible for:

- a) Any damage, theft and accident inside the camping village that is a wide open area
- b) Any possible damage(caused by anomalous waves or sand storms etc..) during the stay on the beach that is an unguarded area. The lifeguard services, also if efficient, do not guarantee for an improper and adventurous conduct in the sea.
- c) Any damages caused by the falling of branches, pine cones or trees; by strong wind, thunder storms or any other natural event.

Art.28 Any ensuing legal controversy will be referred to the competent legal authority in Civitavecchia.