



# CAMPING REGULATION CEVEDALE CAMPSITE AUGUST 2020



## ART. 01 – CHECK IN

**A** - Access to the facility for visits, overnight stays, supply of goods and services, work performance must be understood as full acceptance of this Regulation. In cases of particular gravity in the breach of the regulatory rules, offenders may be turned away from the Campsite with immediate effect.

The fact may be reported to all national and international tourism organizations and also reported to the Public Authorities in the event that the non-compliance could presume a crime.

**B** - Entrance to the Campsite is permitted upon completion and subscription of the general declaration form together with the delivery to the Management of a valid and unexpired identity document, which will be returned after registration; this even if the Guest has signed a flat-rate contract for a long stay.

**C** - Underage Guests are allowed if accompanied by parents, adult relatives or authorized adult companions. Unaccompanied Underage will be accepted only if in possession of a release signed by their parents or by those who legally exercise their power, with their contact telephone number and a copy of their document.

**D** - Entrance to non-Campers is prohibited. It is also allowed that, with the authorization of the Management, visitors may be present during the daytime, will have to park their vehicle outside the Camping site and will have to deposit their identity documents to the Management which will be retained until the end of the visit.

**E** - Only mobile vehicles approved for road traffic and equipped with suitable insurance are admitted.

**F** - The choice and designation of the pitch belongs to the Management. The Guest can still report his preference, choosing from the positions proposed by the Management.

**G** - Access to the structure of technicians (maintenance technicians, locksmiths, electricians etc.) is allowed only with the authorization of the Reception and on foot. The guest service provider, as well as the Guest, will be called to sign a specific declaration of responsibility on the occasion of the intervention. Persons without a VAT number are not allowed to carry out any type of intervention at the structures located on the Campsite.

Failure to comply with the prescription implies

full acceptance by the Guest of responsibility for any damage to things and/or persons that may occur due to such interventions.

**H** - It is not allowed to bring firearms of any kind and other offensive objects into the Camping, nor to display banners, posters or other material that could disturb the susceptibility of others.

**I** - An incoming and outgoing video camera system automatically reads the number plates of the vehicles and allows the opening of the bars.

**L** - In order to guarantee a better readability of the number plate, we invite:

- to keep the front plate of your vehicle perfectly clean,
- to replace the plate where it is folded or discolored in some of its parts, to bring the car closer to the bar in the position as perpendicular as possible (not angled) and,
- if the reading fails, to repeat the approach maneuver by doing complete reverse (i.e. disengaging the "ground turns" in full); this is because the license plate is read only with the vehicle in motion.

**M** - In order to guarantee a faster check-in, we invite you to report the license plate of the unregistered vehicle with few days in advance. We also ask you to report later which plates previously communicated should no longer be active.

**N** - Motorcycles and bicycles will find a dedicated two-way lane alternating alongside the automated entrances. Also the transit of pedestrians foresees a separate and dedicated lane beside this access. We invite you to pay close attention to the appropriate signs.

## ART. 02 ANIMALS

**A** - The Management reserves the right, at its sole discretion, to admit Guests with animals in reserved and non-reserved areas, after viewing the relative health certificate.

**B** - The owners are invited to keep their pets on a leash at their pitch/chalet.

**C** - It is forbidden to stay with your pet inside the Campsite in areas other than your pitch/chalet. In particular, access with animals to service buildings, recreational common rooms and the playground area is prohibited.

**D** - Animals must be led on a leash in case of

moving from the pitch/chalet to the entrance.

**E** - The owners are invited to bring their animals out of the Campsite (in non-neighboring areas) for the fulfillment of their needs and to remove the relative manure with the appropriate tools (shovel and bag for stool). Where animal dejections are found on the pitch, the Management reserves the right to remove from the structure the animals housed in the pitches adjacent to those affected by the unpleasant event.

**F** - At the discretion of the Management, this may at any time send away the Guest with animals, if it considers violated these rules or if it believes that the behavior adversely affects the peace of the other Guests of the Campsite. The Guest is fully responsible for any damage caused by their animals to Camping Cevedale, to its employees and/or collaborators and to third parties.

## ART. 03 ARRIVAL TIME AND OPENING PERIOD OF THE CAMPING

**A** - The Reception Staff assigns to each Guest, consisting of 1 or more people, the necessary place respectively: in the pitch starting from 11:00 am and in the chalet starting from 3:00 pm (5:00 pm during Covid period).

**B** - The Management reserves himself the right to admit the Guest at the entrance even before these times, if availability is permitting it.

**C** - The Campsite closes from midnight on the first Monday of October and reopens on December 06 at 7:00 pm. During the aforementioned closing period, access to or overnight staying in the Structure is not allowed. The Management reserves the right to change the aforementioned closing period; a specific communication will be given of this variation.

## ART. 04 DEPARTURE TIME

**A** - The Guest must leave the Campsite by 10:00 am, unless the possibility of agreeing on a late check-out that allows the stay until 8:00 pm.

**B** - In case of later departure not previously agreed with the Management, the rate corresponding to one additional night of stay will be applied.

## ART. 05 RESIDENCE RATES

**A** - With access to the facility, the written overnight quote is considered accepted by the Guest.

**B** - It is not allowed to rent your own tent, caravan or camper parked on the Campsite to third parties. The Customer is not allowed to occupy pitches to reserve them for relatives or friends.

**C** - Please upon entering the Campsite present your membership card to associations (CC, etc.) which could benefit from special tariff concessions.

**D** - The Management is available for the various and specific (written) agreements that should be desirable depending on the period of stay and the size of the Group.

**E** - Visitors (Guests who stay for one day, without overnight stay on site) are admitted upon advance notice to the Management, which reserves the right to authorize entry and any payment concerning the visit. Visitors must leave the property before 11:00 pm.

## ART. 06 PAYMENT OF THE STAY

**A** - The bill must be paid upon arrival at the facility or alternatively guaranteed by credit card.

**B** - Delayed arrival or early departure with respect to the arrival and departure dates pre-agreed, do not give rise to refunds or discounts; the daily price of the stay will be calculated according to the current price list. In case of pitch booking for August, the price of at least two adults and one pitch will be charged.

## ART. 07 PITCHES AND CARS

**A** - It is forbidden to dig ditches or channels around the living room means (tents, caravans, etc.).

**B** - It is also forbidden to delimit the area of stay, any service structure and the pitch in general, with objects and materials of any nature.

**C** - In August, uninhabited tents or caravans are not allowed. No storage is carried out.

**D** - It is forbidden to tie wires to dry the laundry. We invite you to use the appropriate clothesline.

**E** - It is forbidden to mount tarpaulins to cover the equipments and vehicles (cars, motorcycles, etc.).

**F** - Only one car or motorbike is allowed on the

pitch (or in different spaces assigned by the Management). The car (or motorbike) cannot be parked in places other than the one assigned by the Management to the Guest, nor can it be parked in the common car park and in the marked car parks in front of the Camping area. But it can be accepted if the Guest e.g. is returning to the Camping during the rest time, or if the Guest has the express authorization of Management in all other cases.

Any second car (or motorbike) may be admitted at the discretion from the Management and in this case it will have to stop and be parked exclusively in the common parking and in the parking lots indicated in front of the Reception area.

**G** - It is forbidden to use the part below the living room (caravan, mobile home, etc.) or any cavity between the floor of the accessory structure and the ground, for the storage of materials or objects of any nature.

**H** - It is forbidden to stop and/or transit, even on foot, on pitches not assigned or assigned to other Guests without their authorization or that of the Management.

#### **ART. 08 ELECTRICITY**

**A** - Electricity will only be supplied to the Guest equipped with a standard cable with grounding. Each Guest will have a single electrical outlet at which to connect its equipment (tent, caravan, wooden veranda, camper, etc.).

**B** - Please submit a specific request to the Management: the staff will carry out the connection to the appropriate electric column. Any responsibility for connections made with defective cables, equipment and materials is assumed by the Guest and their owners.

**C** - In the event that the Guest is absent for more than 24 hours, he must, for safety reasons, disconnect all electrical systems from the power supply. The Management will not be liable for any damages caused by interruptions/shortages of electricity during the absence of the Guest.

**D** - The standard supply is equal to 2.0 Ampere it means a Power of 440 Watt max.

Please do not connect to the system appliances that require more power than the one supplied otherwise the power supply will automatically stop resulting in an unpleased situation for all

the Guests connected to the column involved.

**E** - We remind you below the absorption of some of the most common used devices:

Kettle 2.000W 9A - Iron 750W 3.5A - Toaster 750W 3.5A - Microwave oven 1000W 4.5A-9A - Hair dryer 600-1200W 2.7-5.5A - Battery charger 100-200W 0.5-1.0A - Refrigerator 125W 0.5A - Electric heater 750-1500W -3.4-6.8A. For any doubt contact the Camping technician.

#### **ART. 09 LONGSTAYERS' EQUIPMENT**

OMISSION

#### **ART. 10 BARBECUES AND FIRES**

**A** - It is absolutely forbidden to light fires, introduce highly flammable fuels or explosive material in the camping and in the surrounding areas.

**B** - Metal braziers are allowed as long as they are raised from the ground and away from the vegetation and as long as smoke and fire do not disturb the neighbors and guests and do not damage the lawn and the ground below.

**C** - We invite, as far as possible, to use these braziers - with the exception of particularly windy days - at the special barbecue area where additional grills are also available.

**D** - Before using grills and barbecues, we invite you to check where the nearest fire extinguisher is located and to keep the barbecue constantly monitored during use.

**E** - It is forbidden to use wood for lighting and feeding barbecues, which must be powered exclusively with the use of charcoal; it is mandatory not to leave ash and embers produced by using barbecues on site.

**F** - Please clean the common barbecue after its use (wash it with boiling salted water; then heat and wash it with vinegar; let it evaporate) and to book the use of it in any case at the Reception.

#### **ART. 11 CAMPING EQUIPMENT**

**A** - The use of camping equipment, as well as sports-recreational facilities, is always at the Guest's full risk.

**B** - Children must be accompanied in the use of the various equipment, including games and in wc- services. Parents are always responsible for their children. Children must be supervised

by parents. If this does not occur, the Management declines all responsibility for what may happen to them.

**C** - It is strictly forbidden to damage the Camping plants and equipment.

**D** - Use of the common recreational room is allowed, subject to authorization from the Management. We invite, on the occasion of the Easter and Christmas holidays, to report to the Management the days and names of the people who intend to occupy the room: this will allow us to optimize their use and meet everyone's needs.

**E** - The game of football, bocce, volleyball, table tennis and any other sport or game that may cause disturbance is prohibited outside the dedicated spaces or fences where this is allowed.

#### **ART. 12 HOURS OF SILENCE**

**A** - The rest time is fixed from 1:00 pm to 3:00 pm as well as from 11:00 pm to 7:00 am of the following morning.

**B** - During the aforementioned time, circulation within the Campsite with motor vehicles and bicycles is prohibited; moreover, camping equipment cannot be assembled or disassembled, nor can noisy games be undertaken.

**C** - The exit in emergencies is, of course, also guaranteed during these times. In periods of low turnout, the Management reserves the right to authorize transit even at the times mentioned and even in the absence of emergencies, where this authorization does not disturb the other Guests present at the Campsite.

**D** - Please observe the utmost silence in order to ensure a peaceful rest for all Guests.

**E** - Radio and televisions must be kept at moderate volume even at times other than silence and must in any case not be perceivable from the adjacent pitches during the hours of silence.

#### **ART. 13 INTERNAL CIRCULATION**

**A** - All vehicles (motor and non-motor) must circulate at walking pace (5 km per hour or less, if necessary). This is in order to guarantee the safety of all Guests and avoid the raising of disturbing dust.

**B** - Taking into account the absence of sidewalks, we invite pedestrians to the utmost attention and we ask parents to go with their children.

**C** - In order to reduce the use of motor vehicles, bicycles are made available for short local trips, of which you can make a specific request at the Reception. A trolley is also available for the transportation of shopping done at our mini-market.

#### **ART. 14 WASTE**

**A** - At the entrance of the Campsite there is an ecological island equipped with special containers for the collection of waste.

We invite you to carry out separate collection, in the following containers:

- the yellow bell for paper, cardboard, newspapers, notebooks, old books, magazines, food boxes,
- the green bell for glass,
- the white bell for plastic,
- specific black bins for the separate collection of polystyrene, metal cans, aluminum cans, used cooking oil, hazardous waste (sprays, used batteries, car batteries, refrigeration devices),
- specific container for expired medicaments or medicinal waste (also directly attributable to the local Pelizzano pharmacy).

**B** - Bins placed inside the toilets and in the Camping area are suitable for the collection of only small waste (empty toilet bottles, etc.). It is forbidden to introduce aggressive liquids, bulky waste, dangerous substances harmful to health and safety into the discharges, which may damage the equipment, making them unusable and stop normal operation. In particular, it is forbidden to throw waste, diapers and sanitary towels into the toilet bowls. We also remind you that dangerous chemicals, oils and fats must not be thrown into the toilet, this items can be disposed in the special containers on the ecological island outside the Campsite.

**C** - Four chemical toilets are available, located in the three Service Buildings, to be used exclusively for emptying the black water tanks of caravans and campers.

**D** - A special camper-service area is available to be used to empty the black water tanks of the motor homes. At the end of use, please clean the area itself with running water.

**E** - Please do not leave the waste on a pitch or in any other place other than the ecological island and report any need to dispose of large sized waste to the Management.

## ART. 15 CLEANING

**A** - We invite to maintain maximum cleaning of both your pitch or chalet and of the common areas (common room, toilets, etc.).

**B** - In the use of the toilets, a constant sense of civil education is recommended, as well as respectful behavior and in accordance with the appropriately placed signs.

**C** - Food, linen and dishes must be washed only in the specific rooms and/or in the specific sinks, and not in the fountains located outdoors.

**D** - In the camper-service area, rinsing of canoes, kayaks etc. is allowed, but only with water.

**E** - We invite you to wash your car or motorbike only at the petrol station located in Malè. The washing of the car (or motorbike) is allowed in the Camping only in exceptional cases, with permission from the Management; in this case the car (or motorbike) must be washed in the special camper-service-area.

**F** - In exceptional cases and with prior authorization from the Management, washing of Guest's equipment (caravan and/or camper) with sole water may be allowed.

**G** - In exceptional cases and with prior authorization from the Management, washing with paints, solvents and other liquids that can damage the wooded area or the green surface or cause pollution of the aquifer, is allowed.

**H** - It is forbidden to pour boiling, salty, oily or waste liquids on the ground.

## ART. 16 ENERGY SAVING

**A** - In order to contribute to the achievement of the Ecolabel objectives, we invite you to:

- do not open the windows in the common rooms when the heating system is running
- do not smoke in all common areas
- turn off the lights of the common areas when not necessary and, in particular, when you go out
- reduce water consumption by trying to: turn off the taps while brushing your teeth, do not let the shower/dishwasher/sink water run unnecessarily,
- promptly inform the staff if water leaks are noticed,
- use just the right amount of detergent according to the hardness of the water.

## ART. 17 SAFEKEEPING OF VALUABLES

**A** - Each Guest is required to care personally for the objects of his property or in his possession. The Management assumes no responsibility for loss, subtraction, deterioration, damage, destruction of values that have not previously been delivered in custody to the Management.

**B** - The delivery in custody to the Management is certified by a suitable receipt issued and signed by the Management itself. Upon return to the Guest of the things taken into custody, the latter will be required to sign the appropriate return coupon, freeing the Management from any and all responsibility in this regard.

**C** - The Guest has the obligation to remove his mobile vehicle at the end of the stay; otherwise, the Management declines any responsibility regarding the safekeeping of the vehicle itself. The Management has also the right of compensation for any damage or costs or loss of income such unauthorized stay could have caused.

**D** - The Management declines, in particular, any responsibility for accidents, thefts or damages caused to Guests and their things, due to the latter.

## ART. 18 CORRESPONDENCE

**A** - The correspondence addressed to the Guests must be personally collected by the interested parties from the Management. After 7 days of storage, uncollected correspondence will be destroyed.

**B** - We invite the Guests to minimize the delivery of parcels. We kindly ask them to provide the courier with their cell phone number so that on arrival he will be able to hand it over directly to the Guests.

## ART. 19 INFECTIOUS DISEASES

**A** - Each infectious disease must be immediately reported to the Management.

**B** - The telephone numbers of the medical guard and the emergency service are displayed on the bulletin board at the Reception.

## ART. 20 NATURAL DISASTERS AND FORCE MAJEURE

**A** - Any interruption in the supply of electricity or water, or in the provision of the general camping service, due to faults or causes of force majeure, does not oblige the Management to pay damages or reimbursements of any kind.

**B** - The Management is not liable for damages caused by natural disasters.

**C** - In case of serious natural events, the Guest is required to remove his vehicle in accordance to the instructions.

## ART. 21 VIDEO SURVEILLANCE

Taking pictures for other uses – Communication given to third parties

**A** - The Management informs that a video surveillance and image recording system is operating in the Camping area also for different uses, as per specific "notices" present in the same Camping.

**B** - Information regarding the methods and use of the images, including the methods for acquiring and resuming them, can be found through the notices posted at the entrance of the Campsite and each Guest and user of the Camping site is kept under his own exclusive right responsibility, to take due and adequate reading and knowledge of the actions to comply with the Public Authorities and/or the Management.

**C** - Everyone's access to the Camping area constitutes a declaration of the same acknowledgment and adequate information of the presence of video surveillance systems and image recording themselves in the Camping area and acceptance of their use.

**D** - The Guest's access to the Camping area constitutes authorization to the Management to communicate the data relating to his stay to third parties for the exclusive purpose of allowing the receipt of correspondence, messages or telephone calls addressed to him, unless otherwise indicated in writing of the Guest provided to the Campsite.

## ART. 22 SUGGESTIONS AND COMPLAINTS

**A** - For complaints and suggestions, contact the Management or expose an anonymous written complaint by making use of the appropriate complaints collection boxes located at the service buildings.

## ART. 23 EXCLUSIVELY COMPETENT COURT

**A** - All disputes relating to the interpretation, execution and termination of the Camping contract and its Regulations, are at the exclusive competence of the Court of Trento.