



## ROMEA FAMILY CAMPING – CAMPSITE RULES

### 1. CHECK-IN AND PAYMENT OF STAY (BUNGALOW, MOBILE HOME AND PITCH)

At their arrival, all Guests are requested to go to the Reception with a valid identity document for registration; people without such an identity document (in original) will not be admitted to the Campsite. Upon entry, Guests will receive a map of the Campsite containing safety procedures and rules of conduct, which they are asked to read carefully and comply with. They will also receive an identity bracelet that must be worn throughout the stay.

The balance can be paid on arrival at the Campsite or within the day before check-out at the Reception, together with the payment of the City Tax according to the regulations of the Municipality of Ravenna. Payments can be made in cash (up to a maximum of € 4999.99) or by debit or credit card (VISA, MasterCard, Maestro, Bancomat, VPay, Nexi).

On departure, guests must return their identification bracelet and - only for guests staying in bungalows or mobile homes - the accommodation's key.

The Campsite Management reserves the right, in its sole opinion, not to admit unwelcome or in overflow guests to the Campsite. In the same way, people who are not up to date with previous payments will not be admitted to the Campsite.

### 2. STAY IN AN ACCOMMODATION (BUNGALOW, MOBILE HOME)

The accommodations (bungalows and mobile homes) are available to guests, unless otherwise agreed with the Campsite Management, from 16:00 on the day of arrival to 10:00 on the day of departure.

Only one car is allowed per accommodation unit, to be parked exclusively in the space allocated for this purpose, the number plate number of which was communicated to reception upon registration. Any additional cars will be allowed at the Campsite, only if authorized by the Campsite Management and for a fee.

The cleaning of the accommodation is carried out by our service staff at the end of the stay, however it is required the guest to properly clean the kitchenette and dishes and in any case to leave the accommodation as much as possible in order. Otherwise the cost of final cleaning, €40.00, will be charged. It is also required to leave the accommodation at the appointed time. If this does not happen, the Management reserves the right to charge the late check-out fee.

### 3. STAY ON A PITCH

- ✓ The pitches are available to guests, unless otherwise agreed with the Campsite Management, from 12:00 noon on the day of arrival until 12:00 noon on the day of departure.
- ✓ Overnight stays on the pitch are only permitted with a camper, caravan or tent. It is not permitted to stay overnight on a pitch without the appropriate overnight accommodation equipment, nor is it permitted to stay overnight inside other categories of unsuitable vehicles.
- ✓ Pitches are allocated by the staff in charge, and any change of pitch must be authorised in advance by the Campsite Management.
- ✓ Guests' equipment must be entirely positioned within the pitch, guaranteeing a completely free strip of at least 50 cm around the perimeter of the pitch itself, intended for free passage and for safety and maintenance requirements. The vehicle must be positioned with the entrance side facing the street, and in such a way that it can be easily removed from the pitch.
- ✓ All equipment and goods belonging to guests must be arranged and kept on the pitch in an orderly and aesthetically dignified manner, thus contributing to the general decorum of the Campsite, and facilitating the work of the staff in cleaning the Campsite, in taking care of the greenery and controlling unwanted insects and other animals. It is permitted, with prior agreement with the Campsite Management, to install pots and planters on the pitch, while under pots or other possible accumulations of rainwater are prohibited.
- ✓ All equipment used by Campsite Guests must be made of fireproof or self-extinguishing material, with the relevant valid certificates.
- ✓ It is forbidden to erect fences and sidewalls, as well as to use ropes and wires of any kind to tie tarpaulins and structures to trees, poles or any other appurtenance on the campsite.
- ✓ It is strictly forbidden to drive nails or stakes into trees, create furrows or alter the state of the ground.
- ✓ It's forbidden the installation of any structure fixed to the ground, and waterproof flooring is not permitted on the outside of the accommodation equipment and the veranda.
- ✓ With the exception of mobile accommodation (caravans and camper vans), the only vehicles allowed at the Campsite are cars and motorbikes, provided they comply with the Highway Code and are properly insured; other categories of vehicles such as lorries, buses, trailers, agricultural vehicles are not allowed.
- ✓ It's allowed only one car per pitch, the registration number of which has been communicated to reception at the check-in, and it must be parked exclusively within the perimeter of the pitch itself (at a distance of at least one metre from the accommodation unit) or alternatively in another space specifically allocated by the Campsite Staff. Any additional cars will be allowed at the Campsite, only if authorized by the Campsite Management and for a fee.
- ✓ Caravans and campers owned by customers must be approved for road traffic during the entire period of stay at the campsite. Caravans must also have their rotation and coupling mechanisms in working order. The electrical system of caravans and campers must be certified in accordance with the law and in perfect condition of efficiency.
- ✓ At the end of the stay, the pitch must be left perfectly tidy and clean, removing all personal belongings and delivering any waste material to the ecological area.

#### **4. DAY VISITS**

Daily visitors may only enter on foot, leaving their car outside the Campsite, from 8 a.m. to 10 p.m., upon presentation at Reception of a valid identity document and payment of the "Visitors" fee. Visitors will also receive an identification bracelet, which must be worn for the duration of the visit. Day visitors must leave the Campsite by midnight. Visitors may enter with their pets (dogs or cats) (max. 2 pets - max. 30 kg each) by paying the corresponding "Daily Pet" rate. The regulations for their stay on the Campsite are the same as for pets staying in accommodation or on a pitch (see article 14. Pets in this document).

The Campsite Management reserves the right, in its sole opinion, not to admit visitors to the Campsite for contingent reasons that may be related to security, overcrowding, special work requirements, unwelcome guests, etc.

People found inside the campsite without the necessary authorisation will be subject to a complaint for violation of domicile under Article 614 of the Criminal Code.

#### **5. VEHICLE TRAFFIC**

For the quiet and safety of all the Campsite's guests, the circulation of cars, motorcycles, scooters and motor vehicles in general it's allowed exclusively at a walking pace. The use of such vehicles is allowed only for entry and exit from the Campsite, with the recommendation to use them only in case of need. The circulation of motor vehicles is still prohibited from 24.00 to 7.00 a.m. and from 2 p.m. to 3 p.m. (silence times).

It is in any case strictly forbidden to keep vehicles parked or stopped with the engine running.

The same obligation also applies for bicycles that must be driven at a walking pace within the campsite. For the same reasons of quietness and safety, the circulation of motor toy vehicles or pedals is prohibited.

#### **6. MINORS AND CHILDREN**

People under 18 years old must be accompanied by and must stay with their parents or other persons having parental authority, who are also responsible for the observance and compliance of these regulations by the minor.

However minors may stay or visit the Campsite unaccompanied by their parents only upon presentation at the Campsite Reception, on arrival, of a valid ID in original and the appropriate minors' authorisation, duly completed and signed and accompanied by a photocopy of a valid ID of the parent. This form can be downloaded from the Campsite website in the "Info" section.

Parents and adults in general must take every precaution to ensure that the behaviour of their minors does not disturb the other guests on the Campsite and does not cause any damage to anyone, including of course the minor himself. It is also obligatory to accompany one's minors to the toilets, sports facilities and play areas, and to the areas where entertainment activities take place.

The Campsite management declines all responsibility in the event of damage to property or persons resulting from failure to comply with these regulations.

## **7. WASTE / SEPARATE WASTE COLLECTION**

At the entrance to the Campsite there is an ecological area, which has bins and containers for the collection of paper, glass, plastic, organic and undifferentiated waste. A container for the collection of organic waste is also available in each toilet block of the Campsite, at the respective outside dishwashers. It is compulsory to dispose of all waste in the appropriate bins and containers in the correct manner, while it is strictly forbidden to leave any type of waste anywhere else on the Campsite.

Any bulky waste must be disposed of, at the guest expense, at the ecological islands made available by the authorities outside the Campsite or, alternatively, in his or her municipality of residence. In this regard, the Campsite make available, at the reception, the cards with which it is possible to dispose of waste free of charge at the aforementioned areas in the Municipality of Ravenna.

## **8. FIRES**

It's strictly forbidden to light open fires. The use of barbecues or grills is allowed only by observing the safety rules indicated in the appropriate regulation, and always maintaining an adequate distance from the ground, vegetation, from the installations of customers, from the appliances of the campsite, and in general by things and people. It is possible to turn on barbecues or grills exclusively in the areas indicated by the Campsite Management and only with charcoal (prohibited wood, pine cones, pine needles etc.). In addition, he must be constantly supervised. The use of the barbecue on the pitch or near the Bungalows and Mobile Homes must be previously agreed with the Management, which reserves the right, for security reasons, to revoke this possibility. (in the absence of such indication it is strictly forbidden to proceed with the ignition).

## **9. RESPECT FOR GREEN AREAS**

It is strictly forbidden to damage plants and flowers, trample on hedges and flower beds, anchor tarpaulins or structures directly to the trees with ropes or wires of any kind, sticking nails or stakes into the trees, dig holes and furrows in the ground or otherwise alter the state of the ground in any way. It is also forbidden to pour boiling or salty liquids, oils, fuels and any polluting substance or harmful sewage into the ground.

## **10. CUSTODY OF VALUABLES AND LOST PROPERTY**

Customers who find lost and found items are requested to deliver them immediately at reception. It is advisable to pay attention to your personal belongings and valuables, and not to leave them unattended.

The Management declines any civil or criminal liability, present or future, for any facts, damages to people, animals and things that could happen within the entire accommodation complex, except for cases of direct liability. The campsite management assumes no responsibility for any loss or theft of property.

## 11. WATER, ELECTRICITY AND GAS

Water: all Campsite users must use public water in a conscious and responsible manner, avoiding any kind of waste and reporting any leaks or malfunctioning of the water systems to the Campsite staff.

Electricity: electricity must also be used without unnecessary waste, with the obligation to switch off the power supply when away from the Campsite.

- ✓ The electrical system of caravans and motor homes must be certified in accordance with law and in perfect working order.
- ✓ It is only possible to connect to the mains power supply using materials and equipment that comply with current regulations, are CE-marked and comply with the most common safety standards. Connection to the system may only be made using a single cable (no splices or extensions are permitted), which is grounded and does not cross roads or constitute any kind of hindrance or danger to other Campsite users. Each pitch may only be connected to one electrical outlet, indicated by the Campsite staff.
- ✓ It is strictly forbidden to modify or alter the camp site's electrical system (under penalty of immediate expulsion from the camp site), as well as to make connections that are not in a workmanlike manner.

The Campsite management accepts no responsibility for accidents caused by malfunctioning or inadequate equipment and electrical connections used by guests.

Finally, it is compulsory to report to the Campsite management any failure of the electrical system, malfunction or event that could constitute a danger to persons or property.

Gas: bungalows and mobile homes owned by the Campsite are powered by LPG cylinders, while boilers for hot water production in the toilets are powered by methane.

- ✓ Guests staying on pitches are only allowed to use one LPG gas cylinder per pitch, which must be in perfect condition and efficiency, and always connected to the relevant kitchen equipment; connection is only permitted using equipment that complies with law, and must only be carried out by authorised Campsite staff. When you are away from the Campsite, you must shut off the gas. The cylinder must be stored upright and in an area that is as protected and shaded as possible.

Finally, it is compulsory to report to the Campsite management any breakdown, malfunction or event attributable to gas-powered equipment that could pose a danger to people or property.

## 12. USE OF COMMON EQUIPMENT

The use of common equipment (such as playgrounds, sports facilities, picnic areas and barbecues) takes place under one's own responsibility and with the obligation not to alter the state of the equipment and to restore its correct order and cleanliness immediately after use. Detailed regulations for the various activities are in any case to be found in the specific notices posted on the premises.

Inside the campsite it is generally prohibited playing football, volleyball, tennis and any other game or activity that may cause disturbance or danger to guests. Table tennis, basketball and bowls are only permitted in the designated areas and times.

### **13. CLEANING AND MAINTENANCE**

Sinks and washbasins are to be used according to the instructions therein. Linen and dishes may only be washed in the designated areas and always according to the instructions given. Chemical toilets must be emptied into the appropriate drains located at the sanitary facilities, or at the camper service located at the entrance to the Campsite. It is absolutely forbidden to pour any liquid into the ground, drains or manholes, as well as to throw papers, cigarette butts, chewing gum and any other kind of waste on the ground.

The Management reserves the right to carry out maintenance and technical checks inside the accommodation units even in the absence of the occupant.

### **14. PETS**

The presence of pets must be reported at the time of booking or check-in. The only animal species allowed on the Campsite are dogs and cats.

Dogs and cats are in any case only allowed on the Campsite under the following mandatory conditions (should they not be respected, the Management will be entitled not to accept pets on the Campsite):

- ✓ Only two dogs (or cats) are allowed per accommodation unit or pitch (max. 30 kg each), on payment of the corresponding daily rate (for pets staying in bungalows or mobile homes, only a flat rate applies as a final cleaning supplement). The Management reserves the right to allow or not their entry into the Campsite depending on their size or breed;
- ✓ Only animals belonging to staying guests or day visitors are allowed;
- ✓ All dogs, regardless of their breed and size, must be kept on a leash at all times (maximum length 1.5 metres) and only and exclusively led by adults or people who can guarantee their correct handling;
- ✓ For medium and large breeds it's compulsory to always wear a muzzle;
- ✓ Pets must be registered with the Canine/Feline Registry Office, be provided with the appropriate health booklet and vaccination certificate, and have their own insurance cover;
- ✓ Dogs must absolutely be accompanied outside the Campsite to carry out their physiological needs of any kind. Otherwise, it is the owner's obligation to immediately pick up their droppings and clean up the area appropriately (in this regard, there are special bag dispensers at various points on the Campsite);
- ✓ Pets may not access the communal parts of the Campsite (toilets, play and entertainment areas, bar-restaurant, shop) or the beach in front of the Campsite; they may access the appropriate beaches identified by the municipal administration;
- ✓ They may not drink directly from fountains, taps or other water supply points, but only with the help of bowls or other personal containers;
- ✓ They must not cause any kind of disturbance or disruption to other guests or the Campsite staff

- ✓ They may not be left alone inside the accommodations;
- ✓ Any grooming or bathing must take place exclusively in the designated areas;
- ✓ The owners of the animals are totally and unilaterally responsible for any damage they may cause to persons and/or property.

At the Campsite Management's discretion, breeds or canine specimens considered potentially aggressive or dangerous (by way of example but not limited to: Molossoids, Dobermans, Dogo, Pit Bulls, Amstaff, Rottweilers, Huskies, American Bulldogs, Shepherd Dogs, Corso Dogs, etc.) are not allowed on the Campsite. The management reserves the right not to allow dogs on the Campsite for reasons of overcrowding or related to hygiene/health conditions.

## **15. SILENCE TIME**

From midnight to 7 a.m. there is night silence time and for this reason any activity that may disturb guests is forbidden. It is moreover strictly forbidden to erect or dismantle tents or structures, drive motor vehicles, use radio or TV sets, use common facilities (playgrounds, sports facilities, dishwashers, etc.) and more generally to adopt any behaviour or attitude that may disturb the rest and quiet of other guests.

From 2.00 p.m. to 3.00 p.m. there is an afternoon silence moment during which guests are advised to reduce noisy or disturbing activities to a minimum; during this period the use of communal facilities is allowed, but only under conditions of strict silence. Guests are invited to use radio or TV sets at a low volume, not to use motor vehicles except for unavoidable necessities, to speak in a low tone of voice, to avoid large groups, and more generally to behave in a way that respects the resting of others. Guests are recommended to ensure that their children or minors also respect these provisions.

It is in any case compulsory, even outside the hours of silence, to avoid any behaviour or activity that may cause disturbance or disruption to other guests at the Campsite, jeopardising their legitimate expectation of a peaceful and restful holiday.

## **16. MAINTENANCE OF GUEST EQUIPMENT**

During the tourist season, it is strictly forbidden for Campsite users or people commissioned by them to use any tools or other work equipment that may disturb the peace and quiet of guests or pose risks to their own safety or that of others (by way of non-exhaustive example: screwdrivers, drills, hoses, etc.). Exceptions may be granted by the Campsite management upon express request.

## **17. LIABILITY**

The Campsite Management is not responsible for accidents, theft and damage caused by other guests, by force majeure, natural disasters or in any case by causes not due to the negligence of the Campsite staff.

Any interruption in the supply of electricity or water, or in the supply of general camping services, due to breakdown or force majeure, does not oblige the Management to pay damages or reimbursement of any kind.

## **18. GENERAL RULE OF CONDUCT**

For anything that is not expressly stated in this Regulation, and in addition to what is expressly stated, are prohibited all actions that may, directly or indirectly give rise to hazards of any kind or cause harm of any kind to any person using the campsite.

## **19. FINAL NOTES**

ADMISSION TO THE CAMPSITE IMPLIES ACCEPTANCE AND FULL COMPLIANCE WITH THESE REGULATIONS. ALL STAFF AT ROMEA FAMILY CAMPING IS AUTHORISED TO VERIFY THAT THESE REGULATIONS ARE CORRECTLY OBSERVED.

THE CAMPSITE MANAGEMENT RESERVES THE RIGHT TO EXPEL THOSE WHO:

- CONTRAVENE THESE REGULATIONS;
- DO NOT RESPECT THE GENERAL RULES OF PUBLIC ORDER AND MORALITY PROVIDED FOR BY ITALIAN LEGISLATION;
- BEHAVE IN SUCH A WAY AS TO DISRUPT COLLECTIVE HARMONY, COMMUNITY LIFE AND THE SPIRIT OF THE CAMPSITE, OR TO DAMAGE THE INTERESTS, REPUTATION AND SMOOTH RUNNING OF THE CAMPSITE;
- WILL BEHAVE IN SUCH A WAY OR TO SUCH AN EXTENT AS TO ENDANGER THE SAFETY OF PERSONS AND PROPERTY WITHIN THE CAMPSITE.

We thank you for your cooperation and wish all our guests a happy stay at the Romea Family Camping!