

Camping Rules

Reservation

1. **Deposit:** The deposit which is 20% of the total amount of the reservation must be paid within maximum 5 days after the booking request. Any additional costs must be paid by the guest. The reservation is only valid if you got the confirmation, which will be sent after the payment of the deposit.
2. **Cancellation:** In case of cancellation until 30 days before the provided arrival date, the direction will withhold 20% of the deposit as administration costs (the minimum amount that is withheld is €50,00). Otherwise, the direction will keep the total amount of the deposit. The cancellation of the reservation by the guest must be communicated in written form (telephone cancellations are not accepted). Only the reply e-mail from the management confirms the cancellation of the reservation.

Arrival

1. **Registration:** On arrival at the camping, the guests must go immediately to the reception in order to check-in. Each Guest must show a valid identification, as required by the current legislation, and take the opportunity to read the internal regulations. The management reserves the right not to admit guests who aren't able to show proper identifications or who don't comply with the regulations of the camping. It is strictly forbidden to bring unregistered persons into the campsite.
2. **Maximum capacity:** You can find the maximum capacity for each kind of accommodation on the price list, whereas the maximum capacity of the pitches is 5 persons. On each pitch is allowed maximum one vehicle, which can be: a car with tent, a car with caravan, a camper. Additional vehicles must be parked on the paid parking of the camping and the cost of the parking depends on the period of reference based on the price list. It's forbidden to build up equipment of any kind in the garden belonging to the living accommodation. The entire camping equipment must be arranged within the pitch boundaries.
3. **Bracelet/Camping Pass:** By checking-in the reception staff will give each guest a bracelet/camping pass, which allows the guest to enter the camping and to use its services. The bracelet must be shown anytime in case the staff asks to. All camping passes must be given back during the check-out. The staff in charge also takes care of applying a sticker/recognition pass on all registered cars.
4. **Opening hours of Reception:** The reception is open from 7:00 a.m. to 11:00 p.m. From 11.00 p.m. to 07.00 a.m. there is a night guard.
5. **Allocation of Pitch and/or Living Accommodation:** The management is entitled to give priority to the guests' requests for a certain type of pitch, living accommodation or preferred area, however without guaranteeing them. The staff has the right to modify the guest's requests, based on availability and without notice. The daily rate for the living accommodations includes just one parking space. Additional cars will be charged, and they must be parked on the paid parking of the camping.
The living accommodations will be available starting from 3:30 p.m.
The pitches will be available starting from 12:00 p.m.

An evening arrival after 5pm must be notified to the staff in good time so that the reservation is not lost. Failure to arrive by the stated time will result in forfeiture of the entire deposit and the reservation will be deemed cancelled.

6. **Pets:** Guests bringing pets to the camping must inform the management upon arrival. Pets have to be leashed, also if taken outside the camping and for their hygienic walks, and comply with the health and hygiene regulations and the current legal requirements. The owners must clean up after their pets if necessary. The guests are not allowed to take the animals to the beach, to the playground, swimming pool area, the shop and to the toilet facilities. Pets must never be left unattended, not even on the Pitches or in the living accommodations. Inside the living accommodations, where it is possible, and on the pitches, maximum 2 small/medium-sized pets are allowed. Aggressive dogs must wear a muzzle in the public areas.

Payment of the stay

1. **Cash deck service:** It is possible to pay your stay from 08:00 till 20:00 Clock. Once the payment has been made, a check-out pass is given, which must be delivered at the time of final exit from the campsite. All guests are required to pay for their stay upon arrival. In case of delayed arrival or early departure, the total amount of the reserved stay must in any case be paid (price for the Pitch/Living Accommodation, price per person based on the number and age of the occupants and any other extras).
2. **Daily rate and services included:** You can get the total daily rate by adding together the price for a living accommodation or a pitch and the price per person staying at the campsite depending on the period of reference. The price of any extras (second car, trailer, dog, etc.) depend on the period of the stay and must be calculated in correspondence to it. The prices must be understood without any city and/or government taxes.

In case of unoccupied pitch or living accommodation, two persons per night will be charged in addition to the pitch or to the living accommodation.

The following services are included in the price of the stay:

- Admission to the water park and to the fitness center according to the timetable and to the opening calendar
- Deckchairs and beach umbrellas by the water park, until stocks are exhausted
- Children's playground and sport courts
- Animation (according to the calendar)

During the stay

1. **Absence:** The guests must inform the management each time they leave and return to the camping during check-in time. If they don't do that, the period of absence will be charged.
2. **Pitch changes:** Pitch changes are not permitted without authorization from the reception.
3. **Visits:** Visitors are not allowed. They could be allowed during low season based on availability and only at the discretion of the reception. Visitors must leave an identification card to the staff before they are allowed to enter the camping. Visitors can't bring vehicles into the camping. The car must be left on the paid parking of the camping. Visitors are allowed to stay for free at the camping for maximum 30 minutes. If they stay longer, they will be charged for the daily camping rate for people and car depending on the period of reference. Visiting times: from 8:00 a.m. to 9:00 p.m.
4. **Driving regulations:** Motor vehicles must not be driven inside the camping between 11:00 p.m. and 7:00 a.m. Only registered motor vehicles can enter the camping. Motor vehicles

must be driven at a snail pace inside the camping. The guests must only use their vehicles if strictly necessary. The cyclists must ride slowly for their own and other people's safety.

5. **Quiet times:** Between 11:00 p.m. and 7:00 a.m. guests don't have to disturb other guests by using radios, televisions, stereos, and musical instruments or by gathering in groups. To prevent disturbance, guests must keep the volume of radios, televisions, stereos, and musical instruments to a minimum at all times. Tents and verandas must not be pitched or disassembled between 11:00 p.m. and 7:00 a.m.
6. **Custody of minors:** The management won't monitor the activities of the guests who are staying at the camping. The supervision of children is the sole responsibility of parents (who will assume sole responsibility towards third parties) or guardians; the management, the owners of the camping and the animation staff are released from all responsibility regarding this matter. The parents and the guardians must ensure that children do not cause damage or place themselves at risk at the camping, especially around the lake and in the playing area. The guests must observe the special regulation relating to the swimming pool area.
7. **Paid Parking:** The campsite has an extra paid parking. This parking is to be considered necessary when the guest shows up with two cars or trailers previously declared during their booking or communicated by e-mail prior to arrival at the facility. The parking lots are available until exhaustion. Extra cars parked inside the paid parking lot must always show the identification pass. The use of this parking by outsiders is prohibited. It is forbidden to use this parking after check-out.
8. **Hygiene:** The Camping provides a cleaning service but relies on the guests to keep it in the best possible conditions. Please note that rubbish should be collected in sealed bags and placed in bins between 7:00 a.m. and 11:00 p.m. Remember that a good rubbish differentiation makes an easier disposal. The guests must use properly sinks, washbasins, toilet facilities as well as washing machines, dryers, and nursery. Any damages resulting from an improper use of such are to be paid by the guests. Please note that chemical toilets must be emptied into the special drains at the toilet facilities. The guests should ask for the key to the disabled toilets at the reception. The guests must keep the camping areas and the living accommodations clean and tidy and leave them in the same conditions they found them. Bed sheets must be used on beds in the living accommodations. Guests who don't have bed sheets may hire them at the reception based on availability or book them during their booking. Smoking is not allowed in the living accommodations. Cars must not be washed inside the Camping.
9. **Medical Surgery:** There is a medical surgery service on the camping and the timetable can be found at the reception. The medical examinations are liable to costs. Guests with diagnosed or suspected infectious diseases must report immediately to the doctor or to the management.
10. **Insurance and internal security:** The management declines any liability for thefts, accidents, damages to persons and things, damages caused by storms, hail, falling trees or branches, illnesses, including plant illnesses, epidemic, arsons, force majeure etc.
11. **Damages, removals, or lost properties:** The management will not be responsible for damaged, stolen, or lost guests' properties. People damaging or removing the property of the camping must pay for the damage and replace the missing objects, as far as possible. guests who find other customers lost or forgotten properties, must return them to the reception. lost properties or animals will not be announced over the loudspeaker system.
12. **Defective equipment:** Please inform the management of any faulty or defective equipment found at the camping.

13. **Messages and Mail:** The reception will deliver the incoming mail to adult guests only. Announcements will not be made over the loudspeaker system for mail.
14. **Bathing:** Motorboats must approach the lakeside with turned off engine. Don't leave any rubber dinghies, canoes, windsurfs and water motors on the beach. You also must respect the regulations and legislation regarding the use of boats on the lake.
15. **The buoy:** The buoys are located in front of the campsite. The cost of the buoy includes parking for the tow.

Departure

1. **Pitches:** The departure must take place between 7:00 a.m. and 12:00 p.m., otherwise the full daily rate per pitch and guests will be charged, regardless of their arrival time. A longer stay beyond 12:00 p.m. is not guaranteed.
2. **Living accommodations:** The living accommodation key must be delivered by 10:00 a.m. on the day of departure. The guests must leave the living accommodations clean and tidy and in the same conditions they found them, and they will be charged for any breakages or missing objects. Final cleaning costs are mandatory, regardless of the length of stay. It is possible to stay for free inside the campsite until 12:00 by leaving a document to the staff of the reception after having given the key of the living accommodation. Upon availability, it is possible to stay inside the campsite after 12:00, subject to prior agreements with the reception staff. The rate is the daily price for the number of people and for the car depending on the season. The car must be parked in the paid parking lot.

For the benefit of all the guests, the management reserves the right to exclude all people who don't comply with the regulations of the camping or whose behavior disturbs other guests at the camping.

The Eurocamping Pacengo team wishes you a wonderful stay!