

# Terms and conditions

## TERMS AND CONDITIONS - SARDINIA CAMPING CALA GONONE

### **Art. 1 RECEPTION**

- a) By law, our clients and visitors need to enter at the reception and present all valid identity documents with photograph, for themselves and each person in their group.
- b) Unauthorised access to and presence at the camping site includes: Violation of the Public Security; Violation of Article. 614 C.P. (trespassing); Violation of Article. 624 C.P. (theft); Violation of Article. 633 C.P. (invasions of land and buildings); Violation of Article. 637 C.P. (trespassing in private property);

### **Art. 2. MINORS (under the age of 18)**

- a) Minors may only enter the camping site with a valid identity document with a photograph as well as an authorised document by a parent. It must be authorised by a parent using their own identity document.
- b) Adults are responsible for the behaviour of their children, whose behaviour can not be detrimental to the peace, safety and hygiene of the other guests. In addition, smaller children must be accompanied by an adult to the toilet and be supervised when using the leisure facilities. The parent/legal guardian agrees to pay damages caused by minors against third parties.

### **Art. 3. CHANGING CAMPING SITE, ACCOMODATION OR PARKING**

- a) The allocation of camping sites and accomodation are assigned by the management and the staff of Sardinia Camping
- b) All equipment, including vehicles, must be neatly arranged within the limits of the camping site. You must observe the following rules to be respectful to towards the camping site neighbours, to not to deface the natural aesthetics of the camping site and for security reasons: caravans, verandas, and accessories of any kind, must have a minimum distance of 1 meter from the perimeter of your camping site.
- c) The guest is required to check the accuracy of the booking and to report any discrepancies to management, to notify any changes for example the change of camping site, the arrival and departure of persons, the expected duration of the stay.
- d) The speed limit for any vehicles at the Sardinia Camping is 5 km/h

### **Art. 4. ARRIVAL AND DEPARTURE TIMES**

- a) **ARRIVAL:** The guests can use the unoccupied camping sites from 8:00 am. Guest who have reserved camping sites may enter from midday. The check in for the bungalows is from 4:00 pm
- b) **DEPARTURE** The duration of stay is counted according to the number of nights between the day of arrival and midday on the day of departure. In case of departure after the specified time the days occupied would be counted instead of the nights and in this case will be considered an additional day of stay.

For the bungalows: guests leaving after the specified time which is 11:00 am, the customer will be charged for another night. In off-peak season it is possible for the management to authorise guests to leave later than the specified time at no extra cost.

#### **Art. 5. VISITS**

The Management reserves the right to allow the entry of visitors and guests during the day. Visitors vehicles are not allowed inside the camping site and they have to leave the identity document at the reception to be able to enter (maximum 1 hour). Visitors/ guest wishing to stay more than an hour will need to pay the fee according to the price list. The clients of Sardinia Camping are required to ensure that their visitors are in possession of the authorisation by management and are responsible for their behavior in the campsite.

#### **Art. 6. UNAUTHORISED PEOPLE**

Unauthorised people in the campsite will be required to pay a penalty equal to the rate of stay from the start of occupation of the camping site calculated for each person with a minimum of 7 (seven) days, subject to the decision of management. The management reserves the right to take action against the criminally responsible pursuant to art. 614. 624. 633. 637 C. P.

#### **Art. 7. PETS**

- a) Pets are permitted upon presentation of a health card (mandatory), leashed or otherwise so as not to cause damage or disturbance to other guests and the conditions of safety and hygiene must be guaranteed by the owner.
- b) Pets must be accompanied outside the camp for their hygienic needs and the owner of the animal must remove any dirt immediately.
- c) Pets can not be left unattended and should not disturb the peace of others. The owners of noisy pets or dangerous animals, who do not respect the rules or procure complaints, will be asked to remove them or leave the camp immediately.

#### **Art. 8. SILENCE**

- a) Behaviours, activities, games and the use of equipment that can disturb the guests of the camping site must be avoided.
- b) During the hours of silence from 11 :00 pm to 7 :00 am noises that disturb the rest of the campers are strictly prohibited . Therefore the use of radios, use of the playground, gatherings and the use of motor vehicles inside the camping site are strictly forbidden during these hours.

#### **Art. 9. CLEANING RULES AND USE OF THE TOILETS**

For health and hygienic reasons, to avoid proliferation of insects or animals, it will be up to the customer to keep their own pitch clean and tidy. Guests are required to leave the toilets in a clean condition after use.

#### **Art. 10. PROHIBITED**

It is prohibited to:

- a) Change the state of the ground, dig holes, ditches and bury poles or other items;
- b) Throw rubbish around or outside the bins;
- c) Start open fires;
- d) Damage the vegetation;
- e) And pour oils, fuels, hot liquids, salt or waste liquids (e.g. from cooking) on the ground;
- f) Wash car or other vehicles on the campsite;
- g) Wash dishes and linens outside the allocated sinks;
- h) Wash something or wash oneself at the drinking fountains on the roads;
- i) The wasting or misuse of water;
- j) Connect or tie anchors rods, sheets, television aerials, ropes, etc. to trees, banisters or railings that border the campsite. It is also prohibited to install anything else that could be a potential danger or hindrance, make fences. Only small fences for special reasons (children, etc.) may be constructed with written authorisation by management
- m) Use equipment such as stoves, electric cookers, water heaters, etc.
- n) Occupy other campsites (also temporarily) with your vehicles even if they are unoccupied otherwise face a penalty charge.

#### **Art. 11. SAFETY AND RESPONSIBILITY OF EQUIPMENT, BELONGINGS AND VALUABLES**

- a) Each guest is responsible for and required to take care of their own property to avoid problems such as theft of objects, values or cash; vandalism and damage to property by third parties. The management accepts no responsibility in the event of such cases or disreputable events.
- b) Any items found on the campsite not belonging to you must be delivered to the office of management or to the reception. The items will be accordingly attended to respecting the appropriate law.
- c) The use of the equipment, including swimming pool, playground, tennis, soccer and others, will be at your own risk.
- d) Sardinia Camping is not liable for : - damage that may result from storms, hail, any other natural event - damage due to falling trees or branches, fire, theft, etc. - damages or injuries due to improper use or non-compliance with the rules and regulations of the sporting and leisure facilities. - damages not caused by the negligence of the staff, and everything that is not proven to be the direct responsibility of the management (eg. Swimming pools : not to run, floors can be slippery, not dive from the shore and especially in shallow water

#### **Art. 12. INFECTIOUS DISEASES**

Every infectious disease must immediately be reported to the campsite management

#### **Art. 13. CANCELLATION OF BOOKING.**

- a) In order to cancel the reservation and obtain a refund of the deposit, requests should be sent and received at the campsite within the following terms and conditions: - 50% return, with cancellation request received up to 60 days before the date of arrival Sardinia Camping will be entitled to retain the sum of 50,00 Euro as a booking fee. - 30% return, with cancellation request received up to 30 days before the date of arrival Sardinia Camping will be entitled to retain the sum of 50,00 Euro as a booking fee. - No refund applies to requests received from the thirtieth day before the vacation start date.
- b) In case of no show, without notice of delay, the accommodation will be reserved until 4.00 p.m. on the day after the vacation starts. After this period, the reservation is automatically cancelled and the accommodation or campsite is considered as available for new reservation.
- c) In case of early departure or late arrival every day booked must be paid in full.

#### **Art. 14. RECEPTION AND PAYMENTS**

The reception is open from 8:00 am to 10:00 pm. Payments must be made during office hours: from 8:00 am to 1:00 pm and from 3:00 pm to 7:00 pm daily. Payments must be made at least 1 day before departure.

#### **Art. 15.**

- a) Use of the swimming pool. The swimming pool facilities are open to clients of the camp on days and during hours specified by management. The schedule of the days and times that the swimming pool is open is available on the notice-board at the main entrance of the camping, outside the offices of the management.
- b) You are not allowed to use the swimming pool if you have any wounds, plasters and bandages, blood loss, skin lesions with bandages, unless you present a medical certificate. For the protection of their own and others safety, people with diseases that pose a risk in the use of the swimming pool are required to inform the swimming assistant. Boys under the age of 14 years will not have access to the swimming pool if they are not accompanied by adults who will be responsible for them.
- c) Management will not be liable for any risks or injuries as the use of the swimming pool is at client's own risk.

#### **ACCEPTANCE OF TERMS AND CONDITIONS**

Entry into the camping involves the acceptance and full compliance with the above-stated terms and conditions that can be integrated or amended, in part, by additional rules that the Management deems appropriate to issue for the better functioning of the camp.

#### **COMPLAINTS AND DISPUTES**

Complaints may be presented to the management. Complaints will be handled by the Court of Law in Nuoro and the customer waives their right to dispute any matter within any other judicial authority.

Thank you for your appreciated collaboration and we wish you a pleasant stay in Cala Gonone