



ROSAPINETA ★★★
CAMPING & VILLAGE



REGULATION

Rosapineta Camping Village

Rosapineta Camping Village

Strada Nord, 24

45010 | Rosolina Mare | Rovigo |

Italia

Tel. (+39) 0426 68033

info@rosapineta.it

www.rosapineta.it

This regulation is displayed at the entrance, at the Reception.

The admittance to the Holiday Resort involves the fully respect of the rules as well as the Holiday Resort Regulation that can be integrate with extra rules that the Management will consider appropriate to enact for the best functioning of the village itself, even during the summer season.

The Management reserves the right to dismiss Costumers and Guests who do not respect the present regulation.

We thank our Guests for their cooperation
and we wish you a pleasant stay.

CONTENTS

pg.	4	Check-in and Check-out Upon arrival Upon departure
pg.	5	Living Together on the Campsite Visitors Pets
pg.	6	How to stay Pitches
pg.	8	Life on the Campsite Traffic rules within the Camping Village Silence hours Playgrounds Swimming Pool Mail and pick up of packages
pg.	10	Safe Holiday Emergency plan Security supervisors (vigilanza) Bathing Beach
pg.	11	Responsibility

CHECK-IN & CHECK-OUT

UPON ARRIVAL

1. Upon arrival all Guests, both infant and adults, must hand over their valid identity card or passport for the police registration and communicate the license plate number of the vehicle used to access the Camping Village. The entrance of Guests without an identity document is not allowed.
2. Access documents and entry-pass issued on arrival for Guests or for the parking of tents, caravan and camper are the required documents to access and to stay in and must, therefore, be shown at the entrance or upon request of the control-staff.
3. Customer caught with unregistered people will definitively be sent away; the Management reserves the right to take further measures. For this reason, in case of visit from friends, the Customer has to make sure that his/her Guest is authorized by the Management. In any case, the owner of the pitch / accommodation, will be responsible for all the irregularities due to his/her Guests or member of his/her family.
4. In case of unregistered Guests found out by the Management, the Owner of the pitch / accommodation will be charged for the whole period of stay for all the extra people irregularly introduced who will be considered arrived from the same day of arrival of the owner.
5. Guests must verify that the provided data are correct, must report any mistake to the Management and must notify in advance changes such as the change of pitch, the arrival and departure of people, the estimated duration of stay. Outgoing movements not communicated will be considered as not occurred and therefore charged to the account in addition to the relevant Tourist Tax.
6. Minors are admitted only if together with their parents or by a major who, according to law or as per written authorization, has the legitimate custody and assumes responsibility for minors' actions. Tutors will always be held responsible for the minors at all times. Children must be always accompanied by an adult to the facilities and toilets. The Management declines all the responsibilities.

UPON DEPARTURE

7. 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.

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.

LIVING TOGETHER ON THE CAMPSITE

VISITORS

8. The Management holds the right to allow Visitors to get in. Visitors, if admitted, must leave their Identity Card/Passport at the Reception.
9. Visitors may not introduce vehicles in the Camping Village and, after one hour stay, they will be required to pay the daily rate provided for in the price list.
10. Minors, if not together with a major, will not be allowed.
11. Daily visitor entrance is allowed from 8.30 a.m. to 11.00 p.m. of the same day (entrance allowed until 6.00 p.m.).
12. Evening visitor entrance (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.
13. 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.
14. From 1st August to 31st August, the Management, may limit or even suspend the visits if necessary.
15. 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

16. It is mandatory to provide notification of any dogs or cats during booking and upon arrival to the Camping Village. All pets must comply with health regulations. Other pets are only allowed at the discretion of the Management.
17. Two pets are allowed per pitch / accommodation (no pets allowed in Villini V4 and Mobile homes). In Bungalows B6K pets are allowed upon request and just for Bungalows situated in the pinewood area (B6K DOG). In the Villini V6 pets are allowed upon request and limited to 4 units (V6 DOG).
18. The admission of pets is subject to the completion by the host of form "Communication of pet presence", as well as the payment of the amounts provided for in the current price list.

19. 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.
20. 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, Doberman breed, etc.) must be muzzled and kept on short leash, leaded by a person able to control the dog's actions.
21. The accommodation, the pitch and all areas used by the dog must be kept clean. 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.
22. The free "Pet Wash" service is available for shower and cleaning of animals.
23. Access to the beach and to the sea is allowed just in the authorized area and in accordance with the procedures stated from the Municipal Ordinance.

HOW TO STAY PITCHES

24. Equipment is considered as:
 - Guests with one car and one caravan
 - Guests with one car and one tent
 - Guests with one camper van
25. 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. The evaluation of the measures and the bottom of the assigned space, as well as the placement and the transit in and out of the vehicle/equipment in the assigned space, will always take place at care, risk and under the exclusive responsibility of the driver, even if he had to receive indications from the Staff of the Camping Village.
26. It is not allowed to occupy not assigned pitches with any chairs, tables, cars, bikes, etc. Cars parked in the empty pitches, in the forbidden areas or obstructing the traffic inside the Camping Village, will be immediately removed at vehicle 's Owner charges and place into a suitable area inside the Camping Village.
27. 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 an emergency.
28. Pitches are pre-assigned during booking and cannot be changed without the prior authorization from the Management.
29. It is absolutely forbidden to build on all four sides of the pitch, fences of any type and material. The Management reserves the right to remove any structure, improperly made.
30. It is allowed to install one additional covering on the pitch, made of material with fire reaction class of no more than 2, after presentation of the certificate of the material issued by an accredited

company and a declaration of responsibility made under DPR 445/2000 in which it is stated that the documentation provided refers to the installed material.

31. The shade cover shall not, however, extends below 2,5 m above the ground.
32. It is forbidden to install vertical fencing on all sides of the pitch. In general, for each pitch can be placed only: caravan and its veranda applied to the same, camper and its awning, camping tents, cars/ vehicles. Any other structures (for example fence for pets, kitchen awning detached from the veranda, etc.) must be approved by the Management.
Unauthorized installations must be removed.
33. It is forbidden to install horizontal and/or vertical structures made with rigid panels such as sandwich sheet/ polyurethane/ steel.
34. The Management reserves the right to order the immediate removal of structures that differ from the above requirements.
35. At the end of the stay, the pitch has to be left clean and clear, free of any covering, structures and / or equipment. Otherwise, the Management can, immediately and without necessity of forewarning, remove and eliminate, at Guest's charges, any item still in the pitch (€ 100,00 will be charged due to rearrangement).
36. It is strictly forbidden to leave any type of bulky or unconventional waste inside the campsite (furniture, mattresses, household appliances, etc.)
37. It is, also, forbidden to:
 - Waste in the ground any type of cleansing detergent
 - Pour wastewater down the sewer without connecting to the appropriate waste pipes
 - Wash dishes and linen outside the sinks, waste and improperly use water
 - Wash pets outside the Pet Wash
 - Throw papers and waste out of the appropriate containers
38. For chemical and similar toilets, only use of the appropriate drains in the services is allowed.
39. It is recommended to avoid the installation of unnecessary household appliances (in particular washing machines: the Camping Village already offers this service) and the use of dishwashers is prohibited.
40. It is forbidden to tie verandas, canopies or any other ropes around the plants and around the structures of the Camping Village. It is, however, forbidden to damage plants and flowers.
41. It is forbidden to dig in any way and for any reason.
42. Each pitch can draw electricity only from a dedicated CEE socket, without the use of multiple sockets and without any tampering on the systems of the Camping Village. The maximum power that can be withdrawn is limited to 2 KW (10 Ampere). Each crew is authorized to use only one electrical socket.

43. Staff is authorized to the immediate removal of installation and/or item/gear/device/equipment without notice. The same authorization is granted for non-standard electrical connections that do not comply with the Camping Village Regulation.

LIFE ON THE CAMPSITE

TRAFFIC RULES WITHIN THE CAMPING VILLAGE

44. All the cars inside the Camping Village must be absolutely checked in. The access of any additional car is not included in the rate.
45. Within the Camping Village it is forbidden to use motorcycles or similar vehicles that must be left at the entrance in the reserved area.
46. Electric scooters, segway and hoverboard are also forbidden.
47. In the Camping Village the top speed limit is 10 km/h. Offenders must leave their vehicles outside the Camping Village.
48. It is forbidden to drive inside the Holiday Resort from 11:00 p.m. to 07:00 a.m. It is also forbidden to drive out of the asphalt roads as well as out of the pinewood's paths.
49. Cyclists are requested to respect speed limits and to turn on their lights during the hours of darkness.

SILENCE HOURS

50. It is required to respect silence from 11 p.m. to 7.00 a.m. and from 1.00 p.m. to 4.00 p.m. During this time, it is strictly forbidden to assemble and disassemble tents, verandas, radio or Tv.
51. To grant the peaceful mood of the campsite, we invite guests to avoid behavior, activities, games and the use of equipment that may disturb the other Guests.
52. It is forbidden to make noises, screams and noisy games.
53. The Management will expel customers who disturb the quiet of other guests, or who do not comply with the rules written above or drunk people.

PLAYGROUNDS

54. Children can use play areas only under constant supervision of a parent or a major.
55. Inside the Camping Village, it is not allowed to play football out of the authorized areas and any other noisy games.

SWIMMING POOL

56. Only the Guests of the Camping Village can access to the swimming pool. The entry to the swimming pools is subject to a pool capacity limit.
57. The pool's opening hours are displayed at the access gates and they can be modify. Any temporary closure and/or suspension of services linked to them for technical reasons or force major, does not oblige the Management to compensation for damages or refunds of any kind.
58. Children must always be accompanied by parents and they have to be always assisted. The Management declines any responsibility.
59. Children under 3 years old must wear the appropriate hygienic diaper to enter into water.
60. We recommend to showering before bathing. Bathing cap is not mandatory.
61. Parasols, chairs and inflatables are not allowed in the pool.
62. It is forbidden to dive, run and push other people in the pool.
63. Dogs and other animals are not allowed in the pool.
64. Glasses, glass bottles and food are prohibited in the pool or in the pool area.
65. Please remember to always use the ashtrays and to dispose of any rubbish in the appropriate bins.

WARNING

66. The Management declines any responsibility for the loss, damages and robbery of belongings caused by third parties, force majeure or natural event.
67. People with an inappropriate behavior or contrary to vice will be sent away from the pool.

MAIL, PICK UP/DELIVERY PACKAGES

68. The Management does not do any pick-up and delivery packages service – if not previously authorized – and have the right to send back to sender the unclaimed mail or packages.
69. The Management does not operate any telephone call service for its Guests, except for emergencies.

HOLIDAY IN SAFETY

FIRE PREVENTION

For your safety and for the safety of others, please pay attention and follow our recommendations:

70. Do not light fires on the beach and in the open air, do not use wood or charcoal barbecue throughout the pine forest area: only the use of electric BBQ is permitted inside the pitch; in order to allow the Guests the cooking of food on fire, special fire points are provided;
71. It is forbidden to leave naked flames unattended (candles, mosquito repellents, torches, etc.). The Management authorizes staff to put out any fires left unattended.
72. For each pitch, it is possible to keep one gas bottle with a maximum of 10 kg in total without any supplies. This must be in a vertical position, above ground, protected from the sun, with the valve at the top and connection to the cooking appliance in compliance with current UNI-CIG standards. The Management reserves the right to control the aforementioned compliance by its staff.
73. Do not tamper any electrical system of the Camping Village;
74. Do not disable the fire extinguishers and fire hydrant reach;
75. Do not drop cigarette butts on the ground.
76. In case of fire alert, all Guests must leave immediately the place where they are and reach the nearest collection point, following the Camping Village Security Staff.

SECURITY SUPERVISORS (VIGILANZA)

77. The Management authorizes the Security supervisors staff to take action in order to ensure compliance with rules and reserves the right to remove, in its own judgment, the Guests who for their behavior should disturb the quiet and peace of others.

BATHING

78. It is forbidden to swim in the exit passages of sailing boats and windsurfs, in rough sea, during storms, in the night and drive offshore beyond every safety limit.
79. Bathing is also forbidden when, in absence of overseeing or in rough sea, the red flags are hoisted on the beach.
80. We remind our Guests to observe the rules provided by the Port Authority and the Municipality displayed at the Reception and inside the Camping Village and to follow the lifeguards' instructions.

BEACH

81. Guests are invited to report any abnormalities to our Staff, in order to prevent any accidents and/or damages.
82. It is forbidden to leave on the beach - after sunset - umbrellas, deck chairs, tents or other equipment, to not to hinder the cleaning of the area; the Camping Village Staff is authorized to remove any left unattended equipment.
83. The equipment supplied within the accommodation unit (1 umbrella and 2 deck chairs) shall not be left and/or tied up on the beach. In case of theft or loss, a penalty will be applied.

RESPONSIBILITY

84. All Guests have to keep their personal belongings with.
85. While ensuring continuously surveillance of the Camping Village, the Management does not take the responsibility for money or valuable objects that have not been delivered for safekeeping.
86. The Management does not accept responsibility for damages caused by other Guests, by chance, circumstances beyond Management's control, pine cones, branches and trees' fall, or not due to direct negligence of the Camping Village Staff.
87. The nature of the Camping Village and the characteristics of its surroundings indicate that the area is naturally fragmented. Should anything happen as a result of this circumstance, the Management declines all responsibility.
88. The use of the athletic-sport and play facilities is at Guest's risk and danger. The participation to different types of entertainment and/or sport activities is considered as a free choice of the Guest. Any detrimental or injurious consequence to the Guest cannot be chargeable to the Camping Village.
89. If it will be necessary to carry out maintenance or minor repairs of the accommodation, access inside will comply with all the health protocols provided for and through authorised people with personal protective equipment and maintaining safety distances. The staff will be able to access the structure even without the attendance of the Customer and his express permission, unless he expressly refuses.
90. In case of damage to the accommodation/pitch or any other structure of the Camping Village, the customer will be required to pay a penalty fee in order to restore the state of the places.
91. Any complaints by the customer must take place promptly, in order to be able to solve quickly the problem, to ensure the improvement of the stay and for greater satisfaction.
92. Interruptions of water, electricity or gas service by the supplier company, breakdowns or maintenance generally will not give the right to claim any compensation.