

## Regulations 2010

These regulations will be presented to guests on arrival and are posted both at the entrance to the resort and within the resort.

Entrance to the resort constitutes acceptance of the regulations.

The management reserve the right to eject and/or pursue through the courts anyone who does not comply with the regulations or who they consider to be disruptive to the order, peace and quiet of the resort.

*Guests co-operation is essential for a tranquil and pleasurable holiday for all.*

### ART. 1: ACCESS TO THE RESORT

1. Access to the resort is dependant upon the permission of the management and relative legal registration. For ease of identification guests will be issued with a light, plastic, non-toxic bracelet which must be worn and visible for the duration of their stay. Our security staff are authorised to stop and check guests not wearing said bracelet;
2. The arrival of guests in excess of the number reserved for (including children) will result in the cancellation of the reservation and the loss of deposit paid;
3. The management reserves the right to reject undesirable guests.

### ART. 2: CARS: DRIVING AND PARKING

1. Only 1 vehicle (car or motorbike) is permitted per unit of accommodation and shall be parked where indicated by the management and must not be used during the hours of silence. All other vehicles must gain authorisation of access from the management and pay accordingly;
2. Should vehicles be parked outside the indicated parking space vehicles will be removed at owners expense;
3. Each car/motor bike admitted must prominently display the adhesive PASS issued by the management - any vehicle not displaying such PASS shall not be admitted. If a vehicle not displaying a PASS is found inside the resort it shall be removed at owners risk and expense;
4. The management shall not be held responsible for theft or damage to or from vehicles parked within the resort.
5. The access barrier will be closed 24:00 - 07:00 and 14:00 - 16:00 during which periods the guard will control access and exit;
6. Cars/motor bikes are permitted to reach/leave their respective accommodations at walking speed only.

### ART. 3: PERMANENZA

1. Accommodation and pitches shall be allocated by the management;
2. Guests are responsible for their own property; the management shall not be held responsible for theft or damages, except where items are left (with written receipt) for safe keeping with the management;
3. Guests are responsible for the maintenance of order and cleanliness of pitches, otherwise a charge of €50 will be payable;
4. During the hours of silence 14.00 - 16.00 and 24.00 - 07.55, use of motorised vehicles is strictly prohibited; access and exit are only permitted on foot; radios, TVs, etc must not be audible from outside accommodation.
5. It is not permitted to: use unoccupied pitches to park vehicles or other objects; pitch any kind of tent outside pre-established areas, in particular near the bungalows; to use electricity improperly; to use barbecues in the cottage terraces;
6. It is compulsory to respect the vegetation, the grounds, hygiene and the cleanliness of the resort; damages must be paid for.

### ART. 4: SWIMMING POOL

Guests and day visitors must respect the following regulations.

Regulations

Swimming Pool:

Compulsory:

- use of footwear;
- hower before entering pool;
- clean feet poolside;
- use of swimming cap.

Prohibited:

- entering the pool covered with sun cream;
- use of pool outside pre-established hours;
- use of inflatable toys;

- playing with balls;
- diving;
- running poolside;
- bathing fully clothed;

#### **ART. 5: TEMPORARY GUESTS**

1. Temporary guests (guests of resort guests staying for 1 or more nights) are permissible by special request and must provide the management with an identification document for registration purposes.
2. Regardless of the time of arrival, departure must take place by 10.00 for bungalow guests, and no later than 11:00 for campers. For departures after these times another day will be payable.
3. If the presence of persons not declared are detected, the guest must immediately pay for all extra occupants from the date of his/her own arrival.

#### **ART. 6: DAILY VISITORS**

1. Daily visitors are permitted by special request and must provide the management with an identity document which shall be returned on departure; should the visit exceed 1 hour the daily rate is payable.
2. Guests are welcome to stay in the resort for the whole day of departure on payment of the daily rate and provided that any vehicle be parked outside the resort.

#### **ART. 7: DEPARTURE**

1. Departure by 10.00 for bungalow guests, and no later than 11:00 for campers. For departures after these times another day will be payable..
2. Accommodation will be checked at departure and any damages or breakages will be deducted and retained from the security deposit.
3. No refunds for late arrival and/or early departure.

#### **ART. 8: PAYMENT**

1. The balance of the cost of the reservation must be paid on arrival.
2. For the bungalows a security deposit of €100 is payable.
3. For campers arriving without reservation €100 is payable in cash on arrival. This will be refunded once payment has been made in full.
4. The Resort Offices are open: 10.00 - 12.00 and 17.00 - 19.00. No payments will be accepted outside these times.
5. Payments can be made by: cash, cheque, debit card, credit card. Cheques not cashed.

#### **ART. 9: DAMAGES - ITEMS LOST - THEFTS**

1. The managements shall not be held responsible for damages caused by: other guests conduct, natural calamities such as fallen trees and/or branches, or any other cause not dependant upon the negligence of resort staff.
2. The management shall not be held responsible for valuables lost or stolen. Safety-deposit service through the Resort Office (10.00-11.00 and 17.00-18.00).
3. Items found within the resort must be handed in to the management.
4. Use of swimming pool, children's playground and all resort facilities and equipment is at guests own risk.
5. Participation in any resort activities is by free choice and at guests own risk.
6. No refunds payable for electricity or water cuts outside the managements control.

#### **ART. 10: ENVIRONMENT**

1. Respect our environment:
  - do not throw refuse anywhere other than in the receptacles provided;
  - separate paper, plastic, glass and batteries and dispose of in the appropriate receptacles;
  - do not damage nature, do not walk on the flower beds, do not dig holes around the tents, do not light bonfires, do not damage or remove equipment;
  - do not throw soapy water on the ground;
  - ensure that motorised vehicles do not pollute the ground with leakages.

#### **ART. 11: PETS**

2. Pets are welcome at a charge of €30.
3. Dogs must be kept on a leash and must have rabies vaccination certificates. Poops must be scooped by owners.

#### **ART. 12: RESERVATIONS, DELAYS & CANCELLATIONS**

Reservations are confirmed on receipt of a booking deposit of 30% of the total cost of the reservation. The following details must be provided: name, surname, number of guests (adults and/or children), type of accommodation required, dates of arrival and departure. A copy of the payment receipt must be sent to the resort by fax or e-mail. Once payment has been received the resort will send a voucher.

1. Cancellation 30 days or more before the due date of arrival: full refund of deposit paid.
2. Cancellation less than 30 days and more than 7 days before the due date of arrival the deposit shall be forfeited.
3. Cancellations less than 7 days before the due date of arrival: the deposit shall be forfeited and the balance of the reservation must be paid in full.
4. In case of late arrival bungalow accommodation shall remain available until 12:00 of the day following the due date of arrival, unless otherwise advised; beyond this time the reservation will be deemed cancelled and treated as in point 3.
5. In case of early departure no refund is payable.
6. Minimum reservation: 7 days.

THE MANAGEMENT