

We are delighted to welcome you, and wish you a pleasant stay at our facility. We are at your disposal in order to make your holiday here as serene and unforgettable as possible. To ensure everyone has an enjoyable stay, please follow the rules contained in this regulation, which is published on the official website www.campinggirasole.it, sent together with your booking confirmation and displayed at the reception offices and entrance to our holiday village.

BY ENTERING THE VILLAGE YOU FULLY ACCEPT THE RULES CONTAINED HEREIN

Failure to comply with these rules may result in your removal from the complex.

ADMISSION

1. Incoming guests are asked to hand over an identity document for the registration of each individual person as required by Article 109 of the Italian Consolidated Law on Public Safety and Security (TULPS).
2. The reception of the customer and the completion of the registration formalities at the Reception is allowed only during the times displayed at the entrance to the accommodation. At the time of registration, the customer and his guests must communicate their personal details to Girasole. In the event of subsequent changes relating to the guests, the customer undertakes to immediately inform the Management by signing the appropriate form.
3. Day visitors may enter the village if authorized and upon submission of an identity document, which they can pick up at the Reception when they leave. They may visit for the first two hours for free, after which they will have to pay the daily admission fee to the site.
4. The Reception is pleased to welcome you 24 hours a day. It is possible to check in from your arrival and use the services of the village. The accommodation will be delivered starting at 16.00. It is required to check out, freeing the structure and returning the keys to the reception, by 10.00.
5. In the case of early arrivals or late departures, it is possible to stay longer in the holiday complex upon payment and subject to authorization by the Management.
6. Failure to arrive by 8pm on the scheduled day, without any notice of delay (i.e. no show), will result in your booking being cancelled, and your deposit being lost. In case of cancellation over the Cancellation Policy terms, we will charge the amount of the first night of your stay.
7. Late arrivals and early departures are not entitled to any refunds or price reductions for their shorter stay.
8. We do not accept claims regarding any misunderstandings in the date of the beginning or end of stay. Only the confirmation letter sent by the booking office shall be considered valid, and without our written confirmation we do not recognize any booking commitments.
9. Guests undertake to preserve the general conditions of the assigned accommodation and to not move furniture. Any damage to the accommodation or its equipment will be charged to the customer.
10. Children under the age of 18 are not admitted unless accompanied by an adult, who is obliged to supervise their behaviour during the entire stay at the site, and to respond to all legal liability in relation to Camping Girasole Srl and any third parties.

SOCIAL ETIQUETTE

11. During periods of silence, from 1:30pm to 3:30pm, and from 12am to 7pm, any noise or noisy gathering or meeting that might disturb the rest of the guests is strictly prohibited. The circulation of any kind of motor vehicle within the village area is prohibited. Entry and exit are allowed only on foot. Radios, TVs and other sound equipment must not be audible outside the accommodation units.
12. Separated disposal of waste at the designated collection islands within the complex is compulsory. It is forbidden to dispose of waste outside of the special containers provided by the staff in compliance with applicable legislation on separate waste collection. It is also forbidden to dispose of waste water, of any kind and from any source, outside of the specific service points located within the accommodation or outside the toilet facilities.
13. It is forbidden to attach coverings to any plants for support. It is also forbidden to light open fires within the whole area of the site and its annexed premises. The most restrictive regulations of competent authorities for the protection and conservation of natural and cultural heritage are fully applicable.
14. The use of the dedicated cooking grills is forbidden all over the Campsite.
15. The use of gas stoves within pitches is only permitted at a distance greater than 1.5 metres from any surrounding vegetation and from any flammable material.
16. It is forbidden to light cigarettes or smoking products in the "buffer zone", that is within the area between the sandy coast area and the area used for pitches.
17. It is forbidden to obstruct site path or road ways with cables or any other means of electric power supply. Electric extension cables may not be used or placed on surrounding vegetation. Girasole personnel are expressly authorized to immediately disconnect any cable or means used in violation of the above.

PETS

18. Pets are admitted for a fee, and subject to authorization by the Management, provided they have been vaccinated as required by law and adequate documentation is provided. They must be kept on a leash and under strict control by their owners, who are solely responsible for any damage or injury they may cause to people or property.
19. Pets are not allowed access to the pool.
20. Owners are required to collect the waste of their pets, using appropriate means, in full respect of all our customers and in order to maintain and preserve the hygiene and decorum of common areas.
21. Pets may be washed in the dedicated area located near to the playground.

CARS, MOTORCYCLES & THE MOVEMENT & PARKING OF VEHICLES

22. Only one car, of maximum length 4.5 metres, is allowed per accommodation unit. A parking space will be assigned by the Management. The car must be registered at check-in. Any second car, if authorized, will be charged for.
23. Access by car or motorbike to the site is allowed only in the dedicated parking areas. Vehicles may not exceed walking pace (10 km/h or 5mph), and may not circulate within the village.

BOOKING & PAYMENT METHODS

24. To book, it is necessary to contact Reception (via e-mail, telephone or the dedicated form on the website www.campinggirasole.it), which will check availability for the requested dates and quote the price.
25. The booking is confirmed only after receipt of the confirmatory deposit, as per Article 1385 of the Italian Civil Code, and subsequent issue of the written confirmation. The deposit, set according to the booking period and type of accommodation or pitch, shall be paid by bank transfer no later than 3 days after the booking date.
26. Only the stay start and end dates communicated in the confirmation sent by the booking office shall be considered valid. No other form of booking commitment shall be recognized or considered binding. We do not accept early or late arrivals or departures unless agreed in advance with the booking office. The customer shall be required to pay for the entire period booked.
27. The booking is personal and may not be transferred by the customer to any third party for any reason or motive.
28. The balance of the stay can be paid from Monday to Friday at the scheduled times (see Art. 2 above) in cash to an upper limit of € 4.950.00, or by debit or credit card. Checks are not accepted. The balance of the stay must be paid by the day before the departure.
29. Up to 7 days before the stay, (or by the terms scheduled by our Cancellation Policy) the customer may cancel their booking at any time, without penalty, by giving written notice of cancellation to Girasole. In such case, the confirmatory deposit shall be returned in full.
30. Any temporary suspension, due to technical reasons or force majeure, of services or ancillary activities, shall in no case give any right to reimbursement, revoke any booking of pitches or accommodation units, or cause any termination of the contractual relationship.

DAMAGE - THIRD-PARTY LIABILITY - LOST PROPERTY - THEFT

31. Guests are responsible for looking after the items of their own property. Please note that there is a free safe-keeping service.
32. Lost property should be handed in at Reception in order to allow recovery by the legitimate owners.
33. Girasole shall not be held liable for accidents or injuries of guests' own cause or, in general, for any damage caused on site by accidental and unpredictable natural disasters (e.g. falling trees, branches, flooding).
34. The use of equipment (e.g. sports facilities, playgrounds) and participation in organized activities (e.g. competitions, games, tournaments, shows) are at the risk of the user.
35. Customers and their guests are personally liable to Girasole and to third parties for any direct or indirect damage caused by them to persons or property for any reason.
36. After the accommodation unit has been returned, in the event of any damage to structures, equipment or furnishings identified by the assigned personnel and not previously reported by the customer to Girasole, the latter reserves the right to claim compensation from the customer, without prejudice to any right to claim for any further or emerging damages.

POOL

37. The pool schedule includes 2 shifts of 4 hours;
38. It is mandatory to take a shower before entering the water.
39. It is forbidden to bring pets to the pool (cats, dogs etc.).
40. Children under the age of 12 are admitted only if accompanied by their parents or adults.

The use of a swim cap is mandatory. For all that which is not provided for by this regulation, reference is to be made to the Italian Civil Code and applicable legislation. Jurisdiction: Any dispute that may arise in the interpretation or execution of this regulation and in the contractual relationship to which it refers shall fall under the exclusive jurisdiction of the Court of Fermo, Italy.

THE MANAGEMENT