

CHECK-IN 3:00 pm – 6:00 pm

CHECK-OUT 8:00 am – 10:00 am

ARRIVAL

In order to gain access to the Glamping Il Borgo delle Arti any guest has to present itself at Reception with a valid identification document with picture, for the purposes of legal registration. Registered guests will be given an identification badge for their car and an identification bracelet. The Management reserves the right, at its sole discretion, not to accept unwanted or surplus guests.

The bracelet is personal and non-transferable, made of non-toxic and non-allergenic material, it allows immediate identification and can avoid repeated and helps identifying unauthorized people who have no right of making use of all services you pay for. So, it is mandatory to wear it for the duration of your stay.

YOUNG PEOPLE, MINORS AND CHILDREN

Minors may enter Il Borgo delle Arti with a valid document with picture, accompanied by adults who are legally responsible for them.

We recommend that groups of young people of age, with needs and behaviours that conflict with those of quieter guests, express their exuberance outside the Glamping, never during the hours of silence and to a limited extent. Exaggeration and vulgarity will not be tolerated. If individual responsibilities cannot be distinguished, the expulsion measure will be taken against the whole group. Adults are responsible for the behaviour of their children, whose liveliness must be respectful of the other guests' peace and quiet. Children must always be accompanied by an adult to the toilets and be supervised when swimming in the pool and using the leisure facilities. The guest undertakes to compensate third parties for any damage caused by the children.

SUITES BORGO AND CARS

The Suite number is allocated by the Management. For organisational reasons, the Management reserves the right to change the number of the booked accommodation without prior notice and it is forbidden to move without authorisation. Vehicles must be parked in the numbered car park which will be indicated by Reception on arrival. Only one vehicle per Suite is allowed to enter the Glamping.

ARRIVALS, DEPARTURES, PAYMENT

Arrivals: the booked Suite can be occupied from 3 p.m. to 6 p.m. The accommodation confirmed by sending a deposit, will remain available to the customer until 10:00 am the next day. In case of no-show, the deposit will be retained.

Departures: the customer is required to vacate the accommodation from 8:00 am to 10:00 am on the day of departure.

Payments: the balance of the stay must be paid the day after arrival. The guest is obliged to declare any changes regarding the dates of the stay, the arrival and departure of persons and the exact duration of their stay.

SILENCE

Hours of silence must be respected from 1:00 pm to 2:00 pm and from 11:00 pm to 8:00 am.

Behaviour, activities, games and the use of equipment that disturb the guests at Borgo delle Arti must be avoided at all times.

PROHIBITIONS

It is forbidden to:

- change the state of the land within the structure;
- make any kind of modification to the Suite;
- light open fires and use the barbecue;
- pour boiling liquids, oils, fuels, salted liquids and waste onto the ground and down drains;
- waste or misuse water (water guns, water balloons, etc.);
- damaging vegetation or equipment;
- using trees and railings as anchors for tie rods, tarpaulins, etc., pulling ropes at eye level and installing anything else that could constitute a potential danger and be an obstacle to free passage;
- throwing rubbish into the environment without paying attention to the rules of separate waste collection.

CLEANING, HYGIENE, DECORUM AND INFECTIOUS DISEASES

For reasons of hygiene and sanitation, to avoid the proliferation of insects or animals, and for the sake of their own and others' decorum, guests are responsible for keeping their Suite clean and tidy. Any infectious disease must be reported immediately to the Management.

LIABILITY, SECURITY, SAFEKEEPING OF EQUIPMENT AND VALUABLES

Each guest is obliged to take care of his belongings because, as in any other place, even in the tranquillity of Il Borgo delle Arti, there is the possibility of incidents such as: removal of objects, valuables or money, vandalism, damage to property by third parties, objects lost or left unattended. The management declines all responsibility in the event of such unfortunate occurrences. Objects found in the Glamping area must be handed over to the Management for the fulfilment of the legal requirements. Guests are responsible for the improper use of games and recreational equipment. At check-in the Guest is given instructions on where to make the emergency call.

SWIMMING POOL - GENERAL RULES

- Persons entering the pool must take note of the rules laid down in these regulations;
- children under 10 years of age must be accompanied by adults aged 18 or over;
- Animals are not allowed;
- for safety reasons, it is forbidden to bring bulky containers, glass objects or dangerous objects into the swimming facility;
- it is forbidden to bring umbrellas, deckchairs and camping equipment;
- it is forbidden to picnic or in any case consume foodstuffs by the poolside;
- it is compulsory to deposit waste in the appropriate containers;
- the management does not accept responsibility for any objects or valuables belonging to bathers that may be lost;
- bathers must take the utmost care of their personal belongings and of all the fixed and mobile material of the swimming pool, under penalty of compensation for damages caused to the management;
- bathers must take the utmost care of their personal belongings and of all fixed and movable material in the pool, on pain of compensation for damages caused to the management; users may not in any way divert bathing attendants and other staff from their service;
- the opening and closing times of the swimming pool are announced by means of a notice on display;
- failure to comply with these rules will result in expulsion.

Obligations

- Slippers and a bathing cap must be worn so that the hair is completely contained;
- You may only enter the pool via the obligatory passages equipped with showers and foot baths;
- refrain from using soaps, detergents and medicinal substances of any kind;
- Always wear a swimming costume when showering and in the changing rooms;
- refrain from harassment, shouting and any other unseemly or improper behaviour;
- no smoking (law no. 584, 11.11.1975~dpmc 14.12.1999~law no. 3, 16.01.2003).

Prohibitions

- use mask and fins;
- running around the pool;
- diving from the side of the pool;
- playing dangerous games in the water.

ENTRANCE TO CAMPING VILLAGE CONCA D'ORO

Borgo delle Arti guests can use the services of Camping Village Conca d'Oro under the following conditions

- the car must be left in the external car park with the identification number of the Suite clearly visible from outside;
- Borgo delle Arti guests must report to the Campsite Reception showing their identification bracelet.
- implies acceptance and full compliance with the campsite rules;
- the campsite staff is authorised to enforce the regulations and to report any violations to the Management. Offenders will be immediately expelled from the campsite.

BOOKING CONDITIONS

It's possible to make a reservation by filling and submitting the online booking form available on our website. It must be filled in all its parts and is valid for the booking of only one family. Uncomplete booking forms won't be considered as valid.

After receiving the booking request, the camping booking department sends to the guests the relate offer containing: the number of accommodation assigned, date of arrival/departure and the amount to be paid as deposit. Only after reception of the down payment, guests receive a booking confirmation. Each reservation is personal and not transferable. For organizational purposes the Management reserves the right to change the number of accommodation assigned with another having the same characteristics.

Deposit

In order to confirm the reservation a down payment is required. It is equal to the cost of two days and must be settled within 7 working days from the date of the reservation. Quotes required are based on our price list. Special offers are only redeemable at the reception desk at the moment of the payment.

Arrival

The accommodation is available from 3:00 pm on the day of arrival. Check out on the departure day is at 10:00 am.

In case of late arrival or no show the accommodation stays at guests' disposal until 10:00 am of the day following the beginning of the stay, unless prior notice.

In the days in which the accommodation is unoccupied though reserved, the daily minimal cost is calculated in accordance with our price list.

In case of late arrival or early departure the total amount of the reserved stay must be settled.

Cancellation

In case of cancellation or amendment of the period of stay within 30 days prior the arrival date, the whole deposit is refunded; passed the deadline, no amount will be returned.

We thank you for your appreciated cooperation and wish you a happy stay.