

Rules and regulations of the camping/village

RESERVATIONS

- Reservations are confirmed only after payment of the requested deposit (30% of the total amount) is received.
- By paying the deposit customers accept all booking terms and conditions.
- In case of booking cancellation received at least 30 days before the date of arrival 60% of the paid deposit will be refunded (deducted booking expenses).
- In case of booking cancellation received during the 30 days prior to arrival the deposit will not be refunded.
- In case of late arrival or early departure customers will have to pay for the entire period reserved.
- In case of delayed arrival we will hold the reservation up to midday of the day following the expected date of arrival. After that the reservation will be cancelled.
- Customers can insure their stay through Booking Protection. All information on our website [mosaviaggi.it](https://www.mosaviaggi.it)
- The management may at any moment change the number of bungalow or pitch previously reserved to a customer and may also at any time change the opening and closing dates.

CHECK-IN AND STAY

- To access the camping every customer must show a valid ID (as per art. 109 TULPS)
- At check-in every customer will receive a camping pass that customers must keep with themselves at all times. The pass must be shown whenever requested by the camping staff and also when entering or exiting the camping.
- Customers during their stay must always inform when they are leaving or re-entering the camping either by giving back the camping pass or by requesting the camping pass to the staff at the reception desk. Should customers fail to do so they will be charged even if for some nights they did not actually stay at the camping.
- Customers who wish to stay in our Camping/Villages but did not make a reservation, after having checked availability with the staff, must pay a 30% deposit in advance.
- Anybody bringing visitors inside the camping without letting the staff know might be persecuted for trespassing (as per art. 614 of Italian Penal Code) and expelled from the camping.
- The management may at any time check inside bungalows or pitches to verify whether the registered number of persons correspond to those actually present. Unauthorized visitors will be persecuted for trespassing (as per art. 614 of Italian Penal Code).

GUESTS

The management reserves right of admission. Daily guests may access the camping to visit a customer on foot only, not by car, from 8.00 a.m. to 11.00 p.m. showing a valid ID. Daily guests must leave the camping by 11.00 p.m.
The visit is free of charge for the first two hours. After two hours guests will be charged as per our price list.
There will be only one free access (within two hours) per day.

UNDERAGE CUSTOMERS

- **Unaccompanied underage customers:** unaccompanied underage customers may not enter the camping even with a valid ID (as per art. 2 and art. 318 of Italian Civil Code).
- **Underage customers together with a non-family person:** in this case the person must show an authorization written by the parents of the underage together with a copy of a parent's ID and act as if the underage was part of their family.
- Children must be supervised by a family member in the use of equipment and inside the toilet facilities.

CHECK-IN AND CHECK-OUT TIMES

- **Camping pitches:** pitches are available from noon on the day of arrival and must be left by noon on the day of departure.
- **Bungalows:** bungalows are available from 5 p.m. on the day of arrival and must be left by 10 a.m. on the day of departure at Villaggio dei Pini and Villaggio Pineta and from 4 p.m. on the day of arrival and must be left by 9 a.m. on the day of departure at Villaggio del Sole and Villaggio Rivavverde.
Late check-outs will be charged as an extra day of stay as per our price list.

SILENCE HOURS

Noise restrictions are enforced for the benefit of all customers. During the silence hours – as set by the management and signalled by specific notice – customers are requested to keep noise at a level which will not disturb other site users, avoid setting up equipment, avoid doing washing up and listening to TV or radio at loud volume. They are also requested not to use the A/C. The baby park must not be used during silence hours.
Cars, motorbikes and RVs cannot enter or exit the camping during the silence hours.

PAYMENT HOURS

Payments must be made during the payment hours as indicated at the reception desk.

PITCH OCCUPATION

The price of a pitch includes: 1 tent or 1 caravan or 1 camper van plus 1 car and electricity. The pitch will be assigned by the management as per the customer's requests and equipment. All equipment must comply to safety rules and regulations. Should nobody be present inside the pitch or in case of arrival and/or departure date different from the ones stated in the booking, you will be charged at the rate "PITCH (occupied but uninhabited)". The electricity provided is of 3 ampere. Any excessive use of electricity including any damages caused will be charged for. The car must be parked inside the pitch or in other parking space as indicated by the management and display at all times the vehicle admission sticker indicating the pitch the car belongs to. Parking space for large vehicles like SUVs or vans is not guaranteed. Vehicles parked outside the assigned place will immediately be removed and the owner will be charged a fine of 35,00€. Should the owner not be found within a short time the vehicle will be towed away. The owner will eventually be charged for all costs.

BUNGALOW OCCUPATION

Bungalows are assigned by the management according to the customer's needs and requests. Included in the price: 1 parking space, the use of electricity, water and gas, bed linen, final cleaning. The air conditioning is operated using a special card that customers will receive at check-in. Included in the price is the use of air conditioning for 10 hours per day. Extra hours can be bought at reception, nevertheless we advise not to overuse it.

GENERAL RULES OF BEHAVIOUR

- Personal belongings must not be left unattended. The management is neither liable nor responsible for damage, loss or theft of personal property. Safety boxes are available at reception.
- Any objects found inside the camping must be returned at reception.
- Washing cars or equipment is not allowed
- Vehicles can only circulate inside the camping to and fro their parking space and the entrance, respecting speed limits.
- Ball games are not allowed inside the camping unless where specific playgrounds are available.
- Customers may not trade inside the camping.
- We kindly ask all our customers to dispose of their waste properly.
- Any infectious disease must immediately be reported to the management

PETS

No pets allowed

NOTES

- The management is neither liable nor responsible for damages caused by falling trees, branches or pine cones or other damages caused by accidental or unpredictable natural events. Customers are advised to buy an insurance policy to protect their property.
- Your entrance and stay inside this campsite implies your acceptance and compliance to this regulation to which new rules may be added by the management to maintain a pleasant and safe environment for everyone.
- The camping's staff is authorized to enforce respect of this regulation and to inform the management of any misconduct. Failing to respect this regulation may cause eviction from the campsite. The price list is an essential part of this regulation.

GENERAL RULES AND ENVIRONMENT PROTECTION

Customers are asked to abide by the following rules:
Verandas: only standard factory made verandas with no alterations or extensions. They must be no more than 3.50 meters in depth
Roofing: coverage must be attached directly to the roof of the caravan and may cover no more than the entire caravan including the helm
Kitchenette: can be maximum of 2 x 2 meters and must stay outside the caravan's cover or veranda.
Gazebo: only 1 gazebo allowed of maximum 3 x 4 meters, open on all sides. No fixed structures allowed
Flooring: pitches can be paved only in the area outside the veranda with fire-resistant material. The paving can exceed by no more than 20 cm the width of the veranda. No waterproof material allowed.
Pitches: no enclosures of any kind, no structure must exceed the dimension of the pitch, the car must be parked inside the pitch. Customers are not allowed to move the borders of the pitch. Pitches must be kept in an orderly way with no tarps, wooden planks or pallets around or under the caravan. It is strictly forbidden to damage equipment, vegetation and tracing furrows in the ground, pour or discharge into the subsoil detergents, oils, fuels, hot or salty liquids, to waste or misuse drinking water, tie or anchor any plants, pull ropes at eye level and install anything that could be a potential danger or an obstacle to the passages. Open fires are not allowed and barbecues can be used only at minimum 15 meters from the camping's perimetral fence. When using barbecues always make sure the smoke is not bothering the neighbours and that you are not damaging vegetation or soil.
Trees: trees must not be damaged or cut down, they must not be tied and hammocks are not allowed. It is also forbidden to nail anything to the trees.
Use of gas cylinders: household gas cylinders must always be bought from authorized retailers; empty cylinders must never be left as litter, but must be given back to the retailer. When replacing cylinders always close the supply valve and make sure that no fires, sparks or working electrical equipment are close by. The flexible rubber hose must not be longer than 1.5 meters and must be specifically for use with gas and marked UNI 7140; it must be regularly checked and it must not have any constriction or sprains; the hose must be replaced before the expiry date indicated on it.
For anything not specifically indicated please comply to the local laws, rules and ordinances. Failure to comply will be sanctioned accordingly.

REGULATION FOR THE USE OF FIRE

Obey any restrictions on fires.
Inside the camping fires may only be built in fire rings, stoves, grills or fireplaces provided for that purpose.
Before starting a fire make sure no flammable material is close by. Please note that to start a fire only suitable material can be used, no flammable liquids. It is forbidden to use wooden logs or shrubs, use only barbecue charcoal.
During particularly windy days the management may forbid fires. Please check for any specific advice notes.
Fires are limited to the following hours: from 11 a.m. to 2 p.m. and from 6 p.m. to 9 p.m.
Be sure your fire is completely extinguished before leaving. Do not leave your fire unattended. You are responsible for keeping fires under control.
Inside your pitch use only gas stoves marked EC and UNI EN 521:2002 compliant.