

## GENERAL REGULATION CAMPING VILLAGE "LE MARZE"

### 1. REGULATION

1.1 - The Regulation of the Village Campsite "Le Marze" in Marina di Grosseto (GR - Italia) is established to ensure the right use of the structure.

The request of staying in the camp site implies the total acceptance of this Regulation. On the contrary, if you don't respect the regulation, you will be asked to leave the camp site, and the fact will be reported to the national and international Organizations. If the damage is considered an offence, it will be reported to the Public Authorities.

1.2 - You are also supposed to respect all the rules indicated in the signs situated in the area of the camp site.

1.3 - Parents are responsible for their children in the camping and must look after them, and be sure that they maintain proper behavior particularly concerning the respect of silence time and the use of toilets (they're not a game area). Bike rides and other noisy activities are strictly forbidden. Any infringement of the provisions of Regulation will be judged by the Direction and will imply the expulsion. In this case the direction will retain the sums already paid and will require the remaining amount.

### 2. MOBILHOMES AND EQUIPPED TENTS REGULATION

2.1 - At your arrival leave your passports or ID cards at the reception and sign the Public Security form. The Reception staff will choose your place of stay according to its availability and its needs. Look at the special regulation for mobilhomes.

2.2 - Children under 18 that come alone will be accepted only if they have a written authorization signed by both parents, the copy of their parents' ID or passports and phone numbers.

2.3 - The Direction can choose how many tents or caravan place in a pitch.

2.4 - The Reception staff can refuse and dismiss the overcrowded guests. As provided from the current law of the Italian Republic, we are entitled to expel everybody not respecting the regulation, behaving badly or bothering people in the camp site.

2.5 - Pitches are available from 03:00 pm and must to be left before 10:00 am. Mobile homes are available point-blank from 05:00 pm and must to be left before 10:00 am. If you stay after 10.00 am, the Direction will charge a further day. The prices are meant per night, regardless of arrival time. It is not possible to know the given number of mobile home not even to ask for a particular number. The Direction will consider special requests, but they are not binding. It is instead permitted choosing between mobile home with or without deck on veranda.

2.6 - When you check -in the Reception staff will give you a bracelet. All Guests are required to use this bracelet as camping pass. Without it, access will be denied.

### 3. WATER

The water supplied in the Camp site Village is drinking water up to standard. It is absolutely forbidden to waste water. You can use water only for prime use (cooking, personal hygiene, cloth/dish-washing). Please take care of the use of water to avoid any waste.

### 4. CARS

4.1 - It is absolutely forbidden to drive a motor vehicle (moped included) in the camp site.

4.2 - Cars and motorbikes can move at maximum 5km/h, exclusively for unloading at your arrival and loading at your departure.

4.3 - Cars and motorbikes can move at maximum 5 Km/h, for loading or unloading equipment and for services at disabled people.

4.4. - Anyway it is forbidden to drive cars and motorbikes into the camp site during the silence break (1.00pm-3.00pm e 10.00pm-7.00am) or during other breaks decided from the Direction.

4.5 - If you park your cars or motorbikes on an unauthorized area, you will have to pay respectively € 50,00 or € 25,00. It is also forbidden to park cars and motorbikes on the pitches, they must be parked in the parking. By reading this regulation the guest authorizes the forced removal of his car and will pay € 50,00.

### 5. BOATS

Boats can be put only in the suitable places indicated from the Direction. They cannot be left on the shore ( ban imposed by Italian laws and port authorities). We are not responsible for any kind of theft or damage to the boats, and also for any damage caused by them.

### 6. DOGS AND OTHER PETS

Dogs must be leashed and brought outside the camping for physiological needs. You can also use the appropriate stuff to remove excrement (broom and Sack) available for free in the camping area. Dogs' owners must show their pet's medical certificate. It is absolutely forbidden bringing dogs at the beach and inside the bar (as the municipal law says). The beach reserved to dogs is 800 meters away from the camping and it is reachable along the bicycle path. Be aware that from half June to half September you're not allowed to pass through the dunes, neither the beach (according to the Municipal law).

Dogs' owners are responsible for any damage caused by their animals.

If you carry around the dog please make him wear leash and muzzle, especially medium and big dogs.

It is absolutely forbidden to leave dogs alone in the pitch, in the caravan, in the mobile home or in the car. Non-compliance of this regulation will imply the immediate departure of the guest.

### 7. FIRE

Lighting fires is forbidden. The Direction allows having little barbecues in the appropriate and certified devices up to standard (except during windy days). The barbecue must always be supervised.

### 8. RECEPTION AND CASHPOINT

8.1 - You should ask for your bill - and pay it - the day before the departure.

8.2 - The Reception is open every day: High season 8.00-21.00. Low season - 9.00 - 20.00. (See Price List for season subdivision). It could be subjected to changes.

8.3 - The cash point is every day: 09.00/19.30. (See timetables outside the Reception). We accept every sort of credit card.

8.4.- You must respect the opening time for every sort of transaction.

### 9. DEPARTURE

The day of departure please bring the key to the Reception. The staff will inspect the mobile home/tent (in order to avoid misunderstandings you're asked at your arrival to communicate whether something is broken or missing, according to the inventory given by the Reception). Broken or missing objects that haven't been signaled before will be paid.

### 10. LAUNDRY

Ask for washing machine and dryer coins at the Reception.

### 11. DOCTOR- INFECTIOUS DISEASE

11.1 - Telephone numbers of the first aid and doctor on duty are shown on the Reception notice board.

11.2 - Every infectious disease must be told to the Reception staff.

### 12. PLANTS

12.1 - It is strongly forbidden to cut down/damage the plants, the trees, or their branches. You are not allowed to put nails in the ground, throw warm water or detergents on the ground/next to plants, and tie ropes or strings from one tree to another one.

12.2 - The green shade cloth can't overcome the area of caravan and veranda and can't be lied to trees with ropes; instead they have to be supported by metal poles maximum 3 meters high. By the way the Direction suggests the use of regular gazebo. In case of non-compliance the Direction is authorized to remove the cloth.

12.3 – It's forbidden to set satellite dishes or antennas on trees or fixed poles; they can be set on the ground on removable bases or fixed to the caravan. It's not allowed to build clotheslines: please use the regular clothesline.

### **13. SWIMMING POOL**

The camp site is provided of swimming pool. Please read the appropriate Regulation.

### **14. CLEANING**

14.1 – Put rubbish into appropriate sacks and brought them into the rubbish containers provided in the camp site separating the material as follows: plastic, glass and cans, paper and cartoon, non- recyclable material. Keeping rubbish in the pitch or bringing it to an unsuitable place will lead to a penalty of € 25,00. It is forbidden to throw rubbish sacks in the waste baskets by bar and toilets.

14.2 - Please let toilets and sinks clean. Don't pass through the bathroom during its cleaning.

### **15. RESPONSIBILITY**

The Direction is not responsible (as provided from current Italian laws) for the loss of objects, damages caused by nature or natural disaster such as the fall of pine cons or tree branches, strong wind, storms and thunderstorms, epidemics, sickness, sea accidents, thefts in the parking area and in the camping.

### **16. CANCELLATION**

16.1 - If you arrive later, or leave before the day you had reserved, you are supposed to pay for the whole period.

16.2 - If you give up your reservation, the Reception staff will accept it only by written communication. The amount of money given as a confirmation deposit will be given back

at:

- 100% within 60 (sixty) days before the arrival day;
- 50% within 30 (thirty) days before the arrival day;
- 0% within less than 30 (thirty) days before the arrival day;

16.3 - " No refundable rate". The customer is required to pay the full amount of the stay, granted the percentage provided for that type of promotion, at the time of booking. The tariff " No refundable rate " is not refundable in case of cancellation or deletion. This rate may be charged only at the moment of booking and can be applied if between the date of booking and the holiday start there is a minimum margin of 20 calendar days, unless further promotions.

### **17. SILENCE AND ORDER INTO THE VILLAGE / AUTHORITY OF THE ESTABLISHED GUARDS**

17.1 - From 13pm to 15pm and from 00.30 to 7am it is strongly forbidden to clatter or to speak loud, in order not to bother and disturb other people relaxing. You are allowed to watch TV or listen to the radio only with headphones. It is also forbidden to play electronic instruments on the pitches. You cannot enter the camp site before 7 am.

17.2 - The Reception staff, as provided from current Italian laws, has the right to expel people that don't respect the Regulation.

17.3 - The Guard/security staff can be distinguished thanks to his/her uniform, and he/she have to keep order into the camp site making people respect the regulation. Since the guest enters the camp site he accepts automatically the authority of security staff.

17.4 – Entertainment and shows on the animation stage can continue until 00,30, and only in special cases until 2am.

### **18. SEASIDE – GATES**

18.01 - As provided into the current Port Authorities' laws, it is strongly forbidden to leave boats or canoes. It is also forbidden to light fires on the shore. You're not allowed to leave air mattress, beach umbrellas, chairs and toys on the free beach.

18.02 – This regulation is also applied on the path towards the beach

18.03 – The path to the beach is viable only by foot and bike, excepts cars with regular disabled cards: in this case they can ask for the gate key at the Reception. Please close the lock every time you enter and exit.

### **19. PRICING RATES**

Prices are intended per night, independently the time of entrance. People who receive guests have to inform the Reception. Stay is free until 2 hours; visitors that extends more than 2 hours have to pay the rate on the pricelist. Anyway the guest must leave the Campsite before the Reception closes.

### **20. TELEPHONE CALLS**

In the campsite there are phone boxes. No phone cards are available in the campsite.

### **21. FACILITIES; SPORT GROUNDS AND SHOPPING CENTRE**

21.1 - In the camping there are a volleyball court and a children playground.

21.2 - In the shopping centre there are Market, Restaurant, Pizzeria and Bar. There are a beach bar and a bathhouse on the beach.

### **22. ELECTRIC CONNECTION - VARIOUS**

22.1 - You can use electricity only for lighting and for the fridge. The temporary interruption will be restored during the staff's working times.

22.2 - It is strongly forbidden to modify or to temper with electricity boxes. In case, you will be immediately asked to leave the Camp site.

22.3 - It is also forbidden to build fences, to tie ropes or strings from one tree to another or damage the pitch ground.

22.4 - It is absolutely forbidden to dump dirty liquid from the caravan.

22.5 - it is not possible to call or receive phone calls at the Reception phone.

### **23. SEASONAL CONTRACT OF STAY for PEOPLE WITH PERSONAL CARAVAN**

Please, see the appropriate Regulation.

### **24. MODIFICATIONS OF THE REGULATION**

The Direction can modify this regulation, but every change will be put at the entrance, at the reception and on the notice board, in order to guarantee the perfect operation of our building.

### **25. DISPUTES**

In case of disputes the Direction can expel the guest whenever he disturbs other guests or doesn't permit the regular course of business. There will be no refund for the unexpired period. The guest accepts from now that he may not object. The court of Milan has the competence for any dispute to the courts.

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Signature