



## **1. THE REGULATIONS**

- 1.1** The Regulations of the “California Camping Village” Accommodation Structure in Montalto di Castro (VT - Italy) are set up to ensure everyone a uniform, orderly, serene and peaceful use of the structure. It has a contractual nature between "Vulcimare s.r.l. a socio unico." and the Guest and, therefore, the request to stay at the campground and the acceptance of this request by "Vulcimare s.r.l. a socio unico" implies full acceptance of these Regulations. Failure to comply with the Regulations and the additional provisions of the Management, also pursuant to the following art. 1.3, will result in the removal from the Structure of the transgressor and reporting of the fact to all national and international tourist organizations, as well as be reported to the Public Authorities in the event that the non-compliance could possibly point to the commission of a crime.
- 1.2** All the specific guidelines given on the signs placed in the camping area must also be respected.
- 1.3** Parents (or legal guardians) are jointly responsible for the acts performed by their minor children within the Campground Tourist Resort and are required to supervise them and make sure that they maintain a polite and respectful behaviour towards others, under their own direct responsibility. In particular, with regard to the obligation to respect for quiet times, the correct use of bathrooms, which cannot be considered play or meeting places, and the equipment made available by the Structure to its Guests. Bike rides and any activity that may disturb other campers are prohibited. In general, all the rules of this contract regulation must be respected. The conduct held by both adults and minors is considered contractually essential, therefore any violation of the rules of this regulation and, in any case, of the common rules of civil coexistence and proper running of the campground, will result in the judgment contractually mandated in an unappealable manner to the Management, the immediate termination of the contract due to default of the Guest and the removal from the campground within 5 hours from the notification of the facts, of the whole family. In this case, the campground management is entitled to withhold the sums already paid and to demand the remaining sums, also by way of compensation for damage, without prejudice to the right to compensation for the greater damage ascertained.

## **2. CHECK-IN - REGULATIONS FOR SMALL VILLAS, ROOMS, LODGES AND GLAMPING TENTS**

- 2.1** Upon arrival, guests must hand over their documents to reception and fill out the Privacy form. The choice and designation of the place is left to the Management. For the small villas, rooms, lodges and glamping tents, read the specific regulations
- 2.2** Minors who are not accompanied by parents or legal guardians during their stay at the facility (from check-in day to check-out day), will NOT be accepted.
- 2.3** The Management, at its sole discretion, may decide the number of mobile structures and tents to be placed on each station.
- 2.4** The Management, as provided for by the current laws of the Italian Republic, has the right to expel without notice anyone who does not respect the regulations or behaves in a way that could cause damage or disturbance.
- 2.5** The camping spots are available from 11.00 am on arrival day and must be vacated by 12.00 am on departure day. Fixed structures, such as small villas, rooms, lodges and glamping tents, are available from 4.00 pm on arrival day and must be vacated by 10.00 am on departure day. After this time, an extra day will be charged. Rates are per day, regardless of entry times.
- 2.6** During check-in, the staff will provide each guest arriving with a bracelet which will serve as an identification pass within the facility.

## **3. WATER**

- 3.1** The water supplied in the Campground Tourist Resort is drinkable in accordance with current laws. It is absolutely forbidden to use water for improper uses. The use is allowed for primary uses only (cooking, personal hygiene, washing dishes and clothes). We kindly ask our guests to take particular care, avoiding any form of waste

## **4. VEHICLES**

- 4.1** It is absolutely forbidden to circulate with any motor vehicle (including mopeds) in the Campground area, in the following time slots: 1:00 pm - 4:00 pm / 8:00 pm - 08:00 am.
- 4.2** Driving at walking pace is allowed in the camping area (5 km per hour, excluding times when circulation is strictly prohibited), for a single unloading operation upon arrival and for a loading operation at departure.
- 4.3** With permission from the Management, cars and motorbikes can move at walking pace (5 km per hour) for a single unloading of bulky items (if they cannot be transported with the appropriate trolleys) or to aid the disabled (excluding times when circulation is strictly banned)

- 4.4** After carrying out the loading/unloading operations on the pitch, the vehicle must be parked in the designated parking area.
- 4.5** It is understood that the unauthorized parking of cars and motorbikes inside the tourist resort is prohibited, and will result in an additional charge of € 50.00 and € 25.00 respectively. It is also forbidden to park inside the campground. Motorcycles and vehicles must stop in the designated parking area. The guest contractually submits to the Management the final judgment on the particular annoyance and/or gravity of the parking of his vehicle in a prohibited place and authorizes from now on, with every possible exception, the forced removal and storage in a place chosen by the Management the same with an additional charge of € 50.00 for the Service.

## **5. VESSELS**

- 5.1** Vessels must be positioned only in the places indicated and assigned by the Management. They cannot be left on the beach due to a prohibition imposed by the laws in force by the competent Harbour Master's Office. The Management is not responsible in any way for theft or damage to the vessels, nor for any damage that the vessels themselves may cause.

## **6. FIRES**

- 6.1** It is forbidden to light fires, except in specially equipped areas. THE USE OF BARBECUES IS PERMITTED ONLY WITH CHARCOAL (WOOD, PINES, PINE NEEDLES, ETC. ARE FORBIDDEN). Moreover, the barbecue must be constantly monitored. It is absolute prohibited to burn plant and forest residues in the period fire risk from June 1 to August 31 on the entire regional territory. With the entry into force of the changes to the forestry regulation (d.p.g.r.8 August 2003, n. 48/R) which adapted to national legislation (extract of Legislative Decree 152/2006), there are no longer any exceptions linked to time slots or distances from the forest in the burning of agricultural and forestry plant residues.

## **7. RECEPTION AND CASH DESK**

- 7.1** The bill must be requested and paid the day prior to departure.
- 7.2** The Reception operates at the following times: 08:30 am - 8:30 pm, unless otherwise determined by the Management.
- 7.3** The Cash Desk operates at the following times: 08:30 am - 1:30 pm / 2:30 pm - 7:30 pm. All credit cards are accepted (NO American Express and Diners) and the ATM system.
- 7.4** Deposit operations cannot be carried out outside the indicated times.

## **8. DEPARTURE**

- 8.1** On the departure day, the keys of the accommodations must be delivered to the reception staff, who will check the state of what was given use (in order to avoid discussions, please notify us of any breakages on the day of arrival, etc.). The bill must be requested and paid the Thursday prior to departure (Article 7.1 of the Regulations).

## **9. LAUNDRY**

- 9.1** Coin operated washing machines and dryers are available.

## **10. DOCTOR – INFECTIOUS DISEASES**

- 10.1** The telephone numbers of the doctor on call and the medical response are displayed on the notice board at the Reception.
- 10.2** Any infectious disease must be reported to the Management.

## **11. PLANTS AND SUN SHELTERS**

- 11.1** It is strictly forbidden to cut and/or damage plants, shrubs, or even only branches of existing vegetation, plant nails, throw hot water near them, pour detergents into the ground, tie wires for any use from one end of the pitch to the other.
- 11.2** The maximum size of the sun shelters cannot exceed the area of the caravan and veranda, they must be green in colour and cannot be tied to trees with ropes. They must be adjacent to their facility. They must, in any case, be approved by the Management. To this regard, the Management recommends the use of regular gazebos found on the market. With the acceptance of these Regulations, the Customer gives a specific mandate to the Management to provide, in case of non-compliance, for the removal of the product even without the presence of the interested party.
- 11.3** It is strictly forbidden to mount antennas and satellite dishes on fixed poles or trees on the pitch. The same can only be placed on removable bases. Fixed poles and wooden structures cannot be used even for the construction of laundry racks. It is mandatory to use regular laundry racks found on the market.
- 11.4** It is strictly forbidden to go beyond the limit of your pitch. Should this occur, the Management is authorized to move the item/s within the limits of the pitch itself or to move everything to a more suitable pitch.

## **12. POOL**

- 12.1** In order to access the pool area, it is **MANDATORY**: to wear plastic slippers and a cap; wash your feet in the special foot bath; select a place on the pavement or on the lawn, taking care to store your belongings so as not to take up more space than necessary; having clothing and behaviours that do not create inconvenience to the guests of the tourist resort; have a shower before entering the water. It is advisable to repeat this operation each time, in order to avoid illness due to temperature changes.
- 12.2** **IT IS PROHIBITED TO**: bring bottles, glasses or other glass material into the pool area, including the lawn; dive, splash water out of the pool, play games or behave in a manner that may disturb or make others uncomfortable, use masks, fins, balls or the like; occupy the sun beds with towels or other items.
- 12.3** Anyone can be sent away by the lifeguard or other pool area supervisors. Breakages or tampering will be charged to the owner of the pitch or housing unit to which the customer who caused them belongs. Children must always be accompanied by their parents and can never be left alone.

## **13. CLEANING**

- 13.1** 13.1 Garbage must be collected in the special bags and deposited tightly closed in the appropriate containers or areas located near the Market inside the structure. To this regard, please note that keeping the rubbish in one's own pitch or depositing it in an unsuitable place is punished with a fine of € 25.00. It is strictly forbidden to throw garbage bags and bottles in the waste bins placed in the toilets and cafés.
- 13.2** We kindly ask that guests leave toilets, sinks, showers, wash basins clean. Access to the bathrooms is not allowed during cleaning.

## **14. RESPONSIBILITY**

- 14.1** The Campsite Management is not responsible for the loss of objects and/or valuables belonging to guests not delivered to the Reception, as each Camper is required to diligently keep the objects he owns; damage resulting from events related to force majeure and the nature of the thing, such as atmospheric, natural disasters, epidemics, diseases, falling trees or branches or products that fall within the nature of the plants, gusts of wind, accidents at the sea, damage or theft of cars in the parking area and in the structure area. On no account will discounts be granted upon departure to cover disservices, presumed or otherwise, that may occur following the aforementioned events.

## **15. CANCELLATIONS**

- 15.1** Early departures and late arrivals cause considerable inconvenience to the organization and damage to the Administration. In the aforementioned cases, the Management is forced to charge the entire booked period even if not used. There will be no reductions even if the owner of the pitch is absent for a few days (minimum amount to be paid per night: cost of one person and the pitch). Should a reservation be renounced, it will be accepted exclusively according to the cancellation policy accepted by the Guest at the time of booking.
- 15.2** "Non-refundable rate". The Customer is required to pay the full amount of the stay, discounted by the percentage provided for this type of promotion, at the time of booking. The "non-refundable" rate does not provide for any refund in the event of renunciation or cancellation.

## **16. SILENCE AND ORDER INSIDE THE TOURIST RESORT - AUTHORITY OF THE APPOINTED GUARDS**

- 16.1** In the hours 2:00 pm - 4:00 pm and 00:00 am - 08:00 am any noise that could disturb the rest of the guests, including a loud tone of voice, is prohibited. The use of radio and television is allowed with extreme moderation and in any case in full compliance with the quiet time, during which it is only allowed only with the use of headphones. The use of electric and/or electronic musical instruments on the pitch is prohibited. Access to the inside of the tourist resort cannot take place before 08:00 am.
- 16.2** The Management, as provided for by the current laws of the Italian Republic, has the right to expel without notice anyone who does not comply with the Regulations or behaves in a way that causes damage or disturbance.
- 16.3** The Guard and Security Personnel appointed by the Management and bearing badges are required to enforce the Regulations with anyone. Each Client, through the act of accepting hospitality in the Campground Tourist Resort, also contractually agrees to submit to the Authority of said staff, who in turn are obliged to always respect the Laws of the Italian Republic and the principles commonly accepted by our Culture of courtesy and good manners.
- 16.4** The entertainment activities cannot continue past 12:00 am and, except in special cases, no later than 02:00 am.

## **17. BEACH – GATES AT THE SEA**

- 17.1** It is forbidden to deposit boats, dinghies, trolleys on the beach without specific authorization from the Management and to light fires. These prohibitions are also provided for in the current regulations of the competent Harbour Master's Office.

**17.2** These Regulations also apply to the camping area towards the sea, within which demeanour, respect for quiet times and all the rules contained herein must be maintained.

## **18. RATES**

**18.1** Rates are per day regardless of the time of entry. Owners of pitches that wish to receive guests must notify the Reception in advance. If the length of stay of the guest exceeds one hour, the amount requested by the Administration and displayed at the Reception must be paid.

## **19. ELECTRIC HOOK-UP - MISCELLANEOUS**

**19.1** The electric hook-up is only allowed for lighting and refrigerator use. Temporary power outages will be restored during staff working hours.

**19.2** It is strictly forbidden to open the doors, tamper with or modify the electric hook-up columns, under penalty of immediate expulsion from the Campground Tourist Resort.

**19.3** For safety reasons guests must refrain from making fences or screens, fixed structures of any kind, laying wires inside the pitches.

**19.4** By law it is absolutely forbidden to bury caravan drainage and sinks pipes.

## **20. FLAT RATE SEASONAL STAY AGREEMENT FOR CLIENTS WITH THEIR OWN ACCOMMODATION**

**20.1** The duration of the flat-rate seasonal stay contract of Resident Customers with their own mobile accommodations (Camper, Caravan or Trailer Tent) is set annually by the Management and communicated together with the yearly rates (normally from May 1 to the second Sunday in September).

It is exclusively nominal and therefore cannot be transferred; any person not mentioned in the contract itself is to be considered a guest and therefore required to pay the daily fee. The installation of a small tent in the assigned location calls for the payment of an additional fee.

**20.2** If the holder of a seasonal flat-rate contract decides to leave the Campground before the contract expires, he is required to remove his accommodation and therefore free the station. The Management is not required for any reason to endorse the seasonal stay contract to any proposed customers (e.g. buyers of existing caravans within the Campground). Unused months are non-refundable. On the contrary, if the means of accommodation is moved to the station prior to the start date of the contract or the station is not vacated within the term of the contract, the holder of the package is required to pay the pitch fee and the persons mentioned in the contract as per the price list.

**20.3** Delayed payment of the seasonal stay contract/convention will result in an interest on arrears of € 200.00.

**20.4** The assignment of the lot is carried out annually by the Management and - in the event of an extension of the contract - can be changed from year to year by the Management. The Customer can however give preference by choosing from the lots proposed by the Management for the type of lump sum contract.

**20.5** The flat-rate contract cannot be stipulated and in any case lapses immediately if the Customer does not respect the following:

**20.6** It is absolutely forbidden: A) to install, even if only temporarily, pre-entrances or other structures that are not made of canvas and that are not approved by the Management; B) connect to the plumbing system of the Campground Tourist Resort; C) install brick or concrete barbecues; D) create hedges,

dividers or excavations of any kind.

– if for any reason this does not occur, the Management is authorized to do so on behalf of the Client and at the Client's expense.

– the Customer is obliged to leave his telephone number to the Management where he can be found at any time.

– At the end of the season the stations must be left completely free from any furnishings and cleaned of any garbage. The customer is responsible for the collection and disposal of bulky waste.

– For each contract, the Management allows the positioning of a caravan, a veranda awning, a single kitchenette and one or more gazebos.

## **21. FIVE-A-SIDE FIELD/TENNIS**

**21.1** All those who use the field must remember that it is mandatory to book (at the reception).

**21.2** It is forbidden: to enter with spiked football boots; eat and leave waste in the field; enter with bicycles or other means; smoking inside the field; enter the field when the gates are closed.

## **22. AMENDMENTS TO THE REGULATIONS**

**22.1** The Management reserves the right to modify these Regulations at any time, which will be displayed at the entrance to the Campground Tourist Resort, in a special bulletin board, to ensure that we constantly improve the use of the structure for everyone.