

# Welcome to your vacation

Rosapineta Camping Village  
wishes you a pleasant stay  
and invites you to read the  
following conditions.



## **BOOKINGS and CHECK-IN**

Page 2, from paragraph 1 to 10

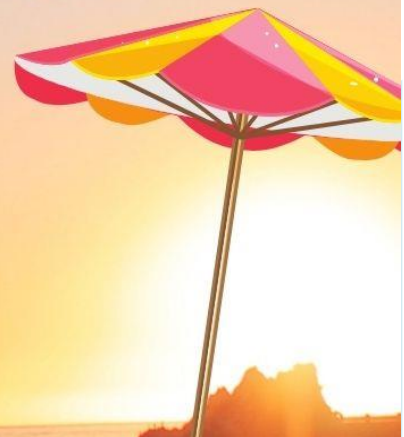


## **PETS**

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## **CANCELLATION TERMS and CONDITIONS**

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## **THINK GREEN and USEFUL HOURS**

pages 7-9



# Conditions of stay

## GENERAL

Prices include VAT 10%.

Cash Office / Payments: 8:30 a.m. – 7:30 p.m.

Booking charges: € 11,00 per booking.

The free entry to the swimming pools is subject to a pool capacity limit.

## BOOKINGS

1. A holiday reservation at the Resort can be booked by a Guest of adult age using either one of the following procedures:
  - via online booking service on the ROSAPINETA website [www.rosapineta.it](http://www.rosapineta.it) or [www.rosapineta.com](http://www.rosapineta.com)
  - contacting our Booking Office +39 0426 68033.
2. We do not accept reservations for specific accommodation / pitches numbers. Any special requirements will be satisfied according to general needs, however respecting the required area and Guest's requirements.
3. The accommodation / pitch will be allotted by the Management, at its own incontestable discretion. It is not allowed to move without the Management's authorization.
4. The booking will be confirmed only after the payment of a confirmatory deposit, within the terms set in the booking offer. It is consisting of a sum equivalent to 30% of the quoted amount for the stay in case of accommodation or € 150,00 in case of pitch.
5. Payments can be made:
  - **ONLINE BY CREDIT CARD** (American Express and Diners Club cards not accepted);
  - by BANK TRANSFER to Gestione Villaggi Turistici Rosapineta S.a.s.  
**BANCA INTESA SANPAOLO – FILIALE DI ROSOLINA – (RO) – VIALE DEL POPOLO, 41/43**  
**IBAN: IT87 P030 6923 2030 7400 0720 502**  
**SWIFT/BIC: BCITITMM**  
**REASON FOR PAYMENT: name and booking number**
6. As soon as we will receive the deposit, we will send the written booking confirmation by post or by mail. In case we will not receive the confirming booking deposit, the booking will not be valid.
7. It is not possible to transfer the reservation to someone else without the Management's permission.

## PAYMENTS AND CHECK-IN

8. For guests with reservation, the payment of holiday and any additional services — excluding tourist tax — must be made by the Guest at least 48 hours prior to arrival at the Resort, using the procedures described in clause 5.

For guests without reservation, the payment of the full stay must be made on arrival.

In case of incomplete payment of what is due, the access to the Camping Village and its facilities will not be allowed. It will also not be possible to access the campsite if there are any outstanding of the past years.

9. We do not accept payments by cheques and postal orders. Cash payments are possible within the limits set by law.
10. The Guest must make sure to check in online at least 24 hours before the scheduled arrival at the Resort ("Check-in Online"). The Check-In Online facility is available on the 'Reserved area' as soon as the booking is on and it must be filled with the data of guests present at least the first night of stay. Guests arriving after the first night of stay must register by the Reception.

## UPON ARRIVAL

11. Upon arrival all Guests, both infant and adults, must hand over their valid identity card or passport for the compulsory registration. **The entrance of Guests without an identity document is not allowed.** It is also necessary to communicate the license plate number of the vehicle, the booking confirmation, also in digital format (smartphone or tablet) and € 50,00 as deposit (by cash).
12. We will deliver to every crew an Entry-Pass to be shown at the entrance or upon request of the control-staff.
13. Please verify that the provided data are correct and notify any change, arrival and departure of people / pets / cars.

## UPON DEPARTURE

### 14. ACCOMODATION

Guests must carry out the check-out procedures within 10 a.m. We recommend to:

- Collect the deposit at the Reception, suppling the coupon received during the check-in;
- Deliver the accommodation's keys.

### 15. PITCHES

Guests must carry out check-out procedures within 12 noon.

**In case of departure after 1.00 p.m. will be charged also the departure day.**

After clearing the pitch or the key deliver, it is possible to remain in the Camping Village within 10 p.m., prior notice to our Reception and the payment of the daily rate for the people, as per our pricelist.

## MINORS

16. Minors are accepted only if together with their parents or by a major who, according to law or as per written authorization (fill the form **Mandatory Statement for underage guests**), has the legitimate custody and assumes responsibility for minor's actions. Children must always be accompanied by an adult to the facilities and toilets. The tutor will be always held responsible for the minors.

## VISITORS



17. The Management reserves the right to allow Guests to get in. Guests must hand over their valid Identity Card/Passport at the Reception and must enter on foot.



Unaccompanied minors are not admitted.

18. Visitors, after one hour stay, will be required to pay the daily rate provided for in the price list.
19. The entrance for daily visitors is allowed from 8.30 a.m. to 11 p.m. of the same day.
20. Evening entrances (from 6.00 p.m. to 11.00 p.m.) will be allowed until 7.30 p.m., always prior presentation of an identity document and the payment of the evening rate provided for in the price list.
21. The Management may authorize, at its absolute discretion, one-hour free entry permits and anyway not later than 7 p.m. or on Friday, Saturday, Sunday and Public Holidays.
22. From 1<sup>st</sup> August to 31<sup>st</sup> August, the Management, may limit or even suspend the visits if necessary.
23. In case of overnight stay in the Camping Village without prior notification to the Reception and completion of the relevant formalities, the daily rate, provided for people as per the price list, will be applied twice.

## PETS

24. It is compulsory to provide notification of any dog or cat by the booking and upon arrival to the Camping Village. All pets must comply with health regulations. **Other animals are only allowed at the discretion of the Management.**
25. Two pets are allowed per pitch / accommodation.  
**Villini V4 and Mobile homes:** pets not allowed.  
**Bungalows B6K:** pets allowed upon request and just for Bungalows situated in the pinewood area (B6K DOG).  
**Villini V6:** pets allowed upon request and limited to 4 units (V6 DOG).
26. The admission of pets is subject to the completion by the host of the form “**Communication of pet presence**”, as well as the payment of the amounts provided for in the current price list.
27. All animals must be kept in such a way as to ensure that other people or belongings are not disturbed or harmed in any way. Owners will be held responsible for any damages to people or belongings caused by their animals.
28. Dogs must always be kept on a leash and the person taking the dog must always carry a muzzle. Dogs with an aggressive nature (e.g. Pitbull, Rottweiler and Doberman breed) must be muzzled and kept on short leash, leaded by a person able to check completely the dog’s actions.
29. The accommodation, the pitch and all areas used by the dog must be kept clean.
30. Any solid manure must be immediately removed, using the appropriate hygienic bags available also at the dog dispenser, which must be thrown into the organic waste bin.
31. The free “Pet Wash” service is available to shower and clean animals.
32. Access to the beach and to the sea is only allowed in the authorized area and in accordance with the procedures stated from the Municipal Ordinance.

## DRIVING INSIDE THE CAMPSITE



33. Guests with motorcycles or similar are accepted only if they leave them at the Camping Village entrance.
34. Electric scooters, Segway and Hoverboard are also forbidden.
35. In the Camping Village the top speed limit is 10 km/h. Offenders must leave their vehicles outside the Camping Village.
36. It is forbidden to drive inside the Camping Village from 11.00 p.m. to 7.00 a.m. It is also forbidden to drive out of the asphalt roads as well as out of the pinewood’s paths.
37. Cyclists are requested to respect speed limits and to turn on their lights during the hours of darkness.

# CANCELLATION TERMS & CONDITIONS

38. *The cancellation right must be exercised in written manner by E-mail at [info@rosapineta.it](mailto:info@rosapineta.it) and has to reach:*
- *at least **7 days** before the expected agreed arrival for stays **from 18.05.2023 to 07.07.2023 and from 28.08.2023 to 11.09.2023**;*
  - *at least **14 days** before the expected agreed arrival for stays **from 08.07.2023 to 27.08.2023**.*
- In this case the confirming booking deposit will be refunded (€ 35,00 will be deducted due to general charges).*
39. *Lower than 7 days, the cancellation right can take place until the expected agreed arrival. In this case the confirming booking deposit will be entirely retained from the Management in accordance with the law.*
40. *The reservation will be valid until 12 noon of the following day of the previous arrival. Longer this deadline (and in case of no written communication from the Guest), the contract will be rescinded and the reservation will be cancelled. In this case, the Management will retain the whole confirming booking deposit paid.*
41. *For accommodation stays, in case of earlier departure, won't be provided any refund.*
42. *For camping stays, in case of earlier departure, the Guest will be charged just for the pitch for a part of the booked period, with a maximum term of 5 days.*



43. Minimum of 7 nights stay, up to a maximum of 5 weeks.
44. Is not allowed any installation (tents, tarpaulins, caravans, fences, etc.) between the accommodation.
45. The price of stay includes: one car entrance (two in case of a 6-people accommodation type), hot and cold water, electricity and gas, cleaning-service on arrival, entertainment service, air conditioning/heating, Wi-Fi (guaranteed in the main areas of the Camping Village and in the bars/restaurants – it can change according to vegetation and weather conditions), access to the swimming pools, free use of the basket-/football court and beach volley, playground areas, Pet Wash (self-service).
46. Accommodation are equipped with: a fridge, saucepan and crockery set (coffee machine and cups not included), a cotton blanket per person, 2 deck chairs and 1 beach umbrella.
47. Accommodation are not provided with: bed linen, towels and household linen. It is possible to rent bed linen and towels at the Reception. Laundry facilities, with washing machines and dryers, are also at disposal, at an extra cost.
48. All the accommodation (except for Bungalow B6) are equipped with a Tv-Sat with pre-set channels.
49. **Just one extra person**, where admitted, is allowed for each bungalow/chalet, regardless of the age of the Guests.
- B2, B2K, C2, C4, C4/S:** the fee for the extra person will be applied from 3 years old (see price list).
- Mobile Home Ponza:** the extra person will be charged independently despite any age (from 0 years old), with the possibility to benefit the sofa bed located in the living room (it is not allowed to install any extra bed/cradle).
- B4, B4 Plus, B6K Comfort, B6K Dog, Mobile home Ametista, V4, V4K, V6, V6 Dog and V6K:** extra person not allowed.

50. Arrival / Departure Day: on **SATURDAY** for Bungalow / Chalet / Villini, on **SUNDAY** for Mobile home Ametista and Ponza. Arrivals during the week are possible just during the low season, depending on the availability.
51. It is possible to check-in starting from 8:30 a.m. Keys delivery from 5 p.m. Once registered, it is possible to use any facility of the Camping Village while waiting for the accommodation keys.
52. The accommodation will be checked before Guest's departure, any shortage or breakage will be charged.
53. Upon departure, Guests are kindly asked to leave the accommodation clean and tidy (washed-up dishes, empty fridge, clean bathroom and rubbish is thrown), otherwise € 30,00 will be charged.

## Camping



Groups are defined as:

- one car + one tent
- one car + one caravan
- one camper van

54. It is possible to reserve pitches with electricity and with electricity/water/sewer.
55. Pitches can be occupied by a maximum of one group and 6 people (children included). Guests cannot stay overnight if the crew is full. The number of people constituting the crew is to be considered fixed and any guests staying will not exceed the allowed number of 6 people. Given that sub-letting and/or lending of the pitch is strictly forbidden, no guest can access the pitch without at least one member of the older crew.
56. The amount of the stay is calculated counting the number of nights, regardless of the time of arrival. Departures from the campsite must take place within 1 pm., after that time, an additional day will be charged.
57. Any extension of the stay or pitch change must be authorized first by the Management.
58. It is possible to check-in starting from 8:30 a.m. Pitch available from 12 noon. Once registered, it is possible to use any of the Village's facilities while waiting for the pitch.
59. For arrivals without reservation, our Staff will give indications about the available pitches. The number of the chosen pitch must be immediately communicated at the Reception.
60. During seasons C and D, in case of uninhabited pitch, the „minimum rate “, consisting of the price of pitch plus one person, will always be charged.
61. Guests and equipment must stay within the limits of the pitch, keeping a suitable distance from neighbouring pitches to ensure free passage, easy access to utilities, and a clear escape route in case of an emergency.
62. Pitches must be kept and left clean and in order, otherwise € 100,00 will be charged due to rearrangement.

# We and the Environment

## ENERGY SAVING



We invite you to turn off the lights and the electrical devices when not in use and to use the air condition only if necessary, closing doors and windows.

## REDUCE WATER CONSUMPTION



We invite you to use water responsibly, even with little acts like closing taps while brushing the teeth or shaving. Always close the water of the pitch column, after the use. In case of leak of water, inform the Reception staff, which will take action for the right communication.

## SAFEGUARD OF GREEN AREAS AND RESPECT OF THE TERRITORY

It is forbidden to damage trees, flowerbeds, flowers.



## WE ALSO REMIND TO:

- Not pour substances such as oils or paints;
- Always use the ashtray;
- Use cloth or recycled plastic shopper.

For the respect and the cleaning of the environment, we kindly invite our Guests to do waste sorting, using the ecological islands provided throughout the Camping Village, as follow:



## ORGANIC WASTE



- Food waste and leftovers
- Egg-, dried fruit shells and shellfish
- Tea bags and coffee grounds
- Cut flowers and home plants
- Paper towel and napkins



- Hot or liquid food
- Oil
- Hazardous substances
- Rags
- Glass
- Plastic or other



## PAPER and CARDBOARD



- Newspapers, magazines, books, planners, calendars and sheets in general
- Corrugated Cardboard and boxes
- Egg containers
- Polycoupled containers kind of Tetra Pak



- Wax and carbon paper
- Nylon
- Plastic bags and cellophane

## PLASTIC and CANS



- Bottles, flasks, plastic dishes and glasses
- Food containers
- Plastic bags
- Polystyrene containers and trays
- Aluminium foils and containers



- 'T' and/or 'F' and TETRA PAK labelled containers

**Other types of plastic must be delivered in non recyclable dry waste bins**

## ALTRI RIFIUTI

- Pile scadute: negli appositi contenitori presso il tabacchino
- Farmaci scaduti: da consegnare nella più vicina farmacia

## NON RECYCLABLE DRY WASTE



- Parchment paper
- Carbon paper
- Disposable blades
- Brushes and toothbrushes
- Nappies and pads
- Cigarette stups
- Small plastic items
- Ceramic and clay vases
- Conventional and halogen lightbulbs
- DVDs and CDs
- Not recyclable materials



- Recyclable materials and packaging
- Hazardous substances

## GLASS



- Glass bottles, jars and cans
- Glasses
- Demijohns (only the glass)
- Different glass



- Light bulbs, glass slides, mirrors, art glass (lamps, etc.), crystal items, ceramic and porcelain items

Hygienic bags for pets are available at the dog dispensers.



\*They shall be thrown into the organic waste bin.





# Useful hours

<b>RECEPTION</b> Monday – Friday Saturday – Sunday	8:30 am – 8:00 pm 8:00 am – 9:00 pm	<b>SILENCE HOURS</b>	1:00 pm – 4:00 pm 11:00 pm – 7:00 am
<b>CASH OFFICE</b>	8:30 am – 7:30 pm	<b>DAILY VISITORS</b>	8:30 am – 11:00 pm
<b>CHECK-IN</b>	8:30 am – 9:00 pm	<b>EVENING VISITORS</b> Entrance allowed until 7:30 p.m.	6:00 pm – 11:00 pm
<b>KEYS Deliver</b> <b>PITCH Available</b>	from 5:00 pm from 12 noon	<b>NIGHT GUARD</b>	10:00 pm – 6:00 am
<b>Check-out VILLAGE</b> <b>Check-out PITCHES</b>	8:30 am – 10:00 am 8:30 am – 12 noon		

*\*Opening times changing possible due to low season.*

**In case of emergency (h24)**  
**+39 0426 68033**

## REFERENCE TO CAMPSITE REGULATION

Guests have to respect terms and conditions as per Holiday Resort's rules displayed at the Reception. Terms and conditions leaflet will be also delivered on arrival and it is part of the price list.

The Guest declares to take note at the Campsite Regulation as well as to accept it without reserves. The Guest undertakes himself/herself to respect it and make it to respect under his/her responsibility to its guests.

## ENFORCEABLE LAW AND PLACE OF JURISDICTION

This agreement is exclusively controlled by the Law and the Regulations of the Italian State.

For all disputes between the Parties about the conclusion, the validity, the effectiveness, the execution, the cancellation as well as the interpretation of the present contract, the Place of Jurisdiction is exclusively the Place of Rovigo.

THE MANAGEMENT SHALL MODIFY, AT ANY TIME AND WITH IMMEDIATE EFFECT, THE CAMPSITE REGULATIONS AND CONDITIONS, IN CASE OF REGULATORY MEASURES AND/OR EXTRAORDINARY HEALTH SITUATIONS WHICH MAKE IT NECESSARY OR EVEN APPROPRIATE.