

## GENERAL REGULATION

### Introduction

This General Regulation is valid for the current season for Settebello Village and Camping – Via Flacca n 3102 – 04022 Salto di Fondi (LT) – (mentioned as Village). **It is an integral part of the contract stipulated with the guests at the time of their arrival and signed in all its parts.** These regulations are displayed inside the Structure. An extract of the regulations about governing the camping areas and their setting up are available at the Reception. These regulations, regarding operational details and organizational specifications, are also an integral part of this General Regulation.

**Entering the Village implies acceptance and observance of the regulations which may be supplemented, from time to time, by additional rules that the Management deems appropriate for the best functioning.**

### 1. Opening

Settebello Village and Camping is open to duly registered guests from April 1st to September 30th.

**The days, opening hours and activities of commercial services, entertainment and other services, whose presence is foreseen within the Village, may vary according to occupancy rates and tourist seasonality.**

Timetables and information are available at the Reception.

### 2. Tariffs

The daily rate includes the price of the housing unit (pitch, bungalow, mobile home, glamping tent and apartment) and the number of people booked (taking into account the minimum occupancy provided for each type of housing structure) plus the price of the restaurant convention (where provided) and the price of any other “extras” specified in the "Supplements Price List". Additional fees due, mandatory or not, will, however, always be communicated at the time of booking.

Rates for seasonal subscriptions and forfait formulas are listed in the “Camping Rates”, which are always available at the Reception. The Village reserves the right to promote (also for subscriptions and other formulas) offers and prices differentiated and / or different from those indicated in the rates without this being an obligation to extend these new amounts, also to Guests who have booked and / or accepted the conditions in force in periods other than those of the introduction of the new prices.

### 3. Arrivals and departures

Arrivals and departures, at and from assigned housing units, are allowed only in the following hours:

#### Guests in pitch (Camping)

**Check-in:** from 4 pm to 10.30pm.

Equipment on assigned space has to be settled within 11.30 pm.

**Check-out :** 8 am – 10.00 am .

It is possible to enter / exit at times other than those indicated, subject to availability, seasonality and payment of a surcharge.

#### Guests in bungalow, Lodge tent, apartment, bungalow and mobile homes (Village)

**Check-in:** from 4 pm (in the Sea side) from 5.30 pm (in the Park side)

No access allowed after 11.30 pm

**Check-out:** from 8 am to 10 am

It is possible to enter / exit at times other than those indicated, subject to availability, seasonality and payment of a surcharge.

Without prejudice to the time at which the assigned accommodation unit and its keys are handed over, upon arrival and at the Management's discretion, it is possible to proceed with registration activities even at different times, in order to then be able to use the services and common areas of the Village.

On departure, Guests must leave the accommodation unit in perfect order. If this is not the case, at the Village's unquestionable discretion, an additional charge may be applied to reimburse the cost of restoration, accommodation and/or to repair any damage caused.

### 4. Strangers and not declared guests

Entrance to strangers is not allowed. Entry and exit on foot or by car, in and from the Village, is permitted only to guests in possession of a identification badge.

All those caught without the necessary passes and/or registrations, in addition to being charged an additional amount equal to the “additional person (from 12 years)” fee *multiplied by 5 (five) times*, may be reported to the competent authorities for house-breaking as from art. 614 Italian Penal Code.

Hosts are held responsible for their own not registred visitors, for payment and for further actions decided by the Village.

The Management also reserves all further action to protect the property and good name of the Village.

## 5. Daily Visitors

Guests have to declare at the Reception their visitors, even if for short time, before entering. The camping keeps right to accept or not daily visitors, if within the authorized maximum number of presences inside the Village and moreover after check of granting host.

The visitor must show an identification document and has to leave the Village within **11pm**, after that time the "additional person (from 12 year)" fee will be applied according to the structure occupied by the host. During the stay visitors must respect conditions and rules of the Village. Hosts are totally responsible for damages caused by own visitors.

The visitor, and in his absence the host, have to pay the "Visitors rate" as set out in the "Supplements Price List".

For the 2022 season, temporary daily guests and in any case non-overnight guests will be admitted to the Structure only if the sanitary conditions allow it and in any case at the discretion of the Village.

## 6. Payment.

The balance of the reservation must be paid on arrival. Only any extra can be paid on departure.

For the payment of the seasonal subscription and/or forfait formulas, please refer to the "Pitch Subscription Booking" Contract concluded at the time of booking, no exceptions will be possible.

The late payment of the full or partial sum will be increased by 10% on the overdue amount and related administrative costs.

Are allowed payments by credit and debit cards (check the circuits allowed at the Reception), bank transfers and cash (according to the maximum amounts provided for by the laws in force at the time of payment).

## 7. Cash desk time

Payments can be made at the cash desk at the following times:

from **10:00 am to 1:00 pm** and from **4:00 pm to 7:00 pm** and can be made in cash or with accepted credit cards.

At the time of departure it is necessary to show and return the car pass and any identification badge issued on arrival.

## 8. Bookings

Reservations are confirmed after payment of the security deposit (caparra confirmatoria) only, established by the Village according to the service requested, within and no later than 3 days from the date of the option. Reservations must in any case be regularised on arrival. Reservations cannot be transferred to third parties without the Village's authorisation. The amount due for the entire booked period shall also be paid in the event of late arrivals, interruptions or early departures for any reason whatsoever. If the booked accommodation unit is not occupied by 2.00 p.m. on the day following the expected arrival date, the Village reserves the right to re-rent it.

## 9. Renounces

In case of renunciation of the booked stay with list rates (or "standard rates" found on the website online booking system), the Guest will be entitled to a refund, in the following percentages, of the deposit / deposit paid:

- 80% of the deposit paid if the cancellation is notified to the Management at least 30 days before the start date of the stay;
- 20% of the deposit paid if the cancellation is notified to the Management within 15 days before the start date of the stay.

The percentages of the remaining shares will be retained by the Village as a penalty for administrative expenses and as partial adjustment of the damages suffered;

- no reimbursement will be provided in case of cancellation within 14 days prior to the start date of the stay or in case of no-show.

No refund can be recognized for bookings of stays on offer with prepaid rates / deposit / deposit (unless otherwise indicated at the time of booking).

## 10. Thefts, accidents and damages

The village declines all responsibility for theft, accidents or damage to property, equipment and persons in the absence of direct responsibility such as vandalism, weather conditions such as thunderstorms and hailstorms, falling trees, branches or pine cones, diseases, including those to the plants, epidemics, fires, other causes of force majeure, etc. It is advisable to take out insurance in advance for the values, equipment and risks of the Village.

## 11. Theft, accidents and damage to motorcycles and cars

The areas used for stopping and parking motorcycles, cars and other vehicles are not guarded and we decline all responsibility for theft, damage, malicious acts and / or accidents, in any case, occurring to the vehicles in the absence of direct responsibility of the Structure. It is advisable to take out specific insurance in advance.

## 12. Personal effects

The Village declines all responsibility in the event of loss, theft, damage caused by force majeure, calamity and disorder relating to personal effects, money, valuables, etc. It is advisable to pay attention to personal effects and to

take the necessary precautions. Money and valuables should not be left unattended inside the housing units; furthermore, it is advisable not to leave valuables such as cameras, telephones, bags, tablets, PCs, etc. in the car.

### **13. Entrance to the Village**

During the opening season of the Village, from April 1st to September 30th, the entrance gate is continuously open to allow access to the parking area (in the Park side) at any time; while the circulation of the car in and out to reach their own structures or pitches as well as at the reserved parking area on the sea side may take place **from 8 a.m. to 2 p.m.** and **from 4 p.m. to 11.30 p.m.** only.

### **14.Registration form car pass identification badge**

At the registration, the personal identification badge and the car pass will be given, both of which are non-transferable and necessary to be able to access and circulate within the Village; a deposit is required for the badge which will be returned at the end of the stay and on delivery of the same.

The badge must be worn during the entire period of stay, it will be shown at the entrance and at the request of our staff also during checks at the structures, commercial activities and housing units for the necessary verification of registered persons. In case of people caught inside the Village without the identification and registration badge or in any case unauthorized, an amount will be charged as defined in the aforementioned point "Strangers and Unregistered Guests". Please check that the data shown in the acceptance document are correct, that they correspond to the type of accommodation unit and the number of people for whom the registration has been made.

### **15. Bungalow , Lodge tent, Mobile Homes and Apartment rental**

The assignment of the units is established directly by the Reception staff. The structure, depending on the type booked, may be available to the Guest starting from 4pm or 5.30pm (even if the check-in operations take place at different times) on the day of arrival and must be left free within 10 on the day of departure. In case of availability of the accommodation, according to the Reception and the tourist season, use may be allowed before 4.00pm. The maximum capacity of people - adults, children and infants - inside the housing unit is given by the number of beds inside it. Any variation regarding the number of people can only take place following registration at the Reception. On arrival, the Guest must pay a deposit (as required by the Supplements Price List) from which the amount will be deducted in the event of damage to the housing unit, equipment and objects contained therein. Please also refer to the information documents contained inside the accommodation. It is not allowed to take over the units of third parties to replace those who have signed the booking contract.

### **16. Pitch rental**

The pitch is assigned by the Reception staff, taking into account the length of the overnight stay and the type of equipment. The equipment can only be placed in the area of the assigned pitch, marked with a letter and number. Access to the pitch is allowed from 4:00 pm (even if the check-in operations take place at different times) on the day of arrival and must be free within 10 am on the day of departure.

In case of availability of the pitch, according to the Village and the tourist season, access can take place before 4 pm. The Village reserves the right to allow the installation of more tents on pitches intended for caravans or campers however, applying the full rate for each tent. Any change of location must be authorized by the Reception staff as well as any change in the number of people (both members of the group and any guests) which must be registered in advance at the entrance. If the pitch has not natural shade, the Village will ensure coverage, by means of a shading cloth, for a maximum of 30 (thirty) square meters. Any additions of shading cloth can be made, subject to authorization, directly from the Village and a must be paid by Guest. All installations the equipment (caravans, campers and tents) must comply with the Regional Regulations, available at the Reception.

The entry of external companies, appointed by the Guests to provide for the installations granted, must be authorized by the Reception staff and must have professional qualifications, in the absence of which no work and / or service can be carried out. The Village reserves the right to remove any installations that do not comply with the regulations and laws in force that regulate the sector and fall within the scope of the Penal Code and related offenses.

Presences other than the names declared at the time of signing the booking contract (including those in seasonal subscription / forfait formula), will have to pay the regular stay fee as per the current price list. No substitutions of names are allowed.

### **17.Minimum stay**

For the opening period, the housing units may provide for a minimum period of stay established by the Village and, in any case, communicated at the time of the booking request or acceptance.

### **18.Use of cars and other means of transport**

For the safety, security and peace of all - Guests and staff -, cars, motorbikes and vans may only circulate inside the Village only and exclusively on arrival to allow the baggage and luggage to the housing unit, the release of caravans in the designated areas and the erection of tents. Cars may not be parked in the pitch areas, at the shops and restaurant or in the nearby of the assigned accommodation units, but must be driven to the appropriate parking areas on the Park side or in the areas located in the Mare area (if they have a reserved parking space); otherwise, costs equal to the

daily rate for the pitch or accommodation unit occupied may be charged. Should it be indispensable to drive along the Village's internal roads, it is mandatory to keep a walking pace and never exceed 10 km per hour.

### 19. Bicycles and quiet

The circulation of bicycles inside the Village must take place at a moderate pace, respecting pedestrians and the afternoon and night rest times as better specified in the following point. Outside the permitted hours, circulation with motor vehicles is permitted only by the staff in charge. The staff of the Village can proceed to stop the vehicles by not assuming the responsibilities of custody; the Village also reserves the right to take any other action, including the removal of the guest

### 20. Rest

Guests are required to respect the following rest times:

- afternoon hours: from 2pm to 4pm
- night time: from 12am to 7am (except for shows and / or entertainment activities).

During the hours of rest, silence and respect for the peace of others must be observed, both in the Village and on the seafront and on the beach. It is not allowed to use cars and / or motorcycles departing from the Village and the circulation of bicycles is allowed until 10.30 pm. Only where necessary, is allowed the circulation of the facility's service vehicles.

### 21. Children

Children up to 3 years of age (infant) are exempt from payment but counted in the number of the family unit. In the catering services (Breakfast, Half Board and Full Board), infants (up to 3 years) are not included in the total amount of the reservation and will pay directly to the bar / restaurant what they eat according to the chosen menu. Children between 4 and 11 years of age will pay according to the "additional child (4 -11 years)" rate indicated in the Supplements Price List if they exceed the basic number of occupancy provided for by the type of accommodation chosen.

Children over 12 years of age will pay according to the "additional person (from 12 years)" rates indicated in the Supplements Price List if they exceed the basic number of occupancy provided for by the type of accommodation chosen. Children up to 6 years of age must be accompanied to the toilets or showers. The cleaning staff of the services is authorized to remove children who are not accompanied.

Adults are directly responsible for the behavior of their children. Care must be taken so that their liveliness does not disturb the other Guests. In particular, parents are requested to ensure that their children respect the hours of silence and avoid the use of bicycles during rest hours.

### 22. Pets

Small / medium-sized pets (up to a maximum of 10 kg) are allowed only in the pitches, in some types of structures and in the specially dedicated Village areas and, in any case, always with the authorization of the Reception. Pets must remain exclusively within their own housing unit, are not allowed in the common areas and cannot be brought freely on a leash inside the Village. To reach the two areas dedicated to them, one on the sea side and the other on the park side specially set up (also for their needs), some routes have been set up and duly marked. Their needs must always be removed by the owners themselves, otherwise the Village reserves the right to leave for those who do not comply with the above and the specific regulations available at the Reception and delivered at the time of registration.

### 23. Prohibitions and regulations

It is not allowed:

- 1) let enter guests and unregistered people in the Village;
- 2) introduce dogs or other domestic animals without authorization from the Management;
- 3) light fires inside the village and on the beach;
- 4) carry out fences and boundaries of any kind at the assigned workstations with the exception of authorized flower beds and for which a contribution will be requested;
- 5) trample the flower beds and damage plants and vegetation;
- 6) damage Village facilities, services and equipment;
- 7) make noises and / or cause inconvenience during the afternoon rest time (from **2.00 pm** to **4.00 pm**) and during the night rest hours (from **12.00 am** to **7.00 am**);
- 8) wash cars, campers, caravans and verandas in the camping areas;
- 9) dry the clothes by spreading them with wires or leaving clothes hangers outside own stand;
- 10) install shades and / or horizontal and vertical screens of any kind;
- 11) riding bicycles, tricycles, quadricycles, scooters, overboards, etc., whether electric or motorised and/or with pedal assistance;
- 12) install antennas and other electrical equipment unless previously authorized.

*Please also refer to the specific decor and behavior Faixa Lazio Regulation available at the Reception.*

#### **24. Decorum and behavior**

For the decorum of the Village it is possible to use your own folding clothesline as long as they are positioned inside the own pitch.

For the cleaning of the toilets and sinks the indispensable collaboration of the Guests is required in order to ensure the best maintenance of hygienic conditions. Sinks and washbasins must be used according to the indications and normal rules of hygiene. After use, they must be left in the same conditions of order and initial hygiene.

For chemical toilets, located in the toilets, is provided the use of special drains.

The use of radio - television sets is allowed, as long as their volume does not exceed normal tolerability.

In the residential areas of the Village it is not allowed to play musical instruments at any time of the day.

Furthermore, it is not allowed to play football and practice "troublesome" sports, such as rackets, frisbee, etc., both inside the Village and on the beach. For sporting activities, the Village has special facilities.

#### **25. Sports facilities**

For use and access to the various sports facilities (swimming pool, tennis, padel, etc.), please refer to the specific regulations available at the Reception and / or posted near the facilities themselves.

#### **26. Schedules of sound and animation activities**

All the activities located in the entertainment areas, such as swimming pool, dance floor, amphitheater, pub and bar, can continue even after 12 am according to the recreational and entertainment programs prepared by the Village.

#### **27. Removal of guests**

The Village reserves, in its unquestionable judgment, the right to remove without delay those Guests who, for their behavior or for failure to comply with the normal rules of education or for the inconveniences caused to other guests or for security reasons should disturb the tranquility of others or violate the rules and regulations of the Village.

#### **28. Lost property**

Guests who find lost items, both on the beach and inside the Village, are requested to deliver them to the Reception.

#### **29. Energy supply**

The supply of electricity is calculated on the basis of the consumption of appliances with a low absorption value and a refrigerator with a maximum capacity of lt. 100. Appliances such as electric heaters, water heaters and hairdryers are not allowed, for the latter please use the sockets in the toilets. Electricity supply in the pitches is provided up to a maximum consumption of 3 amperes, equal to 660 Watts. The installation and use of air conditioners is not allowed; all unauthorized installations will be removed and will be subject to termination of the contract by virtue of the procured danger to the safety of others. It is possible to increase the amperage up to a maximum of 6 amperes, on request and the cost provided as supplement is € 6.00 (six / 00) per day.

#### **30. Discharges on the pitch**

The use of drains on the pitch, where present, must be done exclusively with the appropriate pipes. Any other system is not allowed. Staff are authorised to remove those drains that do not comply with regulations.

#### **31. Differentiated Waste Disposal**

All customers are required to carry out separate waste collection according to the methods in use in the Municipality of Fondi and in the Village, specifically regulated. Special waste, such as RAE (refrigerators, household appliances, air conditioners, etc.) or furniture made of both wood and plastic, must be disposed of with the Village's prior authorisation and upon payment of the amount to be communicated at Reception (approximately 15.00 euro per item). The Village reserves the right to charge those who do not comply with the regulations the costs necessary to sort waste and/or the fines imposed by the control bodies. In the event that such waste is left without authorisation, a penalty of 50.00 euro per item shall be applied.

#### **32. Video surveillance system**

Guests are informed that the Structure is equipped with a video surveillance system reported in the places where the cameras are installed.