

## RULES 2018

1 – This regulation is given at the arrival-day and it is shown at the Reception (a full version included general terms and regulations for equipped beach is available on the website [www.rivadiugento.it](http://www.rivadiugento.it)). By entering the campsite and signing the registration form, Guests accept automatically the whole General Terms and Conditions.

2 – Access to the RIVA DI UGENTO Campsite and Resort is permitted only by the main gate and subject to authorisation by the Management.

3 – On arrival, guests must present a valid ID document and must register at Reception, where they will be asked to fill in a form with their personal details, pay an advance deposit for their stay, and collect their residence cards (must be shown to staff every time the guest enters or exits the campsite) and pass bracelets, which must be worn throughout their stay.

4 – Campers may choose their area and pitch, but these are allocated solely by the Management. Guests are strictly forbidden to change pitches without prior authorisation by the Management. In high season, the allocation of pitches is definitive.

5 – Campers should pitch their tents, with porches if applicable, next to their car and within the allocated pitch. Further units for daytime use (e.g. a kitchen tent or gazebo, maximum size 150 x 150 cm) may be installed on the same pitch without additional cost, provided they do not restrict the parking space. If the vehicle has to be parked outside the allocated space, the rate for additional car will be charged. The same applies for boats and trailers parked in the designated areas. Caravans and camper vans exceeding 9 metres in length may incur an extra cost.

6 – Depending on available capacity, day visitors and additional guests (i.e. people who stay with the holder of the pitch but arrive separately) may be admitted, solely subject to permission by the Management, on condition that the holder of the pitch pays the applicable tariff in advance. Additional guests may not become holders of pitches. For arrivals between 24:00 and 05:00, the tariff will be calculated as belonging to the previous day.

7 – The tariff per pitch covers a maximum of six people and one tent. In the case of more tents, an additional pitch will be charged. Any additional four-wheeled vehicle is considered as a second vehicle (and charged accordingly).

8 – Under-18s are not allowed unless accompanied by adults throughout their stay.

9 – **Campers are required to keep their pitch and the shared spaces clean and tidy.**

10 – It is strictly forbidden: a) to light fires and use barbecues outside the designated area and in any case on windy days; b) to use percussion instruments; c) **to bring animals into the campsite** (with the exception of cats, which are only allowed at the pitches); d) to cycle in pedestrian areas; e) to dump hazardous or bulky items (fridges, cookers, tents etc), which must be duly disposed of outside the campsite; f) to wash tents, equipment, cars and motorbikes outside the designated area; g) to dig holes, erect fences or put up lines at person height; h) to connect hoses to the water taps; i) **to deface, spoil or damage the campsite in any way or behave discourteously towards staff or other campers**. Any damage caused to campsite equipment will be payable by the guest responsible.

11 – For the safety of the campsite and all users, campers are reminded to: a) use only compliant cables for connection to the electric hook-up; b) take great care when using camping cookers and barbecues; c) refrain from using cars or other motor vehicles inside the campsite: vehicles should move at walking pace, and never more than 10 km/h; d) be aware of signage, escape routes and safety measures in case of emergency; e) obey the orders of the Port Authorities which govern behaviour on the beach. It is specifically forbidden to leave parasols and other items on the beach after sunset; the Management is not liable for any damage to unsupervised equipment.

12 – From 24:00 to 07:30 and 14:00 to 16:00, guests must maintain **silence** both in the campsite and on the beach. During these times, it is forbidden to a) pitch or dismantle tents; b) use motor vehicles; c) disturb others with noisy devices, television, games and singing.

13 – Entry and exit of tents is only allowed between 08:00 and 13:00 and 16:00 and 20:00. Outside these times, guests arriving or departing must wait in the designated waiting areas. Vehicles parked illegally will be removed and their owners charged the removal costs.

14 – On the day of departure, the pitch or accommodation must be vacated by 09:00. For afternoon departure, payment is required for another night.

15 – For peaceful and mutually respectful cohabitation, guests are reminded to: a) wash dishes and laundry in the designated places; b) dispose of paper and waste in the appropriate bins; c) not use the drinking water taps and fire hydrants for any other use.

16 – By law, caravans must be covered by "static risk" insurance, which must be shown on request. They must also be insured against "fire risk" and "claims by neighbours".

17 – The entry of vehicles is controlled by a system of number plate recognition. Some areas of the campsite are subject to video surveillance. Information obtained will be used solely for the purposes of organisation and security. Such data will be handled by the campsite staff, communicated only to authorised personnel and will be deleted at the end of the stay. Users may exercise the rights stipulated in article 7 of law 196/2003 concerning personal data.

18 – Caravans may not be towed inside the Riva di Ugento site by third parties. Campers who do not have their own vehicles may arrange to use the "entry-exit" service by contacting Holiday Service S.r.l.

19 – In the event of technical problems requiring intervention in accommodation or pitches, guests should contact Reception, and the appropriate staff member will be informed. Maintenance operations will be carried out at the agreed times even in the absence of campers, who are requested to spend the day elsewhere. Guests will be informed by phone regarding the outcome of the repair.

20 – The firm "RIVA DI UGENTO", owner of the campsite, declines liability for damage or injury caused by the use of equipment provided for guests (e.g. children's games, volleyball court, swimming pools, football pitch etc), the use of such equipment being at the sole risk of guests; it is not liable for theft or attempted theft of vehicles or any object, money or other items inside or outside tents, cars and motorbikes; it is not liable for mistakes made by drivers of vehicles and furthermore declines any and all responsibility for damage caused to people, equipment and/or cars or motorbikes by adverse weather conditions (e.g. storms, hail), bulging roots, falling trees, branches, pine cones or resin, natural disasters and other causes beyond the owner's control.

21 – **At the Management's discretion, failure to comply with these rules or behaving in a way that disturbs the peace and the spirit of the campsite may result in the guest responsible being asked to leave.**

22 – The General Terms and Conditions, the Price List and the various Regulations governing booking and residence procedures are an integral part of these Rules. The Management reserves the right to modify them at any time. In the event of disputes or inconsistencies between the Italian text and translations into other languages, the Italian text will prevail as the definitive version.