

INTERNAL RULES

These regulations are brought to the knowledge of the Customers during the online booking process and are available for viewing at the main service building.

On entering the campsite, it is accepted without reservation by the customer, even if they do not expressly request it for viewing, as it is officially available for viewing in advance on the website indicated outside the entrance to the campsite.

Art. 1 – Booking cancellation rules

- **Up to 10 days before the arrival date:** cancellation is free of charge – no fees will be charged – except for the deposit (which will not be refunded) or 25% of the total holiday cost if it was paid in full at the time of booking.
- **Up to 4 days before arrival date:** cancellation will incur a charge of 50% of the total booking amount, so another payment will be issued even if the deposit has already been paid.
- **Within 3 days before arrival date:** cancellation will incur a charge of 100% of the total booking amount.

The amount will be charged automatically within 30 days following the period of stay, either to the credit card used for the reservation, or by sending a special link via the STRIPE platform, or PayPal, or by bank transfer, advising of the procedure in progress.

Art. 2 – Payment of the stay

You can pay for your stay in advance on our website, by Credit Card or PayPal.

If payment is not in advance, the balance of the reservation is paid on the day of arrival at the facility during check-in, or at the Management's discretion a few days later for long stays.

At the hotel you can pay by Credit Card, or in cash up to € 1.999,00 (in compliance with Italian laws). Credit Cards accepted: Visa, Mastercard, Maestro, American Express.

We do not accept cheques.

A deposit is not required, except for long stays, for which it may be requested at the Management's discretion.

Art. 3 – Access to the campsite

Authorisation from the Management is compulsory for entry to the campsite and must be contacted before entering: there are many signs at the entrance indicating the possible methods of contact.

On arrival, each person must hand in a valid identity document at the reception desk during opening hours for the registration required by law (failure to do so constitutes a violation of the penal code); this should not be done if the documents were sent when booking online.

Minors not accompanied by an adult who is legally responsible for them are not allowed to enter.

Access to and presence on the campsite of unauthorised persons is a violation of the Public Security Regulations, Article 614 of the Criminal Code (trespassing), Article 633 of the Criminal Code (invasion of land and buildings), Article 624 of the Criminal Code (theft of services) and the offence of contract fraud. Access to and exit from the campsite is only permitted through the appropriate entrances.

È severamente vietato scavalcare le recinzioni perimetrali dell'agricampaggio.

Art. 4 – Entry and departure times

ENTRANCE: after 12:00 noon on the day of arrival, no later than 9:00 p.m. on the evening.

DEPARTURE: by 12:00 noon on the day of departure.

Reserved pitches can be occupied from 12:00 noon.

In any case, patience is requested for a few minutes' waiting time if the crew is late in clearing the pitch.

If departure does not take place by the daily deadline (by 12:00 noon), the customer is also required to pay for the day of departure, unless prior arrangements have been made with the management.

If necessary, to allow for check-out procedures, after this time the Management may authorise free parking in parking areas within the campsite for the time strictly necessary to complete the paperwork.

Art. 5 – Minimum and maximum permanence

The minimum stay at the campsite varies from 2 to 7 nights depending on the period of interest and availability. The website automatically sets the minimum number of nights during the date selection process.

There is a maximum limit of 45 consecutive nights.

For shorter or longer periods, please contact the management to assess feasibility.

Art. 6 – Crew limits per pitch

No more than one crew is permitted per pitch.

In detail: a maximum of no. 04 adults, and no. 03 children under the age of 14, and no. 01 vehicle (between camper, or caravan, or van, or car with roof tent) are permitted on each pitch. **Overnight stays with only tents or gazebos pitched on the ground are not permitted.**

Art. 7 – Animals

Dogs and other pets are allowed on the campsite, with a maximum of 3 animals per pitch, provided they are accompanied by vaccination papers and a copy of the health certificate, which may be requested at any time by Management.

Dogs must ALWAYS be kept on a leash (maximum length 1.50 m).

Owners are responsible for the care, cleanliness and immediate removal of the physiological needs of their animals both in the lay-by and throughout the Agricampeggio area; owners must also make sure that they do not disturb the other guests of the Agricampeggio and their animals, if any.

Cats and other pets off the lead may not be left outside the pitches.

Animals may not be left alone on the pitches.

Art. 8 – Choice and use of pitches

Pitches are chosen by the customer or assigned by the system during the online booking process according to remaining availability.

Unauthorised pitch changes or moves are prohibited.

Any change of location must be assessed and, if necessary, confirmed by the Management.

In the event of justified logistical or other requirements, the Management may at any time decide to move the crew to another pitch at the beginning of their stay or even during their stay.

For campers and mobile homes longer than 8 metres, the management reserves the right to decide on the most suitable pitch, regardless of the choice made by the customer during the booking process.

In the event of justified business needs, any crew may be required to move to another pitch during their stay, as well as at the start of the holiday, regardless of the length of the vehicle.

All equipment must be neatly stowed within the confines of the pitch.

The installation of the awning alongside campers and caravans is permitted, without the addition of side **vertical** walls that would reduce the view of the lake for customers in the rows behind. - see Art. 13.

It is forbidden to install accessory structures to the main one (camping tents, gazebos, sunshades etc.) unless authorised by the management.

The installation of any structure and accessory using the campsite's plants and hedges is forbidden.

Art. 9 – Parking rules for vehicles on the pitch

The main vehicle (camper, caravan, van, car with roof awning) must be parked close to the power sockets on your pitch.

Exceptions are parking spaces 09, 27, 15 and English vehicles with the steering wheel on the right.

Other secondary vehicles must be parked in the designated areas, and if necessary on the pitch only if authorised by the Management, which will indicate the correct arrangement on a case-by-case basis.

Art. 10 Peace and quiet and vehicles

Behaviour, activities, games and the use of equipment that cause disturbance to guests at the campsite must be avoided at all times.

In particular, silence must be observed from 13:30 to 15:00 and from 22:00 to 7:30.

Even during the hours of silence, vehicles may pass through the area of the campsite at a walking pace. The gait of vehicles of all types must be at a walking pace at all times.

Art. 11 – Children

Adults are responsible for the safety and behaviour of their children, whose vivacity, education and needs must not be at the expense of the peace, safety and hygiene of other guests.

- It is forbidden to run in any area of the campsite.
- It is forbidden to hang and climb on any elements such as wooden fences, trees, signs, lampposts and parts of the Service Building structure, etc.
- It is forbidden to walk barefoot.
- In the toilets, children must be accompanied by their parents.

Art. 12 – Connections and electricity

The electrical connection to the sockets of the columns must have the safety characteristics defined by the law in force, such as: connection cable N1VVK (flame-retardant blue) with a minimum cross-section of 3×1.5 mm without junctions, no external lamps may be installed unless they have IP65 protection, and all uses must have an earth connection.

The Management declines all responsibility for connections with defective cables or equipment.

Electricity is distributed with a maximum intensity of up to 10A.

It is absolutely forbidden to tamper with electrical installations in any way.

The electrical energy available at the column guarantees a withdrawal of up to 10A (i.e. equipment or appliances with a maximum power of approx. 1500W in total). The use of electrical appliances with a higher draw, such as: cookers, irons, stoves, fans, hairdryers, etc., must be avoided. Any misuse may result in even permanent interruptions. The person responsible is liable to pay compensation for any damage.

Art. 13 – Awnings, gazebos, awnings

The installation of awnings (or similar sun protection covers) is permitted, provided they are made of self-extinguishing or preferably fireproof material. The following installation restrictions apply:

- They may only be positioned within your own pitch;
- They must only have a roof and no closed vertical walls, so that all customers behind can enjoy the view of the lake, without reducing the view of the rows behind;
- They may not be attached to the trees on the campsite;
- Their dimensions may not exceed those of the vehicle;
- The use of frames or supporting structures that have an excessive impact is not permitted;
- The colour must be in harmony with the surroundings (white or green) and aesthetically acceptable.
- Gazebos may be placed in place of the awning only if they do not reduce the view from the rear rows; with this philosophy, they may be placed in front of or behind the vehicle, well aligned with it, without reducing access and transit routes.

All unsuitable structures must be removed following an order from the Management.

At the end of the stay, the pitch must be completely cleared and cleaned, and no damage must be caused to the facilities (lighting, electricity, connections, vegetation, ground). Otherwise, the Management will have the right to proceed with forced removal and the necessary repairs, at the Customer's expense.

Art. 14 – Lost objects

Objects found inside the campsite must be returned to the Management for legal fulfilment.

Art. 15 – Responsibility and insurance

Please be careful with your personal belongings and take the necessary precautions. Money and valuables should not be left unattended inside vehicles.

Furthermore, the Management is not liable

- for any theft of valuables and valuables;
- damage caused by other guests, force majeure, natural disasters, insects, diseases and epidemics, including of plants, or other causes that are not due to the negligence of the campsite staff.

Guests are advised to take out insurance in advance for both the facilities and the equipment and for agricamping risks. It is also good practice to have a fire extinguisher appropriate to the equipment used.

Art. 16 – Various prohibitions

It is forbidden to:

- To throw urban waste outside the appropriate containers and to abandon special and hazardous waste in the Agricamping area.
- Dig holes or gullies in the ground and alter the boundaries of the pitches.
- Lighting fires.
- Damaging the vegetation and equipment of the campsite.
- Deface or remove signs.
- Spill or scatter oils, fuels, boiling, salty or waste liquids on the ground.
- Washing cars, other vehicles, tarpaulins and objects of any kind requiring the use of chemicals.
- Washing dishes and laundry outside the sinks provided.
- Washing or washing at the drinking fountains located in the outdoor area along the boulevard.
- Wasting and using water improperly.
- Using electricity beyond the stipulated amount and connecting to more than one socket per pitch.
- Laying fences, tying and anchoring anything to plants, pulling ropes at eye level and installing anything else that may constitute a potential danger or be an obstacle to free passage. Works not authorised by the Management will be removed by the campsite staff.
- Circulate with motor vehicles or bicycles at a speed exceeding 'walking pace'.
- Laying paving on the pitch (with the exception of the use of mats and small wooden bases, which are easy to remove and always within the pitch); unauthorised paving will be removed by the Agricampeggio staff.
- Flushing toilets containing formaldehyde inside the campsite.
- Display any notice of a commercial nature on the pitch.
- Accumulating water using external containers in addition to those provided with the accommodation vehicles (caravans or motorhomes), especially if inadequate for normal use.
- Use of wood or coal barbecues inside the pitches.
- Walking barefoot.
- Carrying any kind of firearm, compressed air, slingshots or crossbows.

Art. 17 – Damage, theft, accidents suffered by the customer

The Management shall not be liable for any damage to property or injuries that the Client suffers due to his or her own fault or the fault of third parties, or due to accidental falls within the campsite, even if these are due to slippery or slippery flooring.

The Management declines all liability for theft, and fire and damage to property and persons, just as it is not liable for damage caused by storms, hailstorms, falling trees, branches, diseases, including plant diseases, epidemics, accidents, force majeure, etc.

Camper vans and caravans owned by the Client must, in accordance with the law, have 'static risk' insurance cover, which must be proved upon request; they must also have 'fire risk' and 'neighbour's recourse' insurance cover.

You are advised to be careful with personal belongings and to take the necessary precautions. Money and valuables should not be left unattended in bungalows, tents, caravans. Money should be kept with you at all times, possibly divided among family members. Valuables such as cameras, camcorders, etc. should not be left in cars, especially during the night. The Management disclaims all liability for theft, loss, damage caused by force majeure, disasters, riots, etc.

Art. 18 – Damage suffered by Agricamping

The Management shall have the right to request advance reimbursement of the costs of all works that will be necessary to restore the damage caused by the Client. The request may be made either during the stay or at the end of the stay.

Art. 19 – Visitors

The entrance of non-campers is forbidden. The entry of any friends or relatives of Users must be authorised by the Management upon presentation of an identification document and payment of the stipulated fee, if 'the Visitor' exceeds two hours' stay at the Campsite.

Art. 20 – Interruption of services

The possible interruption of electricity, gas, water and hot water supply, or any other service of the campsite due to breakdowns or force majeure, does not commit the Management to compensation for damages or refunds of any kind.

Art. 21 – Expulsion, removal, interruption of accommodation

The management reserves the right to expel those who, in its judgement, contravene the regulations or, in any case, disrupt the harmony and spirit of the campsite, damaging the smooth running of community life and the interests of the campsite.

- Guests who have already been expelled may not re-enter the campsite without a new specific authorisation from the management.
- The stay is understood to be interrupted by right due to events of force majeure, or by order of the authorities, or due to any need for structural modifications. In all these cases, the camper shall only be entitled to reimbursement of the fees already paid relating to the unused period of camping, to the exclusion of any other compensation. No compensation will be paid to customers who have not made any type of advance payment, regardless of the start date of the booked stay.

Any changes to the regulations will be announced on the website and will be valid immediately.