



2019 PINETO BEACH Village & Camping General Regulations

The entrance at PINETO BEACH Village & Camping implies full acceptance and complete observation of the norms included in this General Regulations which can be integrated, separately, at any time, by additional rules that the Management considers appropriate to issue for the best functioning of the structure and the security of the Guests.

► **Animals** Pets with Microchips are always welcome in Pineto Beach Village & Camping. They are welcome in all the pitches of the Camping Area and in the enabled Housing Units of the Village Area. For the Owners it is mandatory to present upon check-in the Passport and / or Vaccination Certificate of the Pet, sign a Self-Certification Document during check-in and always keep them on a leash. Dogs can access the nearby municipal Dog Beach exclusively from the southern gate next to the pool area. Dogs are not allowed in the beach area that is equipped with sun shades and sun beds/chairs but can ask to have a sun shade close to the Dog Beach. Dogs can use *Dog Exercise Area* reserved for them (on the back of the General Baths 1) to satisfy needs and run without any leash. It is obligatory to always and everywhere provide for the removal of the faeces of your pet. The owners are directly responsible for their behavior and any damage they may cause to people / things by relieving the Management of any responsibility.

► **Arrival** Each Guest, before entering the structure, must register for Check-in at the Reception during the opening hours from **8 am** to **10 pm** (or others in effect at the time of arrival) by handing-in a valid Identity Document for registration. Minors must be accompanied; Personal data collection and processing is carried out in compliance with the GDPR procedures established by current law. The Management reserves the right to assign the accommodation at its own discretion. Requests for changes must be accepted and confirmed by the Management.

► **Booking** It is valid only if confirmed with "*Booking confirmation letter*" from the Management; it is personal, it is not transferable and it expires at **12 am** on the day following the scheduled arrival. Compulsory payment in full of the stay, even if only partially enjoyed; obliges the holder and his / her family members or guests to sign and comply with this regulation, on pain of immediate removal. The possible renouncement by the Customer does not give the right to the refund of the sums paid with the booking form (€ 300.00 + € 15.00 for booking expenses) and of subsequent balances and / or advanced payments made also due to promotions/offers to which it has adhered. The reservation is not valid in the D / E periods if the booked stay is less than 14 nights.

► **Bracelet** All Guests have to wear a visible bracelet according to safety agreements. Those who have not a bracelet will be called back and if necessary definitely expelled. If a Guest leaves temporary the structure, he can ask for a new one by comeback. In case of loss or breakage of the bracelet, an amount of € 20.00 will be charged for each replacement.

► **Changes** The regulation and the price list may be subject to change without notice at the sole discretion of the Management.

► **Changes** The Management reserves the right to assign at its own unquestionable judgment Mobile Homes, Bungalows or Pitches different from those eventually requested by the Customer in the booking form sent by him, provided they have the same characteristics by area, type and price.

► **Children** Children must be supervised exclusively by parents or their tutors; children should be followed in their movements and in the

use of all the equipment (sports and recreational) and services (bathrooms, swimming pool, beach). Parents are directly responsible for any accident, relieving the management of any responsibility.

► **Clotheshorse** To hang out the laundry it is mandatory to use a clotheshorse. Other types of hanging is prohibited and any ropes between trees or structures will be immediately removed.

► **Circulation** Cars and motorcycles can enter the site only on the day of arrival and on the day of departure. On intermediate days they cannot enter and / or stop inside. In these days the unloading of objects can take place only by means of the special trolleys available at the entrance and in any case not during the hours of silence/rest.

Bicycles, scooters and skates can circulate in the hours allowed with moderate speed and with a stop that is not a hindrance to people or vehicles. The circulation of cars, bicycles, scooters, skates is allowed from **8 am** to **2 pm** and from **4 pm** to 10 pm. It is never authorized in the Pedestrian Area (Pool and Bar area) and during the hours of silence / rest.

► **Common Area** For whatever reason (tables, parties, etc.) it is forbidden to park on the boulevards, on the free pitches and on any other common area without the prior authorization of the Management.

► **Complaints** For justified complaints of any kind, please contact the Management.

► **Cords** The use of cords, ropes, laces or strings tied to trees and/or fixed structures is prohibited. The management may at any time remove them.

► **Custody** Given that each Guest is required to keep his/her own objects of property, the Management is not responsible for loss, theft or damage to objects not handed over to the Reception.

► **Damages** The Management is not liable for damage to persons or things attributable to third persons and / or their property, weather and / or extraordinary events, vandalism or other causes of major force.

► **Departures** Mobile Home, Bungalows and Pitches must be freed completely and strictly by **10 am** on the departure day;

► **Differentiated waste** Any waste must be divided by type into closed and recyclable bags and deposited in the collection area, during the indicated opening hours and in the specific bins identified by type. Bulky and / or non-recyclable waste (eg fridge, wheels, furniture, etc.) must be delivered to the appropriate Collection Center in the City Industrial Zone of Scerne di Pineto. The address can be asked at reception.

► **Diseases or Injuries** Any infectious disease and / or accident must be declared in writing immediately to the Management.

► **Disservice** The Management declines any responsibility for the failed supply of water and / or electricity, including damages deriving from this, attributable to the respective supplying companies.

► **Electricity** Each camping area pitch is equipped with electricity, with a standard power of 1.2 kW, which will be charged daily to the group's account even if used partially or not used. The connection to more plugs present in the switchboard is not allowed. Should the Management find the connection to sockets / boards other than the one assigned, additional daily electricity quotas will be automatically charged for the entire duration of the stay. Any requests to increase power must be addressed to the Management, and authorized by the same. In this case, the Customer will be charged € 50.00 for the Service to replace the Socket for increased power and the consequential higher daily cost of increasing the power of electricity even if used partially or not used. Any replacement or alteration of the

electricity sockets will be penalized with the charge to the Customer of € 2,000.00.

► **Environmental Compliance** For the preservation of environmental quality in the interests of all it is absolutely forbidden to mount sheets or tarpaulins, tie ropes or tie rods attached to trees or structures, damage trees, bushes and flowers, pour boiling water or detergents near plants, trace furrows in the ground, pour liquids into the rainwater grids and spread cloths over ropes, laces or strings; The installation of water conveyance pipes or channels is prohibited.

► **Fences** For the safety of all Guests, it is forbidden to raise fences or install tents and / or closures greater than 1 meter in height in the Camping Area, to allow visual inspection. In any case, these protections must be installed 20 cm inside the boundary of their own Pitch.

► **Fires and Barbecue** It is absolutely forbidden to light fires, barbecues and bonfires inside the structure or on the beach; Barbecues are allowed only with adequate equipment and with the provision of a fire extinguisher always at hand (max. 1 mt. distance), provided that the smoke does not disturb nearby and does not damage the lawn and the ground below; If wind is blowing the use of the barbecue is absolutely forbidden everywhere.

► **Games** Football, beach tennis and volleyball are not allowed outside specific grounds In any case, any sporting activity is prohibited in the hours of rest/silence from **2 pm to 4 pm** and from **12 am to 8 am**.

► **Garaging** All vehicles in storage or objects contained in them must be strictly insured for RC, theft and fire by the owners. For each vehicle an appropriate contract and a vehicle's state of use card must be completed and signed. Under no circumstances will vehicles with gas cylinders be accepted by the Management.

► **Grill and electric plates** available guarantees a withdrawal of up to 1.2 kW. Therefore the use of equipment with higher energy absorption should be avoided. The possible abuse can also produce permanent interruptions/damages to which the management declines all responsibility. The Guest is subject to compensation for any damage caused to Pineto Beach and / or third parties.

► **Jurisdiction** For arbitration judgments and any other controversy the competent court is that of the City of Teramo.

► **Order and Cleaning** All Guests are required to maintain order and cleanliness in the area in which they are staying, in the Pitch or Housing Unit, without accumulating things or hanging clothes without using Drying Racks.

► **Payment** The stay for the Village area must be paid 15 days prior to the arrival day; for the Camping area the balance of daily stays must be paid the day before check-out; for seasonal or semi-seasonal stays, payment must strictly respect the dates indicated in the signed contract. Payments may be made in cash within the limits of the law, by bank transfer or with Debit / Credit card. The periods booked and paid, if not partially or fully used, must be paid in full and are non-refundable. Any disputes do not justify the non-payment or partial payment of the stay.

► **Parking Entrance** and exit from the site are allowed only from **7 am to 12 pm**; the Customer's Parking stall is assigned unilaterally by the Management and is personal, numbered and paid daily; it has shading sheets, unless otherwise provided by the Management, and is not guarded; any accidents, damage or things to do are the responsibility of the individual owners of parked vehicles. The Management reserves the right, in its sole discretion, to possibly partially and / or integrally move the parking spaces in other reserved areas adjacent to and/or external area to the structure, specially

equipped. It is expressly forbidden for the Customer to park outside the assigned Stall. Should this stall be occupied by another vehicle, the Customer will be required to promptly notify the Management, which will request the immediate transfer to the rightful owner, without this allowing and / or authorizing the Customer to park elsewhere inside of the structure. If the customer's car is found parked outside the assigned stall, the customer will be required to immediately pay a penalty of € 250.00 for each day of unauthorized parking; if the Customer does not make immediate payment, the Contract shall be automatically terminated, with the obligation of the Customer to pay the entire amount foreseen for the period of the booked Stay, upon the release of the Pitch or assigned Housing Unit and to leave the Structure within the next 48 hours.

► **Photo and Video** The signing of this regulation expressly authorizes the free use for informational and advertising purposes of the structure, of photographs or videos in which the Guest and their family, including minors, are depicted and / or taken back, in addition to the contracting party. on which they exercise parental authority or guardianship, unless otherwise requested in writing to be presented to the Management within the check-in day, renouncing any claim for indemnity or compensation as of now, expressly.

► **Privacy** The collection and processing of personal data takes place in compliance with the current GDPR regulations, for purposes of security and protection of the heritage of PINETO BEACH Village & Camping, for the management of the entire relational process with the potential Customer and / or Customer, for the communication of offers and / or initiatives promoted by Pineto Beach, by its Partners and / or by the Territory.

► **Rates** are per day, regardless of the time of entry, or weekly, monthly, semi-seasonal or seasonal, regardless of the day of arrival. An exception is made for the Camping area in the case of departures after 10 am. In this case the Guest is required to pay half a day.

► **Responsibility** The Management declines all responsibilities for any deterioration, destruction or removal, even partial and due to any cause, of cars, tents, caravans and campers and of the things contained in them; the Management also declines all responsibilities for damage to persons or property during the use of equipment and facilities of the Village or in the course of participation in recreational, sporting or recreational activities between Guests or proposed by the entertainment team.

► **Respect for the rules** Guests who do not adhere to one or more of the present rules must leave the structure with immediate effect upon payment of the entire booked period even if not fully enjoyed.

► **Restrooms** To wash linens and dishes, for showers and toilets, it is necessary to observe the correct use of the single equipment intended for this purpose; Water waste must be avoided by moderating its use and closing the taps; It is obligatory to immediately report any loss or operating anomalies.

► **Right of Retention** The Management reserves the Right of Retention on tents, caravans or campers for non-payment, even partial, of the amounts due by the Guest for any reason (for the stay, for storage or other).

► **Security** A video surveillance and night security system controls the site for the safety of the Guests. Anyone is required to report any anomalies, behavior or persons that could harm the tranquility, safety and connections of electrical systems. Each Guest must comply with the safety rules; in structures it is necessary to ensure that there are no gas leaks by checking for any anomalies. Each Client / Guest is required to promptly inform the Management of any gas, water and / or

anomaly leaks. The owners of caravans and campers are required by law to check the state of use and the expiry date of appliances and / or gas pipes. The Management reserves the right to carry out inspections and checks on the equipment and / or gas pipes in use to Customers / Guests in caravans / campers, reserving the right to contact technicians whose costs and services will be charged to the Customer. Customers using the Camping Area are obliged to have an approved extinguisher valid for a minimum of 1 kg. of capacity.

► **Silence** Every day, from **2 pm to 4 pm** and from **12 pm to 8 am**, a strict silence must be respected and enforced; therefore it is forbidden for children to enter the playground, to drive in/out cars, motorcycles, bicycles, scooters or rollerblades, to carry out sports and / or recreational activities such as football, table tennis, table football, volleyball, beach tennis or similar, keeping the volume of Radio and TV high, wash the dishes and the laundry and carry out any activity that may produce noise. Only in exceptional cases combined with shows or events can the timetable be changed, at the sole discretion of the Management, even without communication.

► **Stay** For the Village area, the stay begins at **4 pm** on the day of arrival and ends at **10 am** on the day of departure, while for the Camping area it starts at **12 am** on the day of arrival and ends at **10 am** on the day of departure. The rental of tents or caravans located in the structure as well as the replacement of persons is prohibited.

► **Swimming Pool** The use of the pool is allowed only to whom wears the ID bracelet and is subject to the strictest observance of the Regulations posted at the entrance and all other possible provisions of the Management or of the Lifeguard in charge of the inspection. Children can enter the pool only if accompanied by an adult, while for those under the age of 2 it is mandatory to wear a waterproof diaper.

► **Video surveillance** In this facility, a closed circuit video surveillance system is in operation.

► **Visitors** Each Visitor is obliged to register his / her entrance to the Reception by giving an identity document and wearing the identification bracelet. Upon entry, only in case of a stay longer than one hour, it is required the payment of the "Visitor" daily rate. The Guest receiving a Visitor is responsible for his behavior and for the respect of the regulation.

► **Washing** Fruit and vegetable washing, dishes and linen are only allowed in the appropriate bathroom sinks. It is absolutely forbidden in fountains located throughout the site. It is also forbidden to wash vehicles inside the structure, as well as to repair engines, bodywork or change the oil, etc. It is strictly forbidden to wash, using water buckets and / or pipes, verandas / kitchenettes / gazebos / awnings and cars, motorcycles, caravans and campers.

A "REGULATION" by its nature is always conditioned by the individual freedom that wants to harmonize with the collective one. His "STANDARDS" of a general nature pose restrictions fully justified by his aim of creating better conditions for a richer and more humane civil coexistence, in terms of education, respect and mutual esteem. We trust, therefore, entirely on the awareness and the consent of our appreciated Guest to abide by these modest limitations that will allow the most serene, peaceful and relaxing stay. We thank for the appreciated collaboration and wish the happiest stay.