

REGULATIONS



It is a condition of entry to the camp site that all persons comply with the present rules and regulations and accept the price list.

ADMITTANCE

- **Admittance to the camp site is subject to management authorization.** Each guest in the party shall present his or her identity document at the reception desk to allow registration in compliance with legislation in force. Young people under the age of 18 are not allowed on the site unless they are accompanied by adults who are legally responsible for them.

The emplacement must be occupied with minimum 2 persons.

- **Unauthorised access to the campsite** is equal to a contractual fraud and is in violation of: Public Order Rules, paragraph 614 of the Civil Code (intrusion on another's dwelling); paragraph 633 of the Civil Code (trespass to land and buildings); paragraph 624 of the Civil Code (theft of services). The Client shall make sure that registrations are correct and shall promptly notify any inaccuracy and /or changes (persons, emplacement, etc.).

- **Emplacements:** Emplacements can be chosen by the clients under the guidance of camp site personnel. One emplacement can accommodate only one party (maximum party size is 5 people) and one car. Each additional car is extra and must be parked by parking PARK 1. All camping equipment must be orderly arranged within the borders of the emplacement. It is not allowed to occupy any emplacement with car or other things for friends/relatives. Offenders will be denied entry to the campsite for the following years. **Leave your emplacement clean and in order on your departure, please.**

CAMPSITE PASS

La Quercia camping site provides clients with a car pass and an armband for each member in the party. Clients will need their armbands to take part in any activities on the site (entertainment, reception, etc.) and must show them to the personnel each time they enter the camp site. **Campsite passes are to be returned to the cash register when payment is made.**

VISITORS

- Visitors are allowed at the site management's discretion, in consideration of the organisational needs of the site. Visitors' cars are not admitted in any case.
- No charge is made for visits of one hour or less, when allowed. For longer visits the charges are according to the price list.
- Clients who receive visitors must make sure that their guests have been duly authorised and shall be responsible for their behaviour.

- Should any non-authorized guest be found on the site, the host shall pay an amount equal to the entire stay, for all the additional guests found at the time of the control, starting from the first day of the host's arrival. The Management reserves the right to expel the offenders.

PAYMENT

Payment is made per night spent on the camping site. Guests should depart before 12.00 noon. If departure takes place after 12.00 noon the entire day fee will be charged, regardless of arrival time. Payment can be made on the date of departure (from 8.00 am to 12.00 noon) or in the afternoon of the previous day (from 3.30 pm to 7.00 pm).

VEHICLES

- No motorcycles or motor scooters allowed.
- Speed is restricted to 10 km/h.
- No vehicle is allowed into the campsite from 12.00 midnight to 7.00 am and from 1.00 pm to 3.00 pm.
- The use of cars, scooter, motorbike and quads for transfers inside the camp site and during silence time is forbidden.
- Only electrical quad admitted.

Because of some crashes in the past, under 18 are forbidden to drive any electrical scooter anyway around the campsite. Driving scooters is forbidden to everyone in the walking areas and by restaurants/bars.

SILENCE RULE 13.00-15.00 & 23.00-7.00

A silence rule must be observed. During silence time guests shall not: use cars or other vehicles, use radio or TV, use sports facilities, pitch or take down tents, use motor boats or water scooters or engage in any other activities or games which may disturb the peace.

From 1.00 pm to 3.00 pm only new arrivals are allowed to use cars.

ENVIRONMENT

La Quercia Camp Site has been ISO 14001 certified since 2001. To protect the environment, any behaviour leading to environmental degradation is forbidden, in particular no action is allowed which may:

- cause environmental damage or pollution (digging holes on the field; lighting fires; spilling oil or fuel or any hot or salty liquids on the ground; leaving waste outside the lidded containers provided on the campsite; washing cars outside the car wash area; washing dishes or clothes outside the camp site dish and clothes washing facilities; causing any damage to the campsite vegetation; tying ropes or anything else around trees; enclosures).



- waste water (as leaving taps open, water play) and electricity.
- cause emissions into the atmosphere (to leave the engine on while the car is standing). Please respect the separate waste collection's regulation.
- In compliance with the law, the BBQ with charcoal slack/wood cannot be used closed to the housing units, tents or other flammable structures (gazebo).

LOST PROPERTY

Any items of lost property found on the camp site shall be handed to the management. The management shall not be responsible for any loss theft or damage of guests' property on the camp site.

DOGS

- Dogs must be kept on a leash.
- Dogs must not be allowed to foul on the campsite but they should be taken to the special areas provided for this purpose. Dogs owners are personally responsible for clearing up and using the special dog litter bins provided. Any other material needed can be required at the reception.
- Dogs are welcome on the pitches and by Maxicaravan Gardenie 10.
- For reasons of hygiene dogs are not allowed in food stores and swimming pools.
- Dogs are not allowed on the beach from 9.00 am to 8.00 pm.

TOILET BLOCKS

During off-peak periods – early and late in the season, emplacements and toilet blocks will be progressively opened or closed depending on the number of guests.

REFUNDS

The management declines all responsibility for thefts, losses or damages caused to property or people, and shall not be responsible for any damage caused by fires, rainstorms, hail, fall of trees or branches, plant diseases, epidemics, force majeure.

The management reserve the right to expel any guest who, by infringing the rules of the campsite or breaking the harmony or disregarding the spirit of the resort, have, in their judgment, harmed community life and the interests of the campsite.

Expelled or warned clients shall not be entitled to enter the camp site again without obtaining a new, specific authorization from the management.

BOOKING CONDITIONS

Reservations can be made for the current year and for the year after. You can book Bungalows, Maxicaravans, Suite Homes, Cottage, Tents, Buoys, Emplacements and Private toilets.

The direction grants only the group/type of the booked accommodation/emplacement, not any number. The number will be given from the direction itself upon the client's arrival. Any preferences will be taken into account as far as possible.

Booking requests must be made in writing (by letter, email, www.laquercia.it) stating the party's address, the number of party members, the type of accommodation required, the required term, an e-mail address and a telephone number which is reachable during the office hours. Bookings by telephone can be made only for the current year. Bookings are confirmed per e-mail. To confirm them, we require guests to send a deposit within a given term.

In case of notified delays in arrivals or advanced departures, the whole booked stay shall be charged (accommodation/place and persons). Reservation is named to the guest who will occupy the place/accommodation. Reservation can not be given to anybody else without authorization of the Management.

EMPLACEMENTS

HIGH SEASON: our emplacement can be rented weekly

- **from Monday to Monday:** Comfort 4 (4311-4365)
- **from Tuesday to Tuesday:** Comfort 1 (1381-1444) and Comfort 3 (3334-3352)
- **from Wednesday to Wednesday:** Comfort 2 (2401-2417)
- **from Thursday to Thursday:** Comfort 1 (1331-1346) and Comfort 3 (3361-3403)
- **from Friday to Friday:** Comfort 1 (1351-1378) and Comfort 3 (3321-3333 e 3411-3428)
- **from Saturday to Saturday:** Lago, Superior 1-2 and Comfort 3 (3429-3455)
- **from Sunday to Sunday:** Classic and Superior 3

In LOW SEASON: minimum stay and arrival day upon request and availability.

The emplacements available for booking are marked on the map with ■ ■ ■ ■

- **Lago:** 100 m², Wi-Fi, electric hook-ups 10 A, water and water-drain, emplacements near the lake nr. 2001-2036
- **Classic:** 90 m², Wi-Fi, electric hook-ups 10 A, emplacements nr. 4701-4806,
- **Superior:** 160 m², Wi-Fi, electric hook-ups 16 A, water and water-drain
Superior 1: emplacements nr. 1311-1322
Superior 2: emplacements nr. 2311-2335
Superior 2: emplacements nr. 3311-3319
- **Comfort 1:** 120 m², Wi-Fi, electric hook-ups 16 A, water and water-drain
Comfort 1: emplacements nr. 1331-1346, 1351-1378, 1381-1423 and 1431-1444
Comfort 2: emplacements nr. 2401-2417
Comfort 3: emplacements nr. 3321-3352, 3361-3403 and 3411-3455
Comfort 4: emplacements nr. 4311-4365

Access to the emplacement is guaranteed from noon on the arrival day and it has to be cleared within noon on the departure day. **The emplacement must be left clean.**



ACCOMMODATIONS

HIGH SEASON: our accommodations can be rented weekly

- **from Monday to Monday:** Luxury Tents Pineta and Maxicaravan Gardenie 16
- **from Tuesday to Tuesday:** Maxicaravan Plus Olmi and Olmi Large
- **from Thursday to Thursday:** Cottage Tigli, Tigli Large, Maxicaravan Plus Betulle, Betulle Large, and Maxicaravan Gardenie 18
- **from Friday to Friday:** Maxicaravan Plus Oleandri, Platani, Platani Special, Salici, Faggi, Querce, Querce Large and Querce Special
- **from Saturday to Saturday:** Bungalow Bellavista, Maxicaravan Plus Lago, Maxicaravan Lecci 1 and 2, Maxicaravan Gardenie 9 and 13
- **from Sunday to Sunday:** Villaggio Olivi and Gelsi, Maxicaravan Gardenie 10
- **min. stay required 7 nights:** Maxicaravan Gardenie 11 and 12

In LOW SEASON: minimum stay and arrival day upon request and availability. Please, the exact number of persons must be given at least one week before the arrival.

All our accommodations are furnished with bedlinen, towels, pillows (first set). Extra persons by the arrival or during the holiday, which have not signed in advance, should rent bedlinen/towels/pillows at the tobacco shop upon payment. Any extra bedlinen/towels during the stay have also to be rented at the tobacco shop and paid extra.

It is strictly forbidden to build any tents outside our accommodations. Access to the accommodations is guaranteed from 4.00 pm on the arrival day and it has to be cleared within 10.00 am on the departure day. The key must be returned to the reception personnel.

The unit shall be left in good order and all rubbish shall be collected and disposed of in special areas provided with waste recycling containers. The management reserves the right to charge clients for damages to inventory items.

Final cleaning are included (for reservation over 3 nights stay).

Supplement for final cleaning €30:

- for reservation of 1-2 nights
- for reservation in Gardenie 10 with dog.

Extra cleaning during your holiday upon request and previous reservation:

- €30 for Bellavista, Gardenie, Lecci and Tents Pineta
- €50 for Maxicaravan Plus, Suite home and Cottage.

Only 1 car is allowed for each accommodation, each additional car is extra and must be parked by parking PARK 1.

BUOYS & PRIVATE TOILETS

The buoys and private toilets can only be booked together with an emplacement or an accommodation. Maximum admitted length for boats: 7,5 m (25 feet). **Cancellations of the buoy/private toilet only, for all the booked period or part of it, have to be communicated in writing and at least 30 days before the scheduled arrival date. Otherwise the correspondent amount will be charged completely.** In case of cancellations of the booked emplacement/accommodation, the related buoy and private toilets will be cleared as well.

CANCELLATIONS

Cancellations from the guests: The cancellation concerns the whole reserved period not just a part. Partial cancellations must be accepted from the camping management. By written cancellations at least 30 days before the stated arrival date, the deposit will be refunded. Just eventual reservation expenses will not be refunded. In case of cancellation with an advise shorter than 30 days the deposit will be retained in the following percentages:

- **50 % by cancellations from 29 until 15 days** before the stated arrival date,
- **75 % by cancellations from 14 until 8 days** before the stated arrival date,
- **100 % by cancellations from 7 until 0 days** before the stated arrival date.

The management will cancel bookings without notice if:

- the deposit is not received within the stated term.
- the client does not arrive on the scheduled arrival date. In this case the deposit will not be returned, as a compensation for damage, and the management will be entitled to rent the accommodation/emplacement starting from the day after.

Always wear your armband, please!

