

16) CASH DESK

16.1 At the cash desk (CASSA), open from 8 to 12 a.m. and from 4 to 7 p.m., the due amount for the stay in the campsite must be paid. It is also possible to change foreign currency and make deposits.

17) LOST AND FOUND

17.1 The accommodation facility is not responsible for the belongings left inside tents, roulottes, caravans, any kind of vehicle and/or inside mobile homes, because their custody is up to the guests who are their owners or possessors.
17.2 The belongings found inside the campsite can be handed in to the reception, which will keep them at their owners' disposal.

18) SIGNPOSTING/COMMERCIAL ART

18.1 Inside the campsite there are a lot of road signs, along with other signs regarding warnings and behaviour. All of them are an integral part of these regulations and must therefore be followed. Thanks to these signs, moreover, guests will be able to find easily all the campsite places and to learn any useful information in order to move about inside the campsite without any problem, and to use all the services offered in a proper way.

19) SWIMMING POOLS

19.1 All guests must obey the hygienic and safety rules stated in the regulations of the swimming pools. Those rules apply to all the existing swimming pools inside the campsite and are an integral part of these regulations as well.
19.2 Parents or people responsible for them must watch with the utmost care their underage children, preventing them from using the swimming pools in an improper and dangerous way.
19.3 Any guest must report to the staff any improper behaviour, and those who violate the correct and cautious use of the swimming pools will be sent away immediately from the campsite.

20) BEACH

20.1 Lifeguards carefully watch the beach all day long, but it is important to follow basic safety rules at any time! Each sea rescue post is marked by a special flagpole, located between the first row of beach umbrellas and the foreshore. On the flagpole you will see:
White flag – if the rescue post is regularly covered.
Red flag – if bathing is dangerous due to bad weather or because the rescue post is not covered.
Yellow flag – if beach umbrellas must be closed due to strong or gusty wind.

21) TRIPS – EXCURSIONS - MARKETS

21.1 At the information office it is possible to get detailed programmes and to book trips and excursions to the best points of interests in the area and to art towns. Markets start at around 8 a.m. and finish at around 1 p.m.
Monday: Ferrara and Lido di Spina
Tuesday: Lido Scacchi
Wednesday: Comacchio
Thursday: Portogrubaldo
Friday: Lido di Pomposa
Saturday: Lido degli Estensi
Sunday: Lido delle Nazioni and Lido di Volano.

22) ANIMATION

22.1 Apart from shows, mini clubs and games for all guests, animators also organise sports classes to which it is possible to enrol by contacting the animation office.

23) LIABILITY

23.1 The management denies liability for thefts, accidents or damages to people and things, caused by bad weather, showers, lightning, hailstorms, fall of trees, branches or cones, plant disease, insects, epidemics, disasters and calamitous events, fires and any other damage caused by circumstances beyond the management's control and/or by chance events.
23.2 Guests use all the campsite facilities, including sports facilities, at their own peril.
23.3 Each camper is responsible for the custody of the belongings he/she owns and/or possesses. Thus, he/she is responsible for the damages caused to people or things by any of the belongings he/she owns or possesses. He/she is always liable for all the damages caused by his/her faulty and/or criminal conduct, which violates the present regulations and those of Italian legislation. It is recommended to take out insurance in advance against damages to equipment and any other kind of risk.

24) OTHER REGULATIONS

24.1 For tariffs and cancellation conditions, guests can refer to the regulations reported on the price list.
24.2 For the regulations about rented bungalows and mobile homes, guests can refer to the regulations reported on the price lists.
24.3 Considering the environment in which the campsite is situated, the management kindly invites smokers to act with the utmost care and to make sure that their cigarette ends are completely extinguished.

For any need or thing you may want to report, the telephone number 0533/330110 is manned around the clock.



MARE E PINETA****
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GENERAL REGULATIONS

1) REGULATIONS

1.1 These regulations allow guests to use this accommodation facility in a uniform, orderly and peaceful way: the management is available to provide any kind of clarification and/or information.
They represent a contractual agreement between manager and guests. Thus, the request of staying in the campsite implies a complete and unconditioned acceptance, by the guest, of these regulations and of their observation.
1.2 The regulations, along with the instructions for fire prevention, for the evacuation in case of danger and along with the planimetry of the accommodation facility, will be given upon arrival to the group leader. The group leader will sign, thus acknowledging to have received and accepted the above-mentioned things.
1.3 The campsite staff are authorized to have the regulations fully respected, and to bring to the management's attention any form of inobservance (even if the group leader refers to new provisions that the management is entitled to issue during the holiday season). Any inobservance will imply being sent away and the transgressor will be reported to public authorities.
1.4 Parents are responsible for the acts performed by their underage children (0-17 years old) inside the campsite and/or in the services. They must watch them in order to avoid that, due to their incautious behaviour, they may cause material and physical damages to themselves or to third parties. They will have to refund any of these damages on their own. Parents also have the obligation of assessing that children behave respectfully towards other people, under their own direct responsibility, in particular with regard to the obligation of complying with silence and of using in a proper way the swimming pools, the toilet facilities and the other facilities available. Bike races and any other activity that may disturb other campers are forbidden. The behaviour adopted both by people of age and by underage subjects is considered contractually relevant. As a consequence, any violation of these regulations and, in general, of the common rules of living together and any hindrance to the good progress of the campsite may imply (according to the judgment unappealably and contractually referred to the management) the immediate annulling of the contract, and the whole family unit and/or group of people will be sent away immediately from the accommodation facility. In which case, the management will be entitled to keep the amount of money already paid and to require the payment for the whole period that had been booked, in addition to what might be due in order to refund the damages caused.

2) ARRIVAL - ADMISSION

2.1 Upon arrival, each guest has to hand in to the reception his/her identity card or passport and has to communicate the number plate of the car he/ she is traveling with. Moreover, he/she has to fill in the public security form and all that is needed for registration prescribed by law. For getting back the bracelets at departure we ask a deposit of € 50,00 that will be returned by giving back the bracelets at departure. Alternatively it is possible to leave your passport or identity card.
2.2 The choice and designation of lay-by is up to the staff and may be unquestionably modified even during the period booked by the guest, if that should be considered appropriate and/or necessary.
2.3 In addition to this, each guest, upon arrival, will receive a bracelet which will be needed to enter the campsite. Moreover, an identification label will be attached to any vehicle. The bracelet and the label must be distinctly visible at any time and must be given back upon check-out. A 20 euro fee will be charged if the bracelet and the label are lost or are not given back.
2.4 Underage people will be admitted only if accompanied by parents and/or by people who are responsible for them.
2.5 It is forbidden to introduce motor vehicles in the campsite from 11 p.m. to 7 a.m. and from 1 p.m. to 3 p.m. The holiday day ends at 10 a.m. The cost of a full day will be charged even if the guest arrives late or leaves early. After 10 a.m. a new presence day will be charged. The tariffs applied are always daily ones, independently of the time of arrival.
2.6 The management may also deny admittance to some people, or send them away without notice, if they fail to observe the regulations; if they cause damages and/or disturb other campers; if they fail to pay for the booked period and for the services used; if a civil, administrative or criminal case against the staff, management, or administrator of the accommodation facility is in progress.

3) SERVICES AND FACILITIES

3.1 All the services and facilities of the campsite, independently of their nature and kind (toilet services, meeting points, entertainment areas and so on) must be used according to their proper functions, adopting the highest degree of diligence, cautiousness and respect, avoiding thus to damage them. Any action which may determine a waste of water must be avoided. Any improper and/or negligent use will be reported by the staff to the management. The group leader will be free to take the appropriate measures against the transgressor, and will also require the refund of all the damages caused.

4) CARS AND OTHER VEHICLES

4.1 Cars and any other kind of motor vehicle (caravans, motorbikes, moped, bikes and so on) must move, inside the campsite and in the pertaining areas, at a walking pace (maximum 5 km/h) and only upon arrival or departure. They can never circulate in the time slots of absolute rest.
4.2 Their circulation must be at any time characterised by the maximum carefulness and diligence, under the existing signposting and under the applicable Italian rules of the road. The sole responsible for any damage to people or things caused by a moving vehicle inside the campsite will be the driver/owner of the vehicle involved.

4.3 Any vehicle which is not authorised to park inside the campsite and in the pertaining areas or roads, or which is found outside the allocated spaces will be immediately removed. As far as this is concerned, the guest hereby authorised the removal, without any kind of exception and/or challenge, and agrees to pay for the expenses of the above-mentioned service.

4.4 The guest is the keeper of the car or of any other vehicle and of their content. As a consequence, the holiday facility is not responsible for possible thefts, damages or other prejudicial actions which may involve them, nor for the damages caused by these vehicles to people or things.

4.5 Watercrafts are not admitted inside the campsite.

5) CARAVANS- ROULOTTES- TENTS AND THE LIKE

5.1 The place inside the campsite will always be assigned by the staff, whose regulations the guest must obey, even when parking his/her car and when installing tents or roulottes, which shall never impede the normal road condition. Cars shall be parked inside the lay-by or, after getting permission, in the parking lot outside the campsite. In any way, the owner/possessor will always be responsible for their custody.

5.2 It is not permitted to instal more than one piece of moving equipment on the lay-by. Moreover, it is forbidden to move to another lay-by without the management's permission. The size of the verandah must be the original one and shall not be more than 2,80 metres in depth. Only one gazebo is allowed, and it shall not be bigger than 3x2 metres. Permanent structures, roofing and paving are not allowed, apart from the ordinary roulotte or tent + verandah.

5.3 All the materials used must be fireproof ones. The overnight facilities owned by the guests must have all the characteristics required by the law in force, must comply with the Italian rules of the road (testing, insurance and so on) and with the European safety regulations regarding hygienic, electrical systems and/or cooker feeding systems, and conditioning plants.

5.4 It is compulsory to leave a distance of at least 100 cm between one's tent or roulotte and the adjacent ones, in order to preserve possible escape routes to use in case of emergency. That space shall be absolutely free and not congested.

5.5 No kind of enclosing or demarcation (not even a floral one) is allowed around one's lay-by.

5.6 It is forbidden to dig ditches around tents, to dig holes in the soil, to drive nails on trees and to fix to them sheets and other things with ropes or threads. It is forbidden to pour hot or soapy water at the base of plants. Moreover, it is forbidden to instal aerials on trees or outside one's lay-by. The cables of the aerials shall not cross other lay-bys or common spaces.

5.7 Those who fail to observe the above-mentioned regulations, or refuse to comply immediately after a control, will be reported by the staff to the management, which will take the appropriate measures (even sending the transgressor away from the campsite) if the misdemeanour should continue.

5.8 Each caravan, roulotte, tent, tent trailer and the like is under the owner's/possessor's sole custody. Thus, the management is not responsible for possible thefts, damages or other prejudicial actions regarding them, nor for those damages to people or things that caravans, roulottes, tents, tent trailers or the like (with the annexed plants, equipment and structure) should cause.

6) FIRES – EQUIPMENT – GUEST'S SYSTEMS

6.1 It is absolutely forbidden to light fires and/or to use wood or slack-fed barbecues.

6.2 The cookers of roulottes and tents owned by the guests must comply with community regulations and must be properly serviced. The same rules apply to the gas tanks which may be present. These devices must be used only by adults and must be constantly monitored by them when used. They must be switched off right after use.

6.3 Any other equipment and/or system owned or possessed by the guest, which works with electricity supply or with other kinds of supply, must be certified and comply with community regulations and must be properly serviced. It is absolutely forbidden to leave them on during rest time, both during the day and at night, if noone can constantly monitor them. The ban does not apply to refrigerators which contain food. The owners of the tent, caravan, roulotte and so on in which they are installed are solely responsible for their custody and their use. As a consequence, they are solely responsible for the possible damages caused to people or things by such systems and equipment.

6.4 The management urges all guests to stringently observe these rules of compliance, service, use and monitoring. At the same time, it urges everyone to report any possible inobservance by other guests. Moreover, the management suggests any guest to provide himself/herself with a special and specific civil liability insurance, which includes the property and use of such systems, equipment and apparatuses.

7) DOGS

7.1 Only small-sized dogs are allowed, and guests must have them on a leash and muzzled at any time. In addition, they must always be taken out of the campsite to do their business. Guests must use the proper equipment (brush and bag), to comply with municipal regulations. Dogs shall not annoy other guests in any way and they must be constantly guarded and kept by their owner, who is responsible for their actions.

7.2 Upon registrations, dog owners will have to produce the animal's "health service card" and insurance.

7.3 It is absolutely forbidden to take dogs on the beach.

7.4 The inobservance of the above-mentioned regulations implies being sent away immediately from the campsite.

8) VISITORS

8.1 Visitors are admitted from 8 a.m. to 8 p.m., after leaving an identity document with the office staff. Upon departure, they will have to pay the due fee, the parking tariff and they will get their documents back. However, the management is free to prevent visitors from entering, refusing to admit people which are considered undesirable or are over our allowed number.

8.2 Whoever enters the campsite illegally or in a cunning way may be reported to relevant authorities for "housebreaking" under the law in force. The guest who plays host to someone by cheating and without the management's consent will be sent away from the campsite.

8.3 Visitors, for the mere fact that they have been authorised to enter the campsite, must observe these contractual regulations, which are effective and valid also for them, with no exception allowed. In addition, they can be sent away from the campsite if they do not follow these rules that have been indicated for the guests.

9) REST TIME

9.1 During rest time, that is from 1 p.m. to 3 p.m. and from 11 p.m. to 7 a.m., inside the campsite there must be absolute silence, so guests must speak in a low voice.

9.2 Even in the other time slots the volume of radios and televisions must be kept low. Noisy gatherings are always forbidden, and as far as underage subjects are concerned, the applicable regulations are those under art. 1.5. In addition, they must be monitored by their parents at any time to prevent them from playing noisy games.

9.3 During rest time the entrance and exit iron bars will be closed.

9.4 It is a duty for the staff to have these regulations respected and the guest, in the very moment in which he/she accepts the campsite regulations, also contractually adheres to the latter.

9.5 In case of inobservance, the management has the right to send the transgressor away.

10) WASTE

10.1 Waste must be collected and thrown, inside properly sealed bags, in the special containers which are emptied daily. Keeping waste in one's layby or putting it in inappropriate places represents a serious breaking of the regulations which, if repeated, may imply being sent away from the campsite.

10.2 Paper, plastic, glass, cooking oil and batteries must be thrown into special containers located in the areas which are highlighted on the campsite map.

10.3 It is absolutely forbidden to throw paper, cigarette ends, chewing gums, tins, empty bottles, plastic bags or other waste on the road and in the lay-by areas, as well as inside campsite facilities and/or buildings. All this waste must be put inside the special containers.

10.4 In case the guest accumulates pine-needles gathered inside his/her lay-by, he/she must throw them immediately into the special dustbins.

11) TOILET FACILITIES AND CLEANING

11.1 The accommodation facility is particularly committed to cleaning. Hence, it is indispensable that the guests collaborate to ensure its preservation.

11.2 Toilets, showers and sinks must be left in the same conditions in which you would like to find them.

11.3 Each facility must be used in a proper way: kitchenware and linen must be washed in their special sinks, according to the indications hereby reported.

11.4 When using toilet facilities, children must always be accompanied by an adult.

11.5 Chemical WCs must be emptied in the special dumps located close to toilet facilities.

11.6 Water must always be used without wasting it. After use, taps must be immediately turned off. Possible leakages or abnormalities must be promptly reported.

11.7 It is forbidden to wash cars and motorbikes inside the campsite and the camper service.

12) ELECTRICAL CONNECTION - OTHER REGULATIONS

12.1 Each small column of the electrical system guarantees 220 Volt electric current up to a maximum of 6 Amperes. Connection will be provided only to those guests who have got cables and plugs complying with CEI (Comitato Elettrotecnico Italiano) regulations.

12.2 Only cold light bulbs can be used. It is always forbidden to use incandescence ones. It is forbidden to instal and use any kind of floodlight in addition to the ordinary campsite lighting. It is forbidden to connect to more than one outlet, as well as to connect more than one tent or roulotte to one single outlet.

12.3 It is absolutely forbidden to use household appliances and devices which do not bear the CE label.

12.4 It is absolutely forbidden to open the doors, to damage or to alter in any way the small columns which contain electrical power points. Any of these actions will imply being sent away immediately from the campsite.

12.5 It is forbidden to anyone to lean on the small columns. Children must be kept away from them at any time.

12.6 Guests are forbidden to instal electrical systems or any other thing which is precarious and unsafe.

12.7 Guests are forbidden to bury the waste and drain pipes of their roulottes.

12.8 Any guest contravening the above-mentioned rules or failing to respect ordinary rules of carefulness when using those systems and connections will be reported to the management, which will be free to send him/her away from the campsite. He/she will always be responsible for all the damages he/she might cause.

13) MAIL

13.1 Outgoing mail can be posted in the letter box located at the entrance and will be collected at 10 a.m.

13.2 Incoming mail can be collected at the reception after 1 p.m. All mail not collected within 8 days will be returned to sender.

14) HEALTH SERVICES

14.1 A doctor is at the guests' disposal in the time slots and according to the procedure stated in the special notices available at the reception. Guests have to pay for medical examinations.

14.2 Any infectious disease must be immediately reported to the management. The office staff are always available for emergency calls (doctor or ambulance).

14.3 The phone numbers to call the emergency medical service and the mobile accident unit are in the showcase at the reception.

15) DEPARTURE

15.1 Departure is expected by 10 a.m. Payments can be made at the cash desk (CASSA) from 8 to 12 a.m. and from 4 to 7 p.m., on the day of departure or on the previous one. Guests also have to give back all the bracelets and car labels.