



## CAMPING ITALIA LIDO REGULATIONS

Rev 02/0126

### 1. BOOKING CONDITIONS

It is possible to book online or by contacting the Camping directly **via e-mail or telephone**.

It is also possible to contact the Camping by sending the "Request a quote" form on the site. Any incomplete form will be considered void.

Each form is valid for a single booking.

Upon receipt of the request, Camping Italia Lido sends the booking offer (BK to be indicated for each subsequent communication) indicating type of accommodation (Camping/Village/Glamping), arrival and departure dates, total amount and that relating to the deposit to be paid.

Only upon receipt of the deposit payment the Camping Italia Lido will send final booking confirmation.

The offer price is valid until the option expiry date, beyond which it may undergo variations.

The reservation is personal and non-transferable.

### 2. PAYMENT CONDITIONS and CANCELLATION POLICY

In case of STANDARD RATE, 30% deposit is required for booking confirmation. Payment must be done within 3 working days of receiving the offer.

In case of period of stay cancellation or modification, the deposit will be returned in the following ways:

- within 60 days from arrival: 100% refund
- from 59 to 30 days from arrival: 50% refund
- no refund will be given for 29 days

Bank charges to be paid by the customer.

In the case of a DISCOUNTED NON-REFUNDABLE RATE, to confirm the booking payment of the entire amount is required. Payment must be done within 3 working days of receiving the offer.

In case of cancellation/no-show/change of date no refund will be given.

Payments can be made by credit card, bank transfer and Satispay.

The balance of the reservation and the tourist tax must be paid **upon check in** – CHECKS ARE NOT ACCEPTED.

Payment of the tourist tax is required **in cash**.

### 3. CHECK-IN E CHECK-OUT

Check-in Camping:

ore 10:00 – 20:00 April, October

ore 10:00 – 21:00 May, June, September

ore 10:00 – 21:30 July, August

Check-in Village:

ore 14:30 – 20:00 April, October

ore 14:30 - 21:00 May, June, September

ore 14:30 – 21:30 July, August

**Check-out Camping/Village: 08:30 – 10:00 April, October**

By making arrangements with the Reception, it is possible to have a late check-in, for which €30.00 will be charged.

In any case, after 9.30pm it is NO longer possible to check in.

Upon arrival, all customers must hand over their identity document to the Reception, for legal registration purposes, communicating any possession of animals, boats, trolleys, etc. if not indicated at the time of booking.

In case of late or no-show, the pitch remains available to the customer until 12.00pm while the Village accommodations remain available until 10.00am the following day, unless prior notification is given.

At check-in, a security deposit of Euro 50.00 will be required for stays of up to 3 days and Euro 100.00 for longer stays. Deposit must be paid in cash as a guarantee for any damage caused to the accommodation or for failure observation of the art. 4 of this regulation. The deposit can also be deposited by credit card (the amount will be released after checking the accommodation and credited back to the account with times that vary depending on your credit institution).

All Guests will be given a campsite identification bracelet, which MUST be worn for the entire stay. The bracelet is personal and non-transferable, made of non-toxic and hypoallergenic material and allows immediate identification, avoiding repeated and annoying checks by the staff who monitor your safety. It also allows you to reduce the phenomena of illegal activity by outsiders who, without any title, benefit from the services paid for by you and intended exclusively for you.

Check-out Camping/Village: 8.00am – 10.00am

By making arrangements with the Reception it is possible to arrange an early check-out, for which €30.00 will be charged.

In case of check-out after the indicated time, the due daily rate will be applied.

All departing Guests are asked to leave the campsite by 10.30am.

Late arrival or early departure will still require payment of the entire booked period, even if the accommodation is re-rented.

The Management reserves the right, at its sole discretion, not to accept unwelcome Clients or those more than the maximum capacity of the accommodation.

### 4. HOW TO LEAVE THE ACCOMMODATION UNITS UPON DEPARTURE

The cleaning carried out by the Camping and charged to the Guests concerns the ordinary cleaning and sanitization of the rooms carried out after each stay.

We therefore ask our kind guests to observe the following instructions before going to the reception for check-out.

**FRIDGE and PANTRY:** free from food supplies, the fridge turned off

**INVENTORY:** equipment and accessories left clean and dried

**KITCHEN:** kitchenette and dishes washed and dried

**WASTE: must be disposed of in the appropriate Ecological Area present in the campsite**

In the event that damage has accidentally been caused to the accommodation or to part of the inventory, it must be promptly communicated to the Reception.

Extraordinary cleaning: failure to comply with the Regulations indicated above will result in a charge of Euro 30.00 which will be deducted from the security deposit requested at check in, in cash or on credit card.

**SMOKING IS STRICTLY FORBIDDEN IN THE ACCOMMODATIONS**

Article 1 of law 584 and article 51 provide for the obligation to comply when displaying this no smoking sign in public activities. It also communicates the sanctions that may be requested in case of non-compliance with the law from €27.50 to €250.00.



## 5. BOAT REGISTRATION

All boats in the campsite must be registered at the Reception and, if longer than 2.5 m, must display/request the identification mark from the province of Verbano Cusio Ossola, upon payment of the postal bill payment and completion of the relevant form.

This extra service can be requested, for an additional fee, at the time of booking.

## 6. PIER

Pier place reservation is mandatory.

The amount relating to the boat and pier place reservation will be counted for the entire booked stay, regardless of their actual use.

The place on the pier is assigned by the Management and it is **FORBIDDEN** to change it without authorization.

The pier is also available to customers of the Italia Lido Restaurant (subject to availability to be verified at the time of reservation).

Access to the pier is via the code assigned at check-in.

It is **FORBIDDEN** to stay on the pier for purposes other than going to your boat, the swimming pool or the WaterDreams.

## 7. BEACHES

Camping Italia Lido has two private beaches.

A beach is located inside the Camping and is for exclusive use of our Guests, who can use their own deckchairs and umbrellas or rent them.

Outside the Camping there is the Dog Friendly beach.

IT IS **FORBIDDEN** to leave boats, dinghies, canoes, and other private items on the beach.

## 8. OCCASIONAL VISITORS/GUESTS

The entry of visitors to the campsite is exclusively at the discretion of the management which must be informed in advance.

The entry of visitors and Guests during the scheduled daytime hours is permitted upon delivery of an identity document, with a short-term permit (maximum 1 hour), if the visitor/guest extends his visit he is required to pay the daily rate as per price list.

The Campsite Guest is required to ensure that their visitors have authorization from the Management, that they wear the bracelet received from the Reception upon their arrival and is responsible for their behavior within the Campsite.

Unregistered people found inside the campsite will be subject to a 50% surcharge and immediate removal.

If the guest stays even for the night, he is required to inform the Reception and will have to pay the tourist tax in force.

## 9. ENTRY TIMES

ENTRANCE	March April May September October	June July August
BAR	h. 08.00am - h. 9.00pm	h. 08.00am - h. 10.00pm
PEDESTRIAN GATE	always working	always working
NIGHT PARKING	h. 9.00pm - h. 08.00am	h. 10.00pm - h. 08.00am

During the times indicated, the barrier, the pedestrian gate and the night car park can be opened by entering the code assigned at check-in on the keypad located near them.

## 10. SEPARATE WASTE COLLECTION

It is mandatory by law, therefore we invite you to use our ECOLOGICAL AREA and follow the instructions given by the Reception and those reported on the appropriate containers.

## 11. USE OF BARBECUE

The use of the gas and charcoal barbecue on the PITCH and outside the ACCOMMODATION UNITS is permitted only if a safe distance is maintained from the structures and always with respect for other Guests

## 12. DOGS

Dogs are welcome on our campsite. We have reserved a dog area for them where they can run freely. Inside the Campsite they must always be kept on a leash and taken outside or to the dog area for their needs. In any case, owners are obliged to collect their dogs' excrement and throw it into recycling bins. It is strictly **FORBIDDEN** to bring them to the internal beach and swimming pool, but they can be brought to the dog friendly beach which is located just outside the campsite. They are allowed in some rental accommodations only upon request and upon reservation.

## 13. SILENCE

IT IS **FORBIDDEN** to move cars or motorbikes when the entrance barrier is closed (see point 9). Cars parked in the overnight car park can be moved inside the campsite after 8.30am..Between 11.00 pm and 8.00 am, all those activities that may disturb the peace of the Campers are **FORBIDDEN**: maintaining high volume on the radio/TV, speaking loudly, throwing glass into the bins.

## 14. POOL

The swimming pool is open every day, from 15 May to 15 September, depending on weather conditions.

The Management reserves the right to close it at any time due to adverse weather conditions.

Entrance is reserved exclusively for Campsite customers. We remind you that the use of a cap and slippers is mandatory for the swimming pool; children under the age of 10 must be accompanied by a parent or an adult, for small children the use of swimming diapers is mandatory.

**In July and August reservations must be made daily by the lifeguard assistant.**

**Stay maximum 1h with the possibility of extension according with the presences.**

## 15. MINORS

Access to the campsite by minors is permitted only if accompanied by a parent or foster adult who will be held responsible for the minor's behavior and must not disturb the peace and safety of the campsite guests. Otherwise, the entire family or group will have to leave the campsite.

## 16. BLACK AND GRAY WATER

It is strictly **FORBIDDEN** to pour dirty water on the pitch, in the street drains, in the lake or throw water near the plants.

## 17. USE OF OHANA WATER PARK

See specific section.

**The Management reserves the right to remove from the campsite anyone responsible for theft or acts of harassment or vandalism.**

**In inviting you to respect the environment in everyone's interest and to use the campsite facilities with care, we thank you for your attention and wish you a good stay.**