

The regulations of ISOLA VERDE Camping Village have been established to ensure that everyone can enjoy a uniform, peaceful and tranquil stay at the facility.

Art.1- CHECK-IN AND ENTRY TO THE CAMPING VILLAGE

Check-in for accommodation is from 4pm to 10pm.

Camping Village guests will be welcomed, within the limits of capacity, if they have identification documents.

These documents must be handed in at reception and will be returned once the registration formalities have been completed.

Minors will only be accepted if accompanied by an adult or with a specific authorisation form completed and signed by their parents.

Payment for the stay **MUST BE MADE UPON ACCEPTANCE.**

Art 2- CHECK-OUT AND DEPARTURE FROM THE CAMPING

For temporary departure from the camping, guests must have their accommodation identification badge, which was handed over at check-in.

Check-out from our accommodation must take place no later than 10:00 am.

Upon departure, guests are required to hand in their badge with keys and any car pass to the reception staff.

Guests who wish to remain within the Village to use all the services may do so free of charge until 2:00 pm or until 7:00 pm by paying the daily entrance supplement.

Art. 3 – ENTRY AND CIRCULATION OF CARS

Only one car per accommodation unit is permitted, equipped with the appropriate pass to be displayed in a visible manner. The car can be parked in the area indicated at check-in.

Cars must drive at walking pace and in any case no faster than 10 km/h, following the route that will be shown at the entrance.

Inside the Camping Village, it is **FORBIDDEN TO DRIVE MOTORCYCLES AND MOPEDS** and to **USE CARS FOR TRANSPORTATION WITHIN THE VILLAGE.**

CARS ARE NOT PERMITTED TO ENTER OR LEAVE THE CAMPING VILLAGE DURING QUIET HOURS from midnight to 7 a.m.

Art. 4 - PETS

Dogs and cats are allowed and must have a vaccination certificate. Owners are responsible for any damage caused to the accommodation, in accordance with current legislation.

A supplement will be charged for the pet's stay and for the final cleaning of the accommodation. Dogs may only be walked on the campsite if they are on a leash, with the exception of the swimming pool area, where they are not allowed.

It is forbidden to water or wash animals directly at the drinking fountains or wash basins.

Any solid excrement left by animals must be removed by their owners.

There is a special fenced-in dog area within the campsite where dogs can be left to run free under adult supervision.

Art. 5 – ACCOMMODATION MANAGEMENT

The hob, sink and any crockery must be cleaned before check-out. If the accommodation is found to be dirty during the inspection, a €35 surcharge will be applied for extra cleaning.

The campsite practises separate waste collection. Rubbish must be disposed of in the designated areas.

Smoking is strictly prohibited inside the accommodation.

Guests are required to check the accommodation for any damage upon arrival and report it to Reception.

Any guests staying with guests must be reported to Reception before their arrival or accompanied to Reception upon check-in, where they will be asked to provide identification and pay the daily entrance fee.

It is forbidden to accommodate in the accommodation a number of people (per night or per day) exceeding the maximum capacity allowed by the accommodation in which you are staying.

Art. 6- USE OF THE SWIMMING POOL, FITNESS AREA, SPORTS FIELDS, FARM

Entrance to the swimming pool and use of deckchairs are included in the price of your stay. A supplement will be charged for the daily rental of parasols and sun loungers, to be paid directly to the lifeguard.

When using the swimming pool, always follow the instructions of the lifeguard.

The rental of sports fields (with the exception of padel) and use of the fitness area are free of charge; simply book your time slot at reception. To use the padel courts, you must pay the hourly fee.

Access to the farm is included in the cost of your holiday.

Art. 7- GENERAL RULES OF CONDUCT

-Campers and their guests are responsible for keeping the campsite tidy and clean.

-Tampering with electrical sockets is prohibited.

-The use of open-flame barbecues is prohibited. Use is only permitted with charcoal.

-Communal equipment must be used in full compliance with hygiene regulations and exclusively for its intended use. Anyone who damages or defaces communal equipment will be required to pay for the damage and will be immediately removed from the campsite.

-The use of electric scooters or any other electric vehicle is the sole responsibility of the driver or, in the case of minors, their parents.

Therefore, Camping Village Isola Verde declines all responsibility for damage of any kind and extent caused to persons or property as a result of the use of the vehicle.

VIDEO SURVEILLANCE. For security reasons, Isola Verde Srl has installed surveillance cameras in all common areas. Recordings are kept for 7 days and are automatically deleted when overwritten.

THE CAMPING VILLAGE ISOLA VERDE AND ALL ITS STAFF WISH YOU A WONDERFUL STAY AND REMAIN AT YOUR COMPLETE DISPOSAL FOR ANY REQUESTS OR INFORMATION.

PRIVACY POLICY

pursuant to Legislative Decree 101/2018 implementing EU Regulation 679/2016 In accordance with current legislation on the protection of personal data (EU Regulation No. 679 of 2016), we wish to inform you that your personal data will be processed fairly and transparently, for lawful purposes and in a manner that protects your privacy and rights. Pursuant to Articles 13 and 14, we therefore provide you with the following information: The processing is also carried out with the aid of IT tools for the following purposes: 1. to acquire and confirm your booking of accommodation and ancillary services, and to provide the services requested. As this processing is necessary for the conclusion of the contract and its subsequent implementation, the provision of data is mandatory. If you refuse to provide your personal data, we will not be able to confirm your booking or provide you with the requested services. The processing will cease after your departure, but some of your personal data may or must continue to be processed for the purposes and in the manner indicated in the following points; 2. to comply with the obligation set out in the 'Consolidated Law on Public Security' (Article 109 of Royal Decree No. 773 of 18 June 1931), which requires us to communicate to the Police Headquarters, for public security purposes, the details of guests staying at the hotel in accordance with the procedures established by the Ministry of the Interior (Decree of 7 January 2013). The provision of data is mandatory, and in case of refusal to provide it, we will not be able to accommodate you in our facility. The data acquired for this purpose is not stored by us; 3. to comply with current administrative, accounting, and tax obligations. For these purposes, the processing is carried out without the need to obtain your consent. The data is processed by us and our representatives, and is only disclosed externally in compliance with legal obligations. If you refuse to provide the data necessary for the above purposes, we will not be able to provide you with the requested services. The data acquired for these purposes is stored by us for the time required by the respective regulations (10 years, and even longer in the case of tax investigations); 4. to speed up registration procedures in the event of your subsequent stays at our facility. For this purpose, subject to your consent upon arrival at the facility, which may be revoked at any time, your data will be stored and used when you are our guest again for the purposes referred to in the previous points; 5. to send you our promotional messages and updates on rates and offers. For this purpose, subject to obtaining your optional consent, your data will be stored and will not be disclosed to third parties. You may withdraw your consent at any time; 6. VIDEO SURVEILLANCE For security reasons, Isola Verde Srl has installed surveillance cameras which inevitably collect personal data (images) of anyone who enters the cameras' field of vision, as duly indicated by signs placed outside the cameras' range of action. The legal basis for the processing of personal data (images) is the express consent of users who, after viewing the warning signs, have chosen to enter the cameras' field of vision. The images are recorded and stored on the DVR (recording device) and will be kept for a maximum of 7 days, after which they will be automatically deleted by overwriting. We would also like to inform you that the European Regulation recognises certain rights, including the right of access and rectification, or erasure or restriction or objection to processing, as well as the right to data portability, if and to the extent applicable (Articles 15 to 22 of EU Regulation



ISOLA VERDE CAMPING VILLAGE INTERNAL REGULATION

ACCOMMODATION AND PITCHES GUESTS

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No. 679 of 2016). You may also lodge a complaint with the supervisory authority, in accordance with the procedures laid down by current legislation.

