

# REGULATIONS

2026

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

## 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 of any persons.

## 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 or 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 IMPAIRMENTS

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.

**Guide dogs with a special certificate are free of charge. Guide dogs are allowed in all our accommodations.**

## CAR PASS AND BRACELET

La Quercia campsite provides clients with a car pass and a bracelet for each member in the party. Clients will need their bracelets 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.

## 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. It is forbidden to assemble or dismantle awnings.**

## RECEPTION

The reception is open 24/7

**Check in for emplacements with reservation: 13.00 - 22.00**

**Check in for accommodations 16.00 - 22.00**  
(Check in and entrance on foot into the campsite is only possible starting from 13.00, the keys of the unit are guaranteed starting from 16.00)

**Check in for emplacements without reservation: 08.00 - 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.
- **It is not allowed to access/exit the campsite with vehicles from 13.00 to 15.00 and 23.00 to 8.00.** From 13.00 to 15.00 **only new arrivals are allowed to enter into the campsite.**
- Only electrical quads admitted.

**ELECTRIC SCOOTERS, HOVERBOARDS, MONOWHEELS, SEGWAYS:** following accidents happened in the past are forbidden to minors of 14 years old. **Helmet:** wearing is compulsory to the ones indicated by the current Italian law.

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

For security reasons, the Management reserves the right to seize rollers or bikes up to the end of the stay, **to those who drive in a dangerous way and do not respect the circulation rules.**

## ELECTRIC CARS

3 car charging stations are available at Park1 (upon payment). Each pitch and accommodation 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.

## TRAILERS/BOATS/JETSKIES

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

- **BOAT TRAILERS/JETSKIES/CARS longer than 2.50 meters.** Must be parked at PARK 1 and will be counted as a 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
- **IMPORTANT - Safety Regulations:** For safety and fire prevention reasons, **it is strictly forbidden to bring gasoline plastic cans or other flammable liquids** into the campsite. Any fuel containers found will be **confiscated and there is the risk to end the holiday.**

**Nearby fuel stations:**

Nautica Casarola (Pacengo)/Harbour of Peschiera/Harbour of Garda/Nautica Caravella (Cisano di Bardolino).

Thank you for your cooperation and for respecting the rules.

## PAYMENT

**Check out:**

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

**The whole reserved period is fully charged: both emplacement/ accommodation and person fee.**

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.

## VISITORS

### VISITOR

Visitors are permitted based on the occupancy of the campsite in order to ensure full use of the services/spaces for guests staying overnight.

<b>To friends/relatives who overnight the campsite</b>	1 hour	Free of charge- You have to give a ID-card/passport at the reception desk
<b>To friends/relatives who overnight the campsite</b>	> 1 hour	Cumpolsory reservation 1 day before on <a href="http://www.laquercia.app">www.laquercia.app</a> (only mobile, no PC) Limited seats and upon payment. Walking entrance only. Exit before 23.00
<b>Visit the campsite for a future holiday</b>	1 hour	Free of charge- You have to give a ID-card/passport at the reception desk
<b>DAILY ENTRANCE</b> If you do not have any friends or relatives who overnight in the campsite		NOT POSSIBLE

- 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.
- Visitors' cars are not admitted in any case.

**The Management reserves the right to expel the offenders.**

## 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 on the terrain and on the beach; 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).

### Useful information:

The campsite is a large green park full of plants and flowers. The maintenance service takes care of every aspect of it throughout the season, therefore even during your stay the grass is cut, natural treatments based on propolis for the well-being of the plants, treatments to avoid or keep away mosquitoes/insects.

**Separate waste collection:** respect the regulation, let's safeguard the nature

**BBQ: Charcoal/wood cannot be used**

**It is forbidden to leave helium tanks in the recycling points and in the campsite.**

**Use of drones is not allowed.**

## DOGS

- Max 1-2 dogs per pitch and in the Maxicaravan Dalie
- Max 1 dog in the Maxicaravan Oleandri
- **The dog rate is charged per dog per day**
- Must always be kept on a leash and must wear an identification tag
- Remember to clean everything after the toilet break! Bags are also available at reception
- For hygiene reasons they are not allowed in shops, in the swimming pool area and in the toilets
- In restaurants/bars it is allowed to bring the dog
- Beach: they are allowed. For their own wellbeing and for a good coexistence with the other guests it is not recommended to bring them during the hottest and most crowded hours
- They are a member of your family, never leave them on its own
- The owner of the dog is always responsible

## WATER PARK

- Sunbeds and -umbrellas are for free, allow everyone to enjoy the service, do not leave towels for hours on the sunbed without you, after 1 hour they will be removed
- Use of swimming diapers is compulsory for children/infant
- Do not put any sun-umbrellas into the ground
- Diving is not allowed, use the ladders to enter the pool
- Glass is dangerous, do not bring bottles or glasses with you
- Walk slowly, the floors are wet and slippery
- Balls, inflatables, mattresses are not allowed in the water
- Life guards are always available, listen and respect their instructions
- You can consult the complete and detailed rules in each pool
- Whirlpool is only accessible to people over 16 years old.

## SLIDES

- Between 13.00 and 15.00 the slides are closed due to the siesta
- Wait for confirmation from the lifeguard before going down the slide
- Only one person at a time can go down the slides
- Going down the slides is only allowed by lying on your back (except going down with a dinghy)
- Respect the height limits
- Life guards are always available, respect their instructions
- You can consult the complete and detailed rules in each pool

## ANIMATION

- **Sport courses with previous enrolment:** canoe, windsurf, tennis, football, archery, swimming.
- **Sport courses without enrolment:** stretching, acqagym, 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.

## 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. **We suggest to do the visit during the opening time of the medical clinic.** 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.

## 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 objects will be thrown away.**

## REFUNDS

The management declines all responsibility for thefts, losses or damages caused to property or people by third parties, and shall not be responsible for any damage caused by traffic accidents between guests, fires, rainstorms, hail, fall of trees or branches, plant diseases, epidemics, force majeure. **We suggest you to make a travel insurance by your own insurance company before your arrival.**

## 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 email, [www.laquercia.it](http://www.laquercia.it)) For each family: name, home address, email phone number (reachable in office time), age of each person. 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.

1. In order to fix the booking for a stay in 2026, you have to pay a fee **not refundable** (first deposit) on the same day the booking is done.
  - €50 for stay with arrival between **26.03.2026 - 12.05.2026 & 14.09.2026 - 18.10.2026**
  - € 100 for stay with arrival between **13.05.2026 and 13.09.2026**
  - If we do not receive the payment of the fee within the given term, we are forced to cancel the booking
  - The fee will be deducted from the bill at the check out
2. Then you have to pay a second deposit (30% of the total stay)
  - If we do not receive the deposit (30%) within the given term, we are forced to cancel the booking

## 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.

## 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.

It is possible to book ONLY if you accept the all pitch/accommodation category.

## 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.**

## CANCELATIONS

### Cancellation from the guest:

- The cancellation must be sent by the reservation holder, the reservation number must be provided
- The cancellation must be sent per email to [laquercia@laquercia.it](mailto: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 26.03.2026 to 12.05.2026:** refund of deposit paid **until 7 days** before arrival. **An amount of 50.00 euro will be always held.**
- **For arrivals from 13.05.2026 to 13.09.2026** refund of deposit paid for cancellations **until 30 days** before arrival. **An amount of 100 euro will be always held.**
- **For arrivals from 14.09.2026 to 18.10.2026** refund of deposit paid for cancellations **until 7 days** before arrival. **An amount of 50 euro will be always held.**
- For cancellations sent later than those indicated, the total amount of deposit paid will be held.
- The fee (50-100€) will be always withheld



### The management will cancel bookings without notice if:

- the fee/deposit (30%) is not received within the stated term.
- the client does not arrive on the scheduled arrival date. In this case the fee/deposit (30%) 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.

## LATE ARRIVAL - EARLY DEPARTURE

In case of late arrival (if approved by the Management) or early departure, the entire booked period will be charged (ACCOMMODATION/PITCH AND PEOPLE + BUOYS AND PRIVATE BATHROOMS).

## PRICE

An 24-hour online bookingsystem is available at [www.laquercia.it](http://www.laquercia.it), where you can see the availability and prices, which may change until you confirm the booking.

The Booking Office is also available to prepare quotes; you just fill out the request form.

We recommend to book in advance.

The total cost of your holiday is calculated based on the arrival and departure dates, the age of the guests and the services included. Any possible changes (arrival or departure date/type of accommodation, number/age of people/extra car, dog, aso) will result in an update of the quote/booking and price.

## INSURANCE

We recommend that you stipulate a travel insurance with your insurance company.

**Under no circumstances will the campsite provide refunds for cancellations (total or partial), late arrivals and early departures.**

The booking and cancellation conditions apply regardless of whether the accommodation / pitch is re-rented in full or in part

## EMPLACEMENT WITH RESERVATION

**Entrance** to the campsite and access to the pitch from **13.00** to **22.00** on the day of arrival



**The pitch must be left** within **12.00** on the day of departure

**Arrivals before 13.00**  
Not possible, no waiting place

**Arrivals after 22.00**  
Not possible, no waiting place

## PITCH WITHOUT RESERVATION SPONTANEOUS ARRIVAL

**Entrance** to the campsite and access to the pitch (only if the pitch is available and free) from **08.00** to **22.00** on the day of arrival



**The pitch must be left** within **12.00** on the day of departure

**Arrivals after 22.00**  
Not possible, no waiting place

**Useful information**  
Availability must be checked upon arrival at reception, there is no guarantee of finding a place

## POSITIONING AND GOOD HABITS

- Maximum 5 people and 1 car (1 car + caravan / 1 car + tent / 1 camper / 1 camper + 1 car)
- All equipment must be placed within the border of the pitch, taking into account that a sufficient distance must be maintained from neighboring pitches and that there must be enough space on each pitch to allow escape routes
- Additional vehicles or vehicles that cannot be parked on the pitch, must be parked at Park1 (upon payment).
- Each pitch provides one power socket
- Any air conditioning units must be placed as far as possible from tents/camper/caravans on the nearby pitch in order to not disturb the peace and quiet of other guests.
- In case of a temporarily empty pitch, the people rate will also be charged
- We take care of the greenery, it is possible to put a mat on the ground under the tent/veranda. Please do not cover the entire pitch. At departure, please take the mat with you or throw it away in our recycling points (bulk)
- It is not permitted to occupy pitches for friends/relatives. You may not book them under your own name or occupy them with cars/chairs, etc.
- Changing pitches or moving is not permitted without the permission of the management
- Chemical toilets must be emptied in the places provided for them
- Do not use devices with a higher power consume than the electric columns of the pitch
- **Pitches must be left clean and tidy, otherwise a fine of € 50 will be charged.**
- **It is forbidden to assemble or dismantle awnings during the siesta hours from 23:00 – 8:00 and from 13:00 – 15:00.**
- **Offenders will be prohibited from entering the campsite in following years**

Emplacements		Nr.	Rented in High Season
<b>STANDARD WITH RESERVATION</b> 80-90 m <sup>2</sup> , electric hook-ups 10 A		4516-4590	min. stay required 10 nights
<b>CLASSIC</b> 90 m <sup>2</sup> , Wi-Fi, electric hook-ups 10 A		4701-4806	min. stay required 7 nights
<b>COMFORT</b> from 100 - 120 m <sup>2</sup> , Wi-Fi, electric hook-ups 16 A, water and water-drain	<b>1</b>	1381-1444	from Tuesday to Tuesday
		1331-1346	from Thursday to Thursday
		1351-1378	from Friday to Friday
	<b>2</b>	2402-2416 and 2419-2433	from Wednesday to Wednesday
		3334-3352	from Tuesday to Tuesday
	<b>3</b>	3363-3403	from Thursday to Thursday
		3321-3333 and 3411-3428	from Friday to Friday
		3429-3455	from Saturday to Saturday
		3456-3477	from Sunday to Sunday
	<b>4</b>	4311-4365	min. stay required 7 nights
4501-4512		from Monday to Monday	
<b>LAGO</b> 120 m <sup>2</sup> , Wi-Fi, electric hook-ups 16 A, water and water-drain		2004-2017	from Saturday to Saturday
<b>DELUXE</b> 130 m <sup>2</sup> , Wi-Fi, electric hook-ups 16 A, water and water-drain		2000-2003	from Saturday to Saturday
<b>SUPERIOR</b> 160 m <sup>2</sup> , Wi-Fi, electric hook-ups 16 A, water and water-drain	<b>1</b>	1311-1322	from Saturday to Saturday
	<b>2</b>	2314-2320 and 2329-2340	
	<b>3</b>	3311-3319	from Sunday to Sunday
<b>PREMIUM</b> 160 m <sup>2</sup> , Wi-Fi, electric hook-ups 16 A, water and water-drain		2341-2347	from Monday to Monday



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

## ACCOMMODATION UNITS - GLAMPING

### CHECK IN 16.00 - 22.00

Entrance to the campsite on foot and check-in is possible from 13.00 (the car must be parked at Park1 until the keys are handed over)



### The keys are guaranteed from 16.00

**ONLY when you have picked up the keys of the accommodation it is possible to enter by car into the campsite and park nearby the accommodation.**

The key must be returned to the reception at the end of the stay

### CHECK OUT 8.00 - 10.00

### ARRIVAL BEFORE 13.00

Not possible, no waiting place

### ARRIVAL AFTER 22.00

The keys can be collected at the reception, the car must be parked at Park 1 and the following day from 8.00 on, it can be taken to the parking lot near the accommodation.

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

**The management reserves the right to charge clients for damages to inventory items.**

## BEDLINEN, TOWELS, PILLOWS

- **All our accommodations are furnished with bedlinen, towels, pillows (first set).**

- Sheets and towels are provided based on the number of people indicated in the reservation. Upon departure, our staff will check the condition of the accommodation, inventory and the number of towels / sheets. Any missing items will be charged upon departure or may be paid for after departure.
- **ONLY** for stays over 13 nights with arrival day inclusive between 05.07.2026 and 06.09.2026 you receive for free a second set of bedlinen/towels/pillowcase. Please follow the instruction of the reception.
- Please, the exact number of persons must be given at least one week before the arrival.
- **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 €50:

- For reservation of 1-2 nights.
- For reservation in Maxicaravan Dalie and Oleandri with dog.
- Extra cleaning during your holiday upon request and previous reservation.
- Supplement for eventual extension of the stay (if possible) in a different accommodation as the previous period.

Accommodations	Rented in High Season
Maxicaravan Plus Bouganville	from Monday to Monday
Maxicaravan Plus Iris Large	
Maxicaravan Plus Rose and Rose Large	
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 and Mimose Large	
Tende Prestige	
 Maxicaravan Plus Girasoli and Girasoli Large	from Thursday to Thursday
Maxicaravan Plus Cipressi	
Maxicaravan Plus Betulle and Betulle Large	
Cottage Tigli and Tigli Large	from Friday to Friday
Maxicaravan Plus Querce, Querce Large and Querce Special	
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 Dalie	
Maxicaravan Plus Viole	min. stay required 10 nights
Maxicaravan Plus Orchidee	
Maxicaravan Plus Margherite	

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

*Happy holidays!*