

REGULATIONS

2023

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

ADMITTANCE

Admittance to the campsite 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.

The Management reserves the right not to admit Guests who do not present regular documentation or who don't comply with the characteristics of the Campsite.

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).

It is strictly forbidden to bring unregistered persons into the Campsite.

ANY KIND OF CHANGE

The Client shall make sure that registrations are correct and shall promptly notify any inaccuracy and /or changes (persons, emplacement, etc.).

All changes must be promptly communicated to the Reception. If this regulation is not respected, it will also implicate the payment for the period of absence.

UNDER 18 YEARS

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.

Persons under 18 years old **CANNOT** book and stay in the campsite without parents. Parents are the only responsible of the behaviour of their children and are also responsible towards third parties. The Management of the campsite is therefore not responsible of persons under 18 years old. The parents (or persons with authorization of being with their children) have to make sure that children do not cause damage inside the Campsite, in the lake area at the playground. Specific rules must be followed in the Water Park. The little children must always be accompanied by an adult to the toilets and be constantly monitored

PEOPLE WITH HEALTH CONDITIONS OR IMPAIMENTS

We kindly ask to inform our staff while booking or directly at the reception on site of any kind of limited conditions and show your personal health card reporting the status. People with more than 50% of reduced mobility are entitled of a reduced price.

RECEPTION

The reception is open 24/7

Chek in	8.00 - 22.00
Cashier	8.00-20.00

From 22.00 to 8.00 there is a night guard. From 23.00 to 8.00 is not possible to enter/exit in the campsite with your own vehicle

We don't have any day or night waiting spots

VEHICLES

- No motorcycles or motor scooters allowed.
- Speed is restricted to 10 km/h.
- No vehicle is allowed into the campsite **from 23.00 to 8.00 and from 13.00 to 15.00.**
- The use of cars, scooter, motorbike, quads and Jet ski for transfers inside the campsite and during silence time is forbidden.
- Only electrical quad admitted.

ELECTRIC SCOOTERS, HOVERBOARDS, SEGWAYS, MONOWHEELS: following accidents happened in the past are fobidden to minors of 14 years old. Minors must wear a helmet.

ELECTRICAL BIKES, ELECTRICAL SCOOTERS, HOVERBOARDS, SEGWAYS, MONOWHEELS: are forbidden to everyone in the walking areas, by the shops/restaurants/bars. Max speed 6km.

ELECTRIC CARS

We kindly remind our guests that there's a charging station for electric cars at PARK 1 (upon payment).

Each pitch and accomodation are provided with an electric hitch chargers, but it's NOT allowed to recharge your electric cars there. The camping declines any responsibility regarding damages or any other problem due to charging directly in the pitch or accommodation

SILENCE RULE 13.00-15.00 & 23.00-8.00

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 13.00 to 15.00 only new arrivals are allowed to use cars.

CAMPING 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 campsite.

TRAILERS

We kindly ask to register the trailer at the time of arrival (length and register number)

- **BOAT TRAILERS/JETSKIES/CARS longer than 2.50 meters.** Must be parked at PARK 1 and will be counted as per supplement listed in the price list
- **BOAT TRAILERS/JETSKIES/CARS up to 2.50 meters.** Can be parked in the pitch only if all the equipment stays within the borders of the assigned pitch
- **BOAT TRAILERS/JETSKIES/CARS** Can't be parked near accommodations

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 are 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.** If departure takes place after 12.00 the entire day fee will be charged, regardless of arrival time. Payment can be made on the date of departure (from 8.00 to 12.00) or in the previous day (from 8.00 to 20.00). **Way of payment:** cash or credit cards (visa-mastercard). Please check your daily and monthly limits for payments abroad. Cash payment allowed with amount limitation according to the Italian regulation.

Check out:

- Emplacement before 12.00 (8.00-12.00)
- Accommodation before 10.00 (8.00-10.00)

ENVIRONMENT

La Quercia Campsite 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 campsite 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.

LOST PROPERTY

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

The management doesn't keep custody of objects from the past years or from the last year to the next one: at the end of each season all the storerooms will be emptied.

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, by Maxicaravan Gardenie 10 and Oleandri from 3231 to 3238 (**max 1 dog for each accommodation is allowed**)
- For reasons of hygiene dogs are not allowed in food stores and swimming pools.
- Dogs are not allowed on the beach from 9.00 to 20.00.

ANIMATION

- **Sport courses with previous enrolment:** canoe, windsurf, tennis, football, archery, swimming.
- **Sport courses without enrolment:** stretching, acquagym, zumba.
- **Enrolment** for courses/Leo Club/ Junior Club: on Mondays starting from 10.00 am by the animation office until Pentecost, then by the restaurant "Al Teatro". Leo Club's enrolment by the Leo Club starting from Pentecost.
- **Leo Club** for children (age 4-9) previous enrolment. Children 4-5 y.old: one of the parents must stay close to the house club during the activities. (if the child should go to the toilet, only the parents can lead the child). Children 6-9 y.old: parental assistance not necessary.
- **Junior Club** for teenagers (age 10-16) previous enrolment.

ALWAYS WEAR YOUR ARMBAND, PLEASE!



MEDICAL CLINIC

In the Campsite a medical clinic is available. The doctor provides private service in the Campsite and therefore it is a service upon payment. The doctor's arrival is announced via the loudspeaker. Infectious diseases, or those suspected of being such, must be immediately reported to the doctor or to the Campsite Management, who reserve the right to restrict access to common areas.

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.

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.

EXPULSION

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 campsite again without obtaining a new, specific authorization from the management.

BOOKING CONDITIONS

WHEN

Reservations can be made for the current year and for the year after.

HOW TO BOOK

Booking requests must be written (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

BOOKING CONDITION

Bookings are confirmed per e-mail.

Should you not receive an email with a booking number, it means that the pitch or accommodation has NOT been booked. To confirm them, we require guests to send a deposit within a given term. **After the deadline indicated, the booking will be deleted.** In case of notified delays in arrivals or advanced departures, the whole booked stay shall be charged (accommodation/place + persons, evt buoys and private toilet). Total amount of vacation is NOT refundable in any case. **We kindly ask to check your booking period and we strongly recommend to make a travel insurance.**

NUMBERS

The direction grants only the group/type of the booked accommodation/emplacement, not any number.

It's a condition of entry and booking to accept the entire group/type of accommodation or pitch

The number is given from the reception.

The number will not be changeable for any reason on the day of arrival. Any preferences will be taken into account as far as possible.

NAME

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.

CANCELATIONS

Cancellation from the guest:

- The cancellation must be sent per email to laquercia@laquercia.it
- The cancellation concerns the whole reserved period not just a part.
- Partial cancellations requested before the arrival would be accepted upon managements' discretion
- For arrivals **from 30.03.2023 to 12.05.2023**: refund of deposit paid **until 7 days** before arrival. An amount of 20.00 euro will be always held.
- For arrivals **from 13.05.2023 to 18.09.2023** refund of deposit paid for cancellations **until 30 days** before arrival. An amount of 100 euro will be always held.
- for arrivals **from 19.09.2023 to 08.10.2023** refund of deposit paid for cancellations **until 7 days** before arrival. An amount of 20 euro will be always held.
- For cancellations sent later than those indicated, the total amount of deposit paid will be held.

We suggest you to make a travel insurance by your own insurance company before your arrival.

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.

EMPLACEMENTS

The entrance to the pitch is guaranteed **AT 13.00** on the day of arrival

On the day of **departure** the pitch must **BE LEFT BY 12.00**

HIGH SEASON: our emplacement can be rented weekly

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

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

Not bookable emplacements: the availability must be checked at the reception upon the arrival

Equipment allowed:

minimum 2 persons maximum 5 persons and one car.

A charging hitch is found in each pitch.

In case of a temporarily empty pitch, the amount of people counted for the payment would be the amount of persons booked in advance.

Only 1 car is allowed each additional car has to be paid 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.** Please leave your emplacement clean and in good order on your departure.

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 per email 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. **We don't put boats / jetskies into water. We kindly ask you to address yourself directly with the booking office for more information about specialised companies nearby.**

Emplacements	Nr.	Rented in High Season	
STANDARD WITH RESERVATION 80-90 m ² , electric hook-ups 10 A	4501-4590	min. stay required 10 nights	
CLASSIC 90 m ² , Wi-Fi, electric hook-ups 10 A	4701-4806	min. stay required 7 nights	
COMFORT from 100 - 120 m ² , Wi-Fi, electric hook-ups 16 A, water and water-drain	1	1381-1444	from Tuesday to Tuesday
		1331-1346	from Thursday to Thursday
		1351-1378	from Friday to Friday
	2	2401-2417 and 2419-2433	from Wednesday to Wednesday
	3	3334-3352	from Tuesday to Tuesday
		3363-3403	from Thursday to Thursday
		3321-3333 and 3411-3428	from Friday to Friday
		3429-3455	from Saturday to Saturday
	4	4311-4365	min. stay required 7 nights
	LAGO 100 m ² , Wi-Fi, electric hook-ups 10 A, water and water-drain	1	2001-2023
LAGO 100 m ² , Wi-Fi, electric hook-ups 16 A, water and water-drain	2	2024-2036	from Sunday to Sunday
SUPERIOR 160 m ² , Wi-Fi, electric hook-ups 16 A, water and water-drain	1	1311-1322	from Saturday to Saturday
	2	2311-2340	
	3	3311-3319	from Sunday to Sunday
PREMIUM 160 m ² , Wi-Fi, electric hook-ups 16 A, water and water-drain		2341-2347	from Monday to Monday

ACCOMMODATIONS

Accommodation's keys are guaranteed at 16.00 on the day of arrival. It is not allowed to enter into the accommodation or use the terrace before getting the keys.

The accommodation has to be cleared within 10.00 on the departure day.

The key must be returned to the reception.

HIGH SEASON: our accommodations can be rented weekly

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

It is strictly forbidden to build any tents outside our accommodations. 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.

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

FINAL CLEANING

- 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.
- Blankets are provided during low season or upon request at the reception

FINAL CLEANING

Final cleaning is included (for reservations over 3 nights stay). Supplement for final cleaning €50:

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

Extra cleaning during your holiday upon request and previous reservation:

- €50 for Bellavista, Gardenie, Lecci and Luxury Tents
- €50 for Maxicaravan Plus, Suite home and Cottage.
- Supplement €50 for eventual extension of the stay (if possible) in a different accommodation as the previous period.

Accommodations	Rented in High Season
Maxicaravan Plus Rose and Rose Large	from Monday to Monday
Maxicaravan Plus Palme and Palme Large	
Luxury Tents Pineta	
Maxicaravan Plus Aceri and Aceri Large	from Tuesday to Tuesday
Maxicaravan Plus Olmi and Olmi Large	
Maxicaravan Plus Cedri	from Wednesday to Wednesday
Maxicaravan Plus Mimose e Mimose Large	
Tende Prestige	
Maxicaravan Plus Cipressi	from Thursday to Thursday
Maxicaravan Plus Betulle and Betulle Large	
Cottage Tigli and Tigli Large	
Maxicaravan Plus Querce, Querce Large and Querce Special	from Friday to Friday
Maxicaravan Plus Platani and Platani Special	
Maxicaravan Plus Faggi	
Maxicaravan Plus Oleandri	
Maxicaravan Plus Salici	
Maxicaravan Plus Robinie and Robinie Large	from Saturday to Saturday
Maxicaravan Plus Tulipani	
Maxicaravan Plus Lago	
Lecci 1 and 2	
Bungalow Bellavista	from Sunday to Sunday
Maxicaravan Plus Allori	
Villaggio Gelsi	
Villaggio Olivi	
Maxicaravan Gardenie 10	
Maxicaravan Plus Viole	min. stay required 10 nights
Maxicaravan Gardenie 12	