



## **1. REGULATION**

- 1.1. The Regulation of the Village Campsite "Le Marze" in Marina di Grosseto (GR - Italia) is established to ensure the right use of the structure. The request of staying in the campsite implies the total acceptance of this Regulation. On the contrary, if you don't respect the regulation, you will be asked to leave the camp site, and the fact will be reported to the national and international Organizations. If the damage is considered an offence, it will be reported to the Public Authorities.
- 1.2. You are also supposed to respect all the rules indicated in the signs situated in the area of the camp site.
- 1.3. Parents are responsible for their children in the camping and must look after them, and be sure that they maintain proper behavior particularly concerning the respect of silence time and the use of toilets (they're not a game area). Bike rides and other noisy activities are strictly forbidden. Any infringement of the provisions of Regulation will be judged by the Direction and will imply the expulsion. In this case the direction will retain the sums already paid and will require the remaining amount.

## **2. MOBILHOMES AND EQUIPPED TENTS REGULATION**

- 2.1. At your arrival leave your passports or ID cards at the reception and sign the Public Security form. The reception staff will choose your place of stay according to its availability and its needs. Look at the special regulation for mobilhomes.
- 2.2. Minors unaccompanied by a parent (or legal guardian), even if in possession of a release form, will not be accepted.
- 2.3. The Direction can choose how many tents or caravan place in a pitch.
- 2.4. The reception staff can refuse and dismiss the overcrowded guests. As provided from the current law of the Italian Republic, we are entitled to expel everybody not respecting the regulation, behaving badly or bothering people in the camp site.
- 2.5. Pitches are available from 03:00 pm and must be left before 10:00 am. Mobile homes are available point-blank from 05:00 pm and must to be

left before 10:00 am. If you stay after 10.00 am, the Direction will charge a further day. The prices are meant per night, regardless of arrival time. It is not possible to know the given number of mobile homes not even to ask for a particular number. The Direction will consider special requests, but they are not binding. It is instead permitted choosing between mobile home with or without deck on veranda.

2.6. When you check -in the Reception staff will give you a bracelet. All Guests are required to use this bracelet as camping pass. Without it, access will be denied.

### **3. WATER**

3.1. The water supplied in the Campsite Village is drinking water up to standard. It is absolutely forbidden to wastewater. You can use water only for prime use (cooking, personal hygiene, cloth/dishwashing). Please take care of the use of water to avoid any waste.

### **4. CARS**

4.1. It is absolutely forbidden to drive a motor vehicle (moped included) in the campsite.

4.2. Cars and motorbikes can move at maximum 5km/h, exclusively for unloading at your arrival and loading at your departure.

4.3. Cars and motorbikes can move at maximum 5 Km/h, for loading or unloading equipment and for services at disabled people.

4.4. Anyway, it is forbidden to drive cars and motorbikes into the camp site during the silence break (1.00pm-3.00pm e 11.00pm- 7.00am) or during other breaks decided from the Direction.

### **5. BOATS**

5.1. Boats can be put only in the suitable places indicated from the Direction. They cannot be left on the shore (ban imposed by Italian laws and port authorities). We are not responsible for any kind of theft or damage to the boats, and also for any damage caused by them.

### **6. FIRE**

6.1. Lighting fires is forbidden. The Direction allows having little barbecues in the appropriate and certified devices up to standard (except during windy days). The barbecue must ways be supervised.

## **7. RECEPTION AND CASHPOINT**

- 7.1. You should ask for your bill - and pay it - the day before the departure.
- 7.2. The Reception is open every day: High season 8.00-20.00. Low season - 8.00 - 19.00. (See Price List for season subdivision). It could be subjected to changes.
- 7.3. The cash point is every day: 09.00/19.00. (See timetables outside the reception). We accept every sort of credit card (no American Express).
- 7.4. You must respect the opening time for every sort of transaction.

## **8. DEPARTURE**

- 8.1. The day of departure please bring the key to the Reception. The staff will inspect the mobile home/tent (in order to avoid misunderstandings, you're asked at your arrival to communicate whether something is broken or missing, according to the inventory given by the Reception). Broken or missing objects that haven't been signaled before will be paid.

## **9. LAUNDRY**

- 9.1. Ask for washing machine and dryer coins at the Reception.

## **10. DOCTOR – INFECTIOUS DISEASE**

- 10.1. Telephone numbers of the first aid and doctor on duty are shown on the Reception notice board.
- 10.2. Every infectious disease must be told to the Reception staff.

## **11. PLANTS**

- 11.1. It is strongly forbidden to cut down/damage the plants, the trees, or their branches. You are not allowed to put nails in the ground, throw warm water or detergents on the ground/next to plants, and tie ropes or strings from one tree to another one.
- 11.2. The green shade cloth can't overcome the area of caravan and veranda and can't be tied to trees with ropes; instead, they have to be supported by metal poles maximum 3 meters high. By the way the Direction suggests the use of regular gazebo. In case of non-compliance the Direction is authorized to remove the cloth.
- 11.3. It's forbidden to set satellite dishes or antennas on trees or fixed poles; they can be set on the ground on removable bases or fixed to the caravan. It's not allowed to build clotheslines: please use the regular clothesline.

## **12. SWIMMING POOL**

- 12.1. It is OBLIGATORY: take a shower before entering the water; the use of the cap; maintain a respectful behavior of all users of the pool; respect the time of silence (1pm-3pm).
- 12.2. IT 'FORBIDDEN: access to the pool in the absence of the lifeguard; dive; play ball in the area adjacent and below the pool; access by bike; access with dogs beyond the area reserved for them; introduce balls, balls and any type of sports equipment - games with the ball are only allowed when organized by the animation staff.
- 12.3. Children under the age of 8 must always be accompanied by an adult.
- 12.4. The staff declines any responsibility for objects or values left unattended in the pool.

## **13. CLEANING**

- 13.1. Put rubbish into appropriate sacks and brought them into the rubbish containers provided in the camp site separating the material as follows: plastic, glass and cans, paper and cartoon, non- recyclable material. Keeping rubbish in the pitch or bringing it to an unsuitable place will lead to a penalty of € 25,00. It is forbidden to throw rubbish sacks in the waste baskets by bar and toilets.
- 13.2. Please let toilets and sinks clean. Don't pass through the bathroom during its cleaning.

## **14. RESPONSIBILITY**

- 14.1. The Campsite Management shall not be liable for the loss of objects and/or valuables of guests not handed in at Reception, each camper being obliged to exercise due diligence in the safekeeping of the objects belonging to him/her; for damage resulting from events of force majeure and the nature of the thing, such as atmospheric events, natural disasters, epidemics, diseases, falling trees or branches or products that fall within the nature of plants, wind gusts, accidents at sea, damage or theft of cars in the parking area and in the area of the campsite. Under no circumstances will discounts be granted at the time of departure to cover any or presumed inefficiencies that may occur as a result of the events described above.

## **15. CANCELLATION**

- 15.1. Early departures and late arrivals, cause considerable inconvenience to the organization and damage to the Administration. In the above-mentioned cases, the Management is obliged to charge the entire

booked period even if not used. There are no reductions even if the owner of the pitch is absent for a few days.

15.2. If a reservation is cancelled, it shall only be accepted in writing.

The sum paid by way of deposit:

- will be refunded to the extent of 100% up to 30 (thirty) days before the scheduled arrival date.
- will be retained in full if the cancellation is made in the last 30 (thirty) days before the planned date of arrival.

15.3. "Prepaid rate". The Customer is required to pay the entire amount of the stay, discounted by the percentage foreseen for this type of promotion, at the time of booking.

In the event of cancellation, the amount shall be:

- refunded in the amount of 100% if the customer cancels up to 60 (sixty) days before the scheduled arrival date.
- withheld in full if the cancellation is made in the last 60 (sixty) days before the scheduled arrival date.

## **16. SILENCE AND ORDER INTO THE VILLAGE – AUTHORITY OF THE ESTABLISHED GUARDS**

16.1. From 13pm to 15pm and from 23.00 to 7am it is strongly forbidden to clatter or to speak loud, in order not to bother and disturb other people relaxing. You are allowed to watch TV or listen to the radio only with headphones. It is also forbidden to play electronic instruments on the pitches. Access to the interior of the village may not take place before 07.00 hours.

16.2. The reception staff, as provided from current Italian laws, has the right to expel people that don't respect the Regulation.

16.3. The Guard/security staff can be distinguished thanks to his/her uniform, and he/she have to keep order into the campsite making people respect the regulation. Since the guest enters the campsite, he automatically accepts the authority of security staff.

16.4. Entertainment and shows on the animation stage can continue until 00,30, and only in special cases until 2am.

## **17. SEASIDE - GATES**

17.1. As provided into the current Port Authorities' laws, it is strongly forbidden to leave boats or canoes. It is also forbidden to light fires on the shore. You're not allowed to leave air mattress, beach umbrellas, chairs and toys on the free beach.

17.2. This regulation is also applied on the path towards the beach. The path to the beach is viable only by foot and bike, excepts cars with regular

disabled cards: in this case they can ask for the gate key at the Reception. Please close the lock every time you enter and exit.

## **18. PRICING RATES**

18.1. Prices are intended per night, independently the time of entrance. People who receive guests have to inform the Reception. Stay is free until 2 hours; visitors that extends more than 2 hours have to pay the rate on the pricelist. Anyway, the guest must leave the Campsite before the Reception closes.

## **19. TELEPHONE**

19.1. Incoming calls for guests are communicated by notice on the appropriate notice board of the Reception, provided that the Customer has previously signed a special release with reference to the Privacy Law. After viewing the message, please disconnect it. At the Market you can buy phone cards.

## **20. FACILITIES – SPORT GROUNDS AND SHOPPING CENTRE**

20.1. In the camping there are a volleyball court and a children playground. In the shopping centre there are Market, Restaurant, Pizzeria and Bar. There are a beach bar and a bathhouse on the beach.

## **21. ELECTRIC CONNECTION - VARIOUS**

- 21.1. You can use electricity only for lighting and for the fridge. The temporary interruption will be restored during the staff's working times.
- 21.2. It is strongly forbidden to modify or to temper with electricity boxes. In case, you will be immediately asked to leave the Camp site.
- 21.3. It is also forbidden to build fences, to tie ropes or strings from one tree to another or damage the pitch ground.
- 21.4. It is absolutely forbidden to dump dirty liquid from the caravan.
- 21.5. It is not possible to call or receive phone calls at the Reception phone.

## **22. SEASONAL CONTRACT STAY FOR PEOPLE WITH PERSONAL CARAVAN**

22.1. The flat-rate seasonal stay contract of the Permanent Customers with own means of mobile stay (Camper, Caravan or Trailer tent) has the duration annually fixed by the Management and communicated together with the rates of the year (normally from 1 May to 30 September). It is exclusively nominal and therefore is not transferable; every person not mentioned in

the contract itself is to be considered a guest and therefore obliged to pay the daily fee. The installation of a small tent in the assigned location, involves the payment of an additional fee.

- 22.2. If the holder of a seasonal flat-rate contract decides to leave the campsite before the expiry of the contract, he is obliged to remove his vehicles and then free his post. The management is not required for any reason to turn the seasonal stay contract to any proposed customers (e.g. buyers of caravans existing within the campsite). Unused months are non-refundable. On the contrary, if the means of stay were to be moved to the workstation before the date of the beginning of the contract or the workstation was not freed within the term of the contract, the holder of the lump sum is required to pay the caravan fee as per the price list, light attachment, parking space and persons mentioned in the contract.
- 22.3. The late payment of the seasonal residence contract/agreement involves a default interest of 0.5 % per month (or fraction of month).
- 22.4. The assignment of the post is carried out annually by the Management and - in case of extension of the contract - can be changed from year to year by the Management. The Customer can however give the preference by choosing between the positions proposed by the Management for the type of contract forfait.
- 22.5. The flat-rate contract cannot be concluded and, in any case, immediately expires if the Customer does not comply with the following:
- it is absolutely forbidden **A)** to install, even temporarily, pre-entrances or other artifacts that are not in canvas and that are not approved by the Management; **B)** to connect to the plumbing of the Camping Village; **C)** to install brick or concrete barbecue; **D)** to create hedges, dividers, or excavations of any kind.
  - For any reason that this does not occur, the Management is authorized to provide it on behalf of the Customer and at the expense of the Customer.
- 22.6. The Customer has the obligation to leave to the Management his telephone number where it can be found at any time.
- 22.7. At the end of the season the stations must be left completely free from any furniture and cleaned from any garbage. The customer takes charge of the collection and disposal of bulky waste.
- 22.8. For each contract, the direction allows the placement, for each flat-rate contract, of a caravan, a awning, a single kitchenette and one or more gazebos. The structures positioned in addition to these will be considered as a small added tent and will have to pay the relative fee according to the list.

## **23. DOGS AND OTHER PETS**

- 23.1. Dogs must be leashed and brought outside the camping for physiological needs. You can also use the appropriate stuff to remove excrement (broom and Sack) available for free in the camping area.
- 23.2. Animal owners must present the health certificate.
- 23.3. Dogs' owners are responsible for any damage caused by their animals.
- 23.4. Dogs can access the beach but bathing is forbidden.
- 23.5. It is absolutely forbidden to leave dogs alone in the pitch, in the caravan, in the mobile home or in the car.
- 23.6. All dogs accompanied on the campsite territory must be kept on a leash and muzzled.
- 23.7. Non-compliance of this regulation will imply the immediate departure of the guest.

## **24. MODIFICATIONS OF THE REGULATION**

- 24.1. The Direction can modify this regulation, but every change will be put at the entrance, at the reception and on the notice board, in order to guarantee the perfect operation of our building.

***In case of disputes the Direction can expel the guest whenever he disturbs other guests or doesn't permit the regular course of business. There will be no refund for the unexpired period. The guest accepts from now that he may not object.***