

REGULATION

"The rules are essential for a civil and harmonious coexistence. Their respect by the Guests will guarantee a wonderful holiday at the Don Antonio Glamping Village. It is essential not to forget that the quality of the overall service mainly depends to the behavior of the Guests"

The integral part of the "Booking Conditions". The reservation means the tacit acceptance of this regulation by the Guests.

ENTRANCE

Art. 1

a. Check-in/out operations are carried out from 8:00 to 14:00 and from 16:00 to 20:00 by the reception staff.

b. To speed up check-in procedures, the provision of Guests' personal data and payment of the balance can be made online within ten days before arrival.

c. The reception, according to the PS regulations, provides the personal data, those of family members and any other companions staying in the structure, to the local authorities.

d. Access to the facility is only permitted to those who have a reservation and have registered at reception.

It is. The Guest is required to check the accuracy of the recordings, to report any discrepancies to the Management, and to promptly communicate any changes.

f. Upon arrival, or during the stay, no people other than those whose personal details were communicated to the reception at the time of booking are accepted.

g. The Management reserves the right to cancel the booking on the day of arrival if the crew members are not those previously communicated.

h. Non-transferable passes will be delivered: personal bracelet and car pass. Wearing the bracelet is mandatory, it must be shown upon entry and, if requested, shown to the staff in charge of checks.

Art. 2 - The Guest who temporarily leaves the structure, before leaving, every time he does not stay overnight, must hand over his bracelet and car pass to the reception. Upon his return, he will have to go to the Directorate again to collect them.

Art. 3 - Entry is subject to the consent of the Management, who has the right to remove, at its sole discretion, supernumerary Guests and anyone who does not comply with this regulation.

Art. 4 - Access and parking of cars, or any other motor vehicle, are permitted in the area dedicated to temporary parking only on the day of arrival until the accommodation is delivered. To unload luggage, Guests can enter the village with their own vehicle, preceded by one of our reception staff. Subsequently, the car must be taken to the private car park. Inside the village maximum attention is required when driving, you go at a walking pace.

Art. 5 - The house and the umbrella on the equipped beach are assigned by the Management. With the reservation the type of accommodation, an umbrella, and two sunbeds are guaranteed, but not their number. The Guest cannot change the umbrella position on his own initiative.

To have a greater chance of being placed close to friends, accommodation, and/or an umbrella, it is advisable that all actors expressly request it and that book at the same time, each with their own name.

Art. 6 - After unloading the luggage, the cars must be brought to the car park and parked neatly between the spaces delimited by the trees. Those out of place will be removed without notice by a tow truck, the cost of which will be charged to the car owner.

Art. 7 - Minors are admitted together with their parents, or together with adults authorized to take care of them, with written consent.

Art. 8 - The house is delivered after 4 pm on the day of arrival and must be vacated by 9 am on the day of departure.

Art. 9 - No visitors are allowed inside the house. Only people who have provided documentation at check-in can access the accommodation facility and enjoy the services it offers. Any Guest caught with unregistered people will be expelled from the facility. The Management reserves the right to take criminal action against those responsible, pursuant to articles. 614, 624, 633, 637 of the Criminal Code.

Art. 10 - Entry to outsiders is prohibited.

PAYMENT

Art. 11 - To avoid queues at the front office, the total balance can be paid by bank transfer, or credit card, by accessing your online booking account, ten days before the arrival date.

The entire stay must be paid even in case of early departure and/or late arrival. In case of cancellation, the deposit will be refunded in full, if the cancellation is communicated to the Structure, via e-mail, within fourteen days of arrival.

In August, when the minimum booking is two weeks, cancellation of a minimum of two weeks is possible. It is not possible to cancel only part of the stay.

For cancellations less than two weeks before arrival, the deposit will not be refunded. If the Guest has already paid the entire amount of the stay online or by bank transfer, it will be returned minus the deposit.

Homes, umbrellas, and parking spaces, even if left before the deadline and already paid for, cannot be transferred to others. The Management has the right to re-rent them.

Art. 12 - Payment, or other money movements, can be made during cashier opening hours by debit card, credit/debit card, bank transfer, or cash with the limit established by law.

Upon departure, it is necessary to return the passes (staff, car, etc.) issued on arrival. In case of non-payment, compensation for damages will be requested in accordance with the law.

DAMAGES

Art. 13 - The Management declines all responsibility for damage caused to people and/or things by causes not attributable to its fault and/or that of the Facility's staff, as well as for lost and/or stolen objects and/or valuables.

SAFETY

Art. 14 - Participating in sporting and recreational activities proposed by the entertainment team presupposes an adequate state of health.

Children must be accompanied when using the equipment and services. Minors participate under the supervision and exclusive responsibility of their parents or their adult companions. The Management declines any responsibility.

Art. 15 - It is forbidden to play inside the Structure with balls, bowls, tambourines, or other tools that could cause potential damage.

Cycling slowly is mandatory.

The use of skateboards, skates, and electric scooters is prohibited.

Art. 16 - Guests must not occupy the streets within the village with their vehicles, objects, and personal equipment.

Each Guest is required to use their own accommodation exclusively.

Tables are prohibited.

ENVIRONMENT

Art. 17 - It is forbidden to damage vegetation, tie ropes or other equipment to trees and verandas, dig ditches, pour liquids on the ground, and light fires, candles, and mosquito traps outdoors.

It is forbidden to barbecue inside the village.

Art. 18 - It is not permitted to put up fences, shade cloths, tie or anchor objects to plants and verandas, pull ropes, move equipment owned by the Structure, in particular those inside the accommodation, or install anything else that could constitute a danger or be useful. obstacle to free passage.

Art. 19 - Laundry must be hung on foldable clotheslines outside the accommodation unit.

Art. 20 - The rubbish must be placed in the appropriate bins, in the ecological area, observing separate waste collection.

Art. 21 - The toilets must be used following the instructions. Personal hygiene, and that of children, must be carried out in the designated places indicated by the signs. The services must be used in a civil and correct manner and left in the condition in which you would like to find them.

Art. 22 - The home must be kept during the stay, and returned upon departure, decently clean and tidy. The final cleaning, the responsibility of the Guest, must be carried out respecting the rules of the cleaning and sanitization protocol, which can be read by scanning by smartphone the QR Code printed on the pass bracelet.

REST

Art. 23 - To ensure peace throughout the stay, audio devices must be kept at a low volume, just as Guests' conversations must maintain a moderate tone.

Art. 24 - It is forbidden to gather and occupy internal streets (tables, parties, etc.).

Art. 25 - The opening hours of the various services are those displayed on the premises.

Art. 26 - From 2.00 pm to 4.00 pm and from 12.00 am to 7.00 am the entrance and car park gates are closed:

1. the circulation of vehicles is prohibited;
2. noises that disturb the rest of the Guests are prohibited;
3. audio devices, gatherings, and noisy meetings are prohibited;
4. it is forbidden to use the waterslides in the pool.

ANIMALS

Art. 27 - Animal access is not permitted.

The village staff is authorized to enforce the rules and to report to the Management anyone who does not comply with them.

Non-compliers will be removed from the Facility.