

RESIDENCE CONCA D'ORO REGULATION

CHECK-IN	15:00 – 21:00
CHECK-OUT	08:00 – 10:00

CHECK-IN

Upon arrival each guest and anyone willing to enter the residence for any reasons, have to check-in at the Reception showing a **valid identity document with picture** of himself and of each family member/group member to make the registration as required by the Italian law. Registered guests will be provided with an **identification wrist band and an identification pass for the car**.

Management reserves the right to not accept undesired guests.

The wrist band is **personal and non transferable**. It allows immediate identification and makes you avoid annoying questions or inspections by our guardians, who guarantee your safety during the whole stay. **It helps identifying unauthorized people who have no right of making use of all services you pay for**. Thus, you're kindly asked to wear it during the whole stay.

CHILDREN AND MINORS

Non accompanied minors who enter the camping must give at the Reception a valid identity document with picture and an authorization for signed at least by one of the parents plus a copy of the parent's identity document. We recommend teenagers or young people groups, who have different needs and behaviour than the most part of the other more relaxed guests, to express their exuberance out of the campsite not during the silent hours and in a moderate way. Excesses and vulgarities won't be tolerated. If it won't be possible to individuate the single responsibility, the whole group will be expelled.

Adults are held as responsible for the behaviour of their children, whose exuberance and needs don't have to compromise peace, safety and hygiene of all other guests. Furthermore children must always be accompanied by an adult to the toilet and be watched while using

MOBILE HOME, CREW AND CAR ACCOMMODATION, NOTIFICATION OF CHANGES

Number of mobile home will be assigned from the Management. The Management holds the right to change the number of mobile home with a different one having the same characteristics for organizational reasons and without notification; **it's forbidden to move from an accommodation to another without authorisation**.

Cars must be parked in the outside parking place, every mobile home will be assigned with one parking spot. Cars will be admitted inside the residence only for loading/unloading luggage, then must be moved outside. Extra cars must be authorized by manage

1. ARRIVAL AND DEPARTURE TIME

2. Arrival: Booked mobile homes can be occupied from 3,00 to 9,00 pm.

Booked mobile homes, that means confirmed with a down payment, will be at guest's disposal until 10,00 a.m. of the day following the expected arrival date.

In case of NO-SHOW the deposit won't be refunded.

Departure: The mobile home must be left by 10,00 a.m. on the departure day.

SILENT HOURS

At any time Guests are kindly asked to avoid behaviours, activities, games or the use of equipment that can disturb other Guests.

During the **silent hours (13.00 - 14.00 / 23.00 - 8.00) it's not allowed:**

any noises disturbing neighbours.

VISITS

The Direction reserves the right to permit the entrance of visitors and guests in the residence **during day time only on foot and with no pets after providing at the Reception a valid identity document** and with short term permission (max. 1 hour) according to the period and organizational needs of the campsite. Should the visitor/guest decide to extend his visit, the rate will be calculated **accordingly to our price list**. The guest of the residence must make sure that his visitors are authorized to enter the structure and is held as responsible for their behaviour in the inside.

The Management reserves the right to take legal actions against unauthorized people found in the camping.

RESTRICTIONS

It's forbidden:

To dig holes or hollow ditches, to pitch posts or other structures in the ground;

To change in any way the assigned mobile home;

To light fires and use barbecues;

To pour hot, oiled, salted water, fuels or waste liquids in the ground or into the manholes;

To waste or misuse water (water guns, water balloons...);

To damage plants or facilities;

To use trees or railing borders to tighten ropes and tarps. **To tighten ropes at eye level** and to install anything else that can obstruct or hinder the passage;

To throw garbage without separating it properly according to the camping rules.

HEALTH, CLEANLINESS AND INFECTIOUS DISEASES,

For health and safety reasons and to avoid proliferation of insects and other animals, the guest is asked to keep his mobile home tidy and clean.

REGISTRATION OF NAVIGATION UNITS

Boat owners have to collect at the Reception of Camping Village Conca D'Oro the relate boat guideline which has to be kept on board for the whole period of use and then returned at the Reception.

Non registered crafts, longer than 2,5 mt and with engine navigating on Lake Maggiore and Lake of Ceresio_Lugano must have the identification mark, as stated by the law 15/11/2011 No 2013 act 17 of International Regulations for the navigation on Maggiore e Ceresio-Lugano lakes. For further info ask the Reception.

Management or Camping Village Conca D'Oro will assign buoy and parking area for the trailer.

The water craft must be also checked in on the day of arrival or as soon as the guest wants to make use of it at the Reception of Camping Village Conca D'Oro.

SAFETY, RESPONSIBILITY, EQUIPMENT, CORRESPONDENCE

Because of the size of the area, each Guest is required to protect his properties because, as in any other place, problems such as objects, valuable or money removal and vandalism can also occur. The management declines any responsibility in case of objects left unattended and then lost or for any of the above mentioned behaviours.

All objects found in the area of the Residence must be delivered at the Reception in accordance with legal requirements.

The improper use of facilities such as playground, pool etc. is at guests' own risk. Personal mail has to be exclusively collected by the holder; after 7 days the uncollected mail will be sent back to the sender (when clearly readable).

USE OF THE POOL

MUNICIPALITY OF: Verbania

SWIMMING POOL: "Residence Conca d'Oro" Via Piano Grande, 31b

GENERAL RULES:

1. PEOPLE WHO ENTER SWIMMING POOLS AND SPORT CENTRES MUST TAKE VISION OF RULES AND REGULATIONS.
2. CHILDREN UNDER 10 YEARS OLD MUST BE ACCOMPANIED BY AN ADULT.
3. ADMISSION IS FORBIDDEN TO ANIMALS.
4. FOR SAFETY REASONS IT'S FORBIDDEN TO INTRODUCE ANY OBJECT THAT CAN BE DANGEROUS, SUCH AS GLASS.
5. IT'S FORBIDDEN TO INTRODUCE ANY CAMPING GEAR.
6. IT' FORBIDDEN TO HAVE A PICNIC OR EAT AROUND THE POOL.
7. ALL WASTES MUST BE DEPOSITATED IN THE PROPER CONTAINER.
8. THE ADMINISTRATION DECLINES ANY RESPONSABILITY FOR VALUABLES OR OBJECTS LEFT AROUND THE POOL AREA.
9. SWIMMERS MUST TAKE CARE OF PERSONAL EFFECTS AND EVERYTHING BELONGING TO POOL AREA, OTHERWISE WILL BE CHARGED.
10. USERS CAN'T TAKE AWAY FROM THEIR SERVICE LIFE GUARDS AND RELATED STAFF.
11. OPENING AND CLOSING TIME OF THE POOL ARE POSTED.
12. PEOPLE WHO DON'T FOLLOW THE RULES WILL BE SENT OUT FROM THE POOL AREA.

DUTIES FOR GUESTS WHO ATTEND THE POOL AREA:

1. ALWAYS WEARING BATHING CAP (WITH ALL HAIR INSIDE) AND SLIPPERS.
2. ENTRANCE TO THE POOL ONLY BY THE SMALL GATE SHOWER AND FEET RINSE ARE OBLIGATORY.
3. IT'S NOT ALLOWED TO USE SOAP DETERGENT OR ANYTHING ELSE SIMILAR.
4. DURING SHOWER AND IN THE CHANGING ROOMS IT'S OBLIGATORY TO WEAR BATHING SUIT.
5. ALWAYS KEEP A CORRECT BEHAVIOUR WITHOUT SCREAMING OR DISTURBING OTHER BATHERS.
6. SMOKING IS NOT ALLOWED (LAW N.584, 11.11.1975~DPMC14.12.1999~LAW N.3,16.01.2003).

ANIMALS

The entry of dogs or other animals is forbidden.

ENTRANCE TO CAMPING VILLAGE CONCA D'ORO

Guests of Residence Conca D'Oro can use leisures and services of Camping Village Conca D'oro under following conditions:

Car must be left in the outside parking and the identification mark for the car must be visible on the dashboard.

Guests of Residence Conca D'Oro enter the Camping Village Conca D'Oro and show at the Reception the identification wrist band.

Entering the campsite involves full acceptance and compliance of this regulation;

these rules can be in any time changed or expanded to provide to every Guests the best service.

Staff is always authorized to signal every case of non-compliance ant to let every single rule be respected.

The defaulters will be immediately expelled from the campsite.

Due to its nature, a regulation always limits the individual freedom, in order to balance the collective freedom.

All above restrictions have the only purpose to create better living conditions for a civil cohabitation based on good manners and respect towards the others and to promote a more human and rich life, in full compliance with all other people's life.

We trust our guests and their respect of the rules, so that everyone can have a quiet and nice stay. In that way, we all can avoid the necessity of an intervention of the site staff to restore order.

Thank you for your cooperation, that we appreciate. We wish you a pleasant stay.

