

Welcome to your vacation

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



BOOKINGS and CHECK-IN

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PETS

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CANCELLATION TERMS and CONDITIONS

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THINK GREEN and USEFUL HOURS



pages 8-9

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 or www.rosapineta.com
 - or
 - 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.
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.

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 must hand over their valid identity document (passport, identity card, driving license) for themselves and for each member of their family (also children, regardless of age). **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. For each registered guest, a pass bracelet will be given, valid in the Camping Village as a personal identification of successful registration, which must be worn for the whole length of the stay and to be returned upon departure. In case of loss of the bracelet, it will be possible to request a copy at the Reception for € 100.00. In case of damage, the delivery of a new bracelet will not involve additional costs only if the damaged bracelet will be returned. The exchange and/or delivery of the bracelet to third parties is strictly forbidden. In this circumstance, the crew leader must pay the amount of € 100.00 as a penalty and the Management reserves the right to dismiss the Camping contract with immediate expulsion of the Guest and family.
13. Please verify that the provided data are correct and notify any change, arrival and departure of people / pets / cars.

UPON DEPARTURE

On departure, Guests must leave the camping pitch or accommodation clean and tidy, return the bracelets and the car card.

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 an adult 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 be always accompanied by an adult to the facilities and toilets. Tutors will always be directly responsible for the minors at all times.
17. The access and the stay at the camping pitch or accommodation only by minors is not permitted.

VISITORS



18. The Management reserves the right to allow, at its discretion, Visitors to get in. If admitted, they must hand over their valid identity documents at the Reception, wear the bracelet for visitors, enter on foot, and pay the regular rate provided for in the price list.
19. Daily visitors can enter only if they are visiting guests of the Camping Village.
20. Guests who receive visits must give communication in advance to the Management, by sending a written request to info@rosapineta.it, indicating his/her Name, Surname, Pitch/ Accommodation number, date of arrival of the visitors and their Name and Surname. On arrival, the Visitor will proceed with the registration and the payment of the daily/evening pass, according to the current price list.
21. Minors, if not together with parents or an authorized adult, will not be allowed.
22. The stay of daily visitors inside the Camping Village is allowed from 8.30 a.m. to 11.00 p.m. on the same day of access. Registrations and visitor's entrances will not be allowed after 7.30 p.m. Those leaving after 11.00 p.m. will be liable to pay a further day's price.
23. 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.
24. Free one-hour permits are not provided.
25. From 1st August to 31st August, the Management, may limit or even suspend the visits if necessary.

PETS



26. 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.**
27. 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).
28. The admission of pets is subject to the completion by the host of the expected form "**Communication of pet presence**", as well as the payment of the amounts provided for in the current price list.
29. 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.
30. 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, lead by a person able to check completely the dog's actions.
31. The accommodation, the pitch and all areas used by the dog must be kept clean.

32. 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.
33. The free “Pet Wash” service is available to shower and clean animals.
34. 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

35. All the cars inside the Camping Village must be absolutely checked in. The access of any additional car is not included in the rate.
36. In the Camping Village the top speed limit is 10 km/h. Offenders must leave their vehicles outside the Camping Village.
37. Within the Camping Village it is forbidden to use motorcycles or similar vehicles that must be left at the entrance in the reserved area.
38. Electric scooters, segway and hoverboard are also forbidden.
39. 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.
40. Cyclists are required to respect speed limits, to turn on the lights during the evening and to respect the rules in force for cycling.

CANCELLATION TERMS & CONDITIONS

41. *The cancellation right must be exercised in written manner by E-mail at info@rosapineta.it and must reach:*
 - *at least **7 days** before the expected agreed arrival for stays **from 16.05.2024 to 05.07.2024 and from 25.08.2024 to 09.09.2024**;*
 - *at least **14 days** before the expected agreed arrival for stays **from 06.07.2024 to 24.08.2024**.*

In this case the confirming booking deposit will be refunded (€ 35,00 will be deducted due to general charges).
42. *The agreement shall be considered terminated if, the current state of the legal and economic relations between Rosapineta and the competent Administrations or Bodies is modified, due to the occurrence of any legislative, regulatory, administrative, or judicial act.*
43. *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.*
44. *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.*
45. *For accommodation stays, in case of earlier departure, won't be provided any refund.*
46. *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.*

Village

47. Minimum of 7 nights stay, up to a maximum of 5 weeks.
48. Is not allowed any installation (tents, tarpaulins, caravans, fences, etc.) between the accommodation.
49. 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).
50. Accommodation is equipped with: • kitchen corner with fridge, saucepan and crockery set (coffee machine and cups not included) • pillows • a cotton blanket per person • 2 deck chairs and 1 beach umbrella.
51. Accommodation is 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.
52. All the accommodation (except for Bungalow B6) are equipped with a Tv-Sat with pre-set channels.
53. **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.
54. 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.
55. 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.
56. The accommodation will be checked before Guest's departure, any shortage or breakage will be charged.
57. 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



Equipment is considered as:

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

58. It is possible to reserve pitches with electricity and with electricity/water/sewer.
59. For each pitch, one equipment and a max. of 6 people, children included, will be allowed. 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.

60. 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.

61. Any extension of the stay or pitch change must be authorized first by the Management.

62. 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.

63. 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.

64. 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.

65. The whole equipment must be properly parked within the borders of the pitch, keeping a suitable distance from neighboring pitches to ensure free passage, easy access to utilities and a clear escape route in case of emergency.

66. At the end of the stay, the pitch must be left clean and clear, free of any covering, structures and / or equipment, otherwise € 100,00 will be charged due to rearrangement.

We and the Environment

ENERGY SAVING



Guests are required 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



Guests are required to use water responsibly (even with little acts like closing taps while brushing the teeth or shaving), to close the water of the pitch column, after the use and to inform the Reception staff in case of leak of water, which will take action for the necessary actions.

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

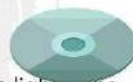
OTHER WASTE

- Used batteries: specific containers at the tobacco shop
- Expired medicines: specific containers at the nearest pharmacy

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

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

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

**In case of emergency, during the night, please
contact the number
+39 0426 68033**

REFERENCE TO CAMPSITE REGULATION

Guests must respect terms and conditions as per Holiday Resort's rules displayed at the Reception.

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.