

RULES

"Rules are essential for a civil and harmonious coexistence. If all Guests adhere to them, their holiday at Don Antonio Glamping Village will be wonderful. It is essential not to forget that the quality of the overall service depends to a decisive extent on the behavior of the Guests themselves"

To be understood as an integral part of the Booking Terms and Conditions. Reservation implies tacit acceptance of the regulations by the Guests.

ENTRANCE

Art. 1

- a. Check-in and check-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 the check-in process, the provision of Guests' personal data and the payment of the balance can be made within ten days prior to arrival.
- c. The reception desk, in accordance with Public Safety regulations, provides the local authorities with the personal data of guests staying at the facility.
- d. Access to the facility is only allowed to those who have a reservation and have registered at the reception desk.
- e. The Guest is obliged to check the accuracy of the recorded data, to notify the Management of any discrepancies, and to promptly report any changes.
- f. On arrival or during the stay, no persons other than those whose personal details were provided to reception at the time of booking will be accepted.
- g. The Management reserves the right to cancel the reservation on the day of arrival if the group members are not those previously communicated.
- h. Upon arrival, non-transferable passes are handed out: wristband of the village and parking pass. Wearing the wristband is compulsory; it must be made viewable at the village entrances and, if requested, shown to the staff in charge of controls.

Art. 2 Guests leaving the facility temporarily must hand in their wristband and parking permit at reception before leaving. On their return, they must go to reception again to get them back.

Art. 3 Entry to the facility must be authorised by the management. The management reserves the right to remove excess persons and those who do not comply with the regulations.

Art. 4 Access and parking of cars or other motor vehicles are only permitted in the temporary car park on the day of arrival, until the accommodation is handed over, and then again on the day of departure. To unload and load their luggage, guests drive into the holiday village in their own vehicle accompanied by a member of reception staff. During the stay, the car must be parked in the car park.

When driving within the holiday village, extreme caution is required and the speed limit of 10 km/h (walking pace) must be observed.

Art. 5 Accommodation and beach umbrella on the equipped beach are assigned by the Management. When booking, the type of accommodation, 1 beach umbrella and 2 sunbeds are guaranteed, but not their number. Guests may not change the parasol assigned without

authorisation. In this context, if you are going on holiday with families of friends/relatives and want to increase the likelihood that the parasols on the beach will be close by, it is advisable for everyone to make an explicit request about this and book at the same time, each under their own name.

Art. 6 After unloading the luggage, the cars must be driven into the car park and parked neatly in the areas delimited by trees. Those that are out of place will be removed by the tow truck without prior notice and the costs will be charged to the owner.

Art. 7 Minors are only admitted if they are accompanied by their parents or adults who have been authorised in writing to look after them.

Art. 8 The accommodation is handed over from 4.00 pm on the day of arrival and must be vacated by 9.00 am on the day of departure.

Art. 9 To ensure safety, quality of stay, and compliance with the facility's accommodation capacity, access to the premises is strictly limited to guests who have completed the check-in process and submitted valid identification. Only registered guests are permitted to enter the holiday village and use its services. Access for external visitors is permitted only up to the number of unoccupied beds in the reserved accommodation unit. For example, in a unit designed to host four people, if only two guests are staying, a maximum of two visitors may be allowed, subject to prior registration and approval by Management. Hosting or allowing entry to unregistered individuals is strictly prohibited. Any guest found with unauthorized persons inside the facility or their accommodation will be immediately expelled, and their stay will be terminated. Furthermore, Management reserves the right to take legal action and file a report with the competent authorities. Offenders may be prosecuted under Articles 614 (Unlawful entry into private premises), 624 (Theft), 633 (Illegal occupation of land or buildings), and 637 (Unauthorized entry into premises used for private activity) of the Italian Penal Code.

Art. 10 Outsiders are not permitted to enter.

PAYMENT

Art. 11 To avoid queues at the front office, the balance can be paid by bank transfer, or by credit card, by logging into the personal booking account at least ten days prior to the arrival date.

The entire stay must be paid even in the event of early departure and/or late arrival.

In case of cancellation, the deposit will be fully refunded if the cancellation is communicated by email at least 14 days before the arrival date.

For cancellations communicated later than this time limit, the deposit will not be returned.

If the guest has already paid the entire amount for the stay online or by bank transfer, this will be refunded minus the deposit.

As for August, when the minimum booking period is two weeks, it is not possible to cancel only part of the stay. Customers have to cancel the entire stay.

Accommodation, beach umbrella and parking space cannot be transferred to other people, even if they have already been paid and are left in advance. The Management reserves the right to rent out them once again.

Art. 12 Payments or other monetary transactions can be made during the opening hours of the cash desk by debit card, credit card, bank transfer or cash within the legally stipulated limits. On departure Guests must return all the passes (village wristband, car pass, etc.) received on arrival. In the event of non-payment, damages will be claimed in accordance with the law.

DAMAGES

Art. 13 The Management declines all liability for damage to persons and/or property that is not attributable to its fault and/or the fault of the facility's staff, as well as for lost or stolen objects/valuables.

SAFETY

Art. 14 Participation in sports and leisure activities proposed by the entertainment team requires an appropriate level of health. Children must be accompanied when using the facilities and services. Minors take part under the supervision and sole responsibility of their parents or their adult companions. The Management declines all responsibility.

Art. 15 Playing with balls, bocchia, tamburello, or other tools that could potentially cause damage is prohibited inside the facility.

Cycling too fast is forbidden.

The use of skateboards, roller 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 her/his own accommodation exclusively. Table parties 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/insect repellent candles.

Barbecues, gas and/or electric grills, and electrical appliances not provided in the accommodation are prohibited.

No smoking is allowed in rooms, bathrooms, public spaces, or common areas. You can only smoke in designated smoking areas, which are clearly marked.

Art. 18 It is not permitted to erect fences, stretch shade cloths, attach or anchor objects to plants and verandas,

pull ropes, move equipment belonging to the holiday village, especially that located in the accommodation, or install anything else that could constitute a danger or obstruct free passage.

Art. 19 Laundry must be hung up on foldable drying racks outside the accommodation unit.

Art. 20 Rubbish must be deposited in the appropriate bins, at the collection point, observing separate waste collection.

Art. 21 The toilets must be used in accordance with the instructions. Personal hygiene and that of children must be carried out in the designated areas indicated by signs. Sanitary facilities and equipment must be used in a civilised manner and left in the condition in which you would like to find them.

Art. 22 The accommodation must be kept clean and tidy during the stay and returned in a tidy condition on departure. Final cleaning is not included in the price. It must be carried out in accordance with the cleaning and disinfection protocol.

REST

Art. 23 To ensure peace and quiet during the entire stay, the volume of the audio devices must be kept low, just as the guests' conversations must be conducted in a moderate tone.

Art. 24 It is forbidden to occupy the inner streets of the village. Gatherings, table parties and private parties are prohibited.

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 gates and parking gates are closed:

- Vehicle traffic is prohibited.
- Noise that disturbs the rest of the Guests is prohibited.
- Audio equipment, gatherings, and noisy meetings are prohibited.
- The use of the pool slides is prohibited.

Waiver allowed on check-in days (Saturday and Sunday): cars will be escorted by staff on bicycles to their accommodations and then to the private parking area. Guests are still required to maintain a behavior that respects the peace and quiet of everyone else on these days. Management reserves the right to change and/or suspend the quiet hours.

ANIMALS

Art. 27 Pets are not allowed.

The staff of the village are authorised to enforce the rules and to report anyone who does not comply with them to the Management.

Offenders will be removed from the facility.