



## **CAMPING PIANTELLE RULES**

**\* For specific COVID related regulations imposed by the Italian government please see the dedicated pages \***

### ***Check-in***

At arrival, guests are asked to park their vehicles in the check-in area and register themselves at the reception providing a valid identity document.

### ***Driving rules***

During check-in, your car/camper number plate will be registered in our system. This automatically opens the entrance barriers when you approach. You may drive in and out between 7 am and 11 pm freely. Gates are closed after 11pm to respect the peace and silence of the Campsite, and no car circulation is permitted in this time, until they open again at 7am. A pedestrian access near the reception is always open.

### ***Opening hours***

Reception is open from 8 a.m. to 8 p.m. For later arrivals, guests should previously inform the reception. A night porter will welcome guests until 11 p.m. After 11 p.m. the reception is closed, and vehicles must be parked outside.

### ***Pitches***

Pitches are available from 12:00 noon on the arrival day to 12:00 noon on the day of departure. The price of the pitch includes 1 caravan + 1 car or 1 tent + 1 car or only a camper per pitch. Any other equipment is considered extra according to the pricelist. Any changes should be previously agreed by the reception. All pitches are equipped with electricity (6 Amp, 220 Volt, 13:00 Watt). The management cannot guarantee any specific place number at the time of booking.

### ***Accommodations***

Our Mobile homes are available from **4 pm** on the day of arrival to **10 am** on the day of departure. At the arrival a deposit of € 100 cash is requested. This amount will be returned in full on departure day if the accommodation is left in perfect condition, otherwise the deposit will be kept to cover the cleaning fees and any damages. Early departure, from 11 pm to 8 am is permitted only by previous agreements with the reception and guests are asked to pay for the final cleaning. The accommodation must be cleared of rubbish, fridges must be emptied and all the surfaces must be cleaned. Bed linen and towels are not included but can be hired from reception. Smoking inside any accommodation or communal area is not permitted. The management cannot guarantee any specific accommodation number.



### ***Payment***

The full amount must be paid for the entire period booked regardless of late arrivals or early departures. You can settle the account on arrival. An early departure when the reception is closed, is only permitted if previously agreed with reception, and the guest has paid the cleaning fee.

We do not accept Amex and Diners credit cards. We do not accept cheques. Italian laws prohibit us from accepting payments in cash over the value of €1,999.

### ***Boats***

All boats longer than 2,50 meters must pay a daily price when they enter the campsite.

Boats longer than 6,00 m. are forbidden. It is forbidden to moor your boats without having a previous reservation. Once booked, the reception provides a sticker with the number of the buoy. The sticker must be visible and placed on each moored boat. The buoy price includes parking for the trailer. Jet skis are forbidden in Moniga del Garda.

### ***Pets***

Pets are welcomed in every accommodation except Apartments and Lake Dream mobile homes. Guests travelling with pets must inform the reception and pay the daily price. Dogs must be kept on a leash. It is forbidden to leave dogs unattended on the pitches or in the accommodation. In various part of the campsite the management provide plastic poo bags for dogs. Please avoid entering the swimming pool and toilet blocks with pets.

### ***Silence hours***

As we are a family Campsite, we enforce a silent period from 11pm to 7am. This is for the tranquillity of everyone and silence must be respected. The night guard enforces this throughout the night and anyone disrespecting the rule may be asked to leave the property.

### ***Visitors***

Any visitor has to be registered by the reception and they must provide an identity document and pay the daily price. They should park their vehicles outside the Campsite. Visiting time is from 8:00 a.m. to 11:00 p.m.



### ***Valuables & safekeeping***

Each guest takes personal responsibility for their own property and valuables. The management declines any responsibility for losses and thefts of valuables, or for damages to guest's property. Safety boxes are available for guests at reception for only € 1 per day. Access to the safety boxes is possible at any time during the reception opening hours. The valuables are insured for a maximum value of 1.550,00 Euro.

### ***Children***

Parents have the sole responsibility of supervising their children. Campsite Management and staff are not responsible for the supervision of underage children. Parents must ensure that their children do not cause damages to Campsite property and be aware of their safety in the Campsite at all times. Ball games must not be played between tents, on roads or on the beach. Any damage caused must be paid by those who are responsible.

### ***Eco-Rules***

Please use the differentiated bins in the campsite to dispose of household waste, paper, glass, plastic and batteries. It is forbidden to light fires, to damage plants and flowers and to dig holes in the pitches.

Guests are invited to avoid any waste of water.

### ***Hygiene***

Guests must observe regulations when using sinks and wash-basins. Toilet facilities must also be used correctly. Any damage resulting from the improper use of such facilities will be guests' responsibility. Please note that chemical toilets must be emptied into the special drains at the toilet blocks. Facilities for disabled guests are available on request of the key from reception. Car washing is permitted only in the specified area.

### ***Insurance and internal security***

The management declines any liability for theft, accidents, damage to persons and things, damage caused by storms, hail, falling trees and branches, illnesses, including plant illnesses, epidemic, arson, force majeure etc. Use of sporting equipment is at guests' risk.

### ***Swimming pool rules***

Guests are asked to respect the rules of the swimming pool that are located outside the gates of the swimming pool.

***The management and all the team wish all our guest a pleasant stay at Piantelle!***