

# REGULATIONS

## 1. GENERAL RULES

1. These regulations are binding upon all users of goods, infrastructures and facilities situated within the premises of Cieloverde Camping Village, which are the property of Marinella S.p.A.
2. Cieloverde Camping Village is normally active from May to September, subject to possible amendments. Access to the site is only possible if authorized by the site's Management. Guests are expected to abide by the rules of civilized behaviour and to observe regulations in force with regard to hygiene, traffic and cleanliness
3. On arrival, guests should show relevant identity documents. Parents must fill in registration forms for their children as well.
4. **On arrival, guests must read the regulations displayed at the entrance to the reception area and confirm that they will abide by them.**
5. Office hours for reception and management are from 8.00 to 13.00 and from 16.00 to 20.00
6. Campsite Check In is open between 8.00 and 13.00 and between 16.00 and 20.00

## 2. ADMINISTRATION

7. The administration of all common facilities and social and commercial activities within Cieloverde Camping Village is the responsibility of "Marinella". The site's Management is responsible for the supervision of Cieloverde Camping Village, using staff specifically employed for this purpose. Staff members will wear uniforms or suitable badges to enable them to be recognized as the appropriate personnel. This supervision will be in operation regardless of the number of guests on the site or pitches occupied at any given time.
8. The management of Cieloverde Camping Village is carried out by a Manager appointed by the company (Marinella) who in turn is assisted by a staff of employees
9. The Manager of Cieloverde Camping Village is responsible for the entire organization and is authorized to check caravans, camper vans and tents as well as people, and all infrastructures and facilities that are located within the Village. All members of the supervisory and operational staff are under the jurisdiction of the Manager
10. As required by law, all information about Cieloverde Camping village is displayed in a clearly visible location at the entrance of the campsite.

## 3. PITCHES

11. The Management, by prior arrangement, allows access to Pitches as long as on arrival guests state clearly how long they will be staying on the pitch. It is strictly forbidden for guests to rent out their units to third parties
12. Every pitch is marked with a number within each Nucleus as shown on the general site map of Cieloverde Camping Village. The use of the pitch is only allowed for the guests whose names have been allocated to it. Allocation of pitches and corresponding parking spaces is the responsibility of the Management and any changes of pitches are strictly forbidden. All structures belonging to Cieloverde are made available from 16.00 and have to be vacated by 10.00
13. Use of pitches is subject to payment of the stay and relevant services. Amounts payable are on the price list which is displayed in the reception area of the campsite entrance. The corresponding prices are applicable from the day of arrival until 12.00 on the day of departure, for all types of stay. The Management reserves the right to request, on arrival, the payment of a deposit corresponding to the full amount due for the period of the stay booked or requested, or part of this amount. The agreed period of the stay will be subject to full payment even in the case of earlier departure **You are required to leave the campsite by 12.00 on the day of departure to avoid an extra payment for that day.** Any extension of your stay is allowed by the Management depending on availability at that moment
14. In high season a minimum of two guests will be admitted to the campsite for a minimum stay of fifteen days. In low season shorter stays are allowed. For non-consecutive periods of residence throughout the period that the Campsite is open, special arrangements can be made with an extraordinary binding agreement. **Acceptance of non-permanent commuting campers depends on capacity within the campsite.** For organized groups of tourists or students for stays in low season, reduced rates may be applied with previous agreement of the Management
15. Depending on capacity at any given moment, it might be possible to admit daily guests up to 23.00, with advance payment of relative costs and the deposit of an identity card or similar. Entry to the campsite after 20.00, even without an overnight stay, still requires payment of the relevant fee. Campers who wish to receive guests have to agree this with reception in advance so that appropriate arrangements can be made. These guests must be met at the reception by their hosts. If guests arrive unexpectedly without prior arrangement, the Management will announce their arrival over the campsite speaker system and acceptance of said guests will depend on the agreement of both the hosts and the Management
16. If guests wish to leave their caravan, tent or camper van vacant for a short period of time, the Management might be able to allow this, depending on availability and payment of the minimum fee relative to two people staying on the pitch in question. In high season, continued occupation of the pitch is dependent on actual presence of the guests, according to the regulations in force. In the case of exceptional circumstances requiring temporary absence from the pitch, guests are still required to pay the fee relative to the whole period that has been booked for all the people who are meant to be staying there.

17. Those wishing to book a pitch in advance will have to conform to the conditions stipulated by the Management and pay the relevant deposit as outlined in Article 1385 CC. Cancellation: the guest has to withdraw from the contract in writing at least 30 days from the start of the stay to allow him/her to get back all of his/her deposit. If the cancellation does not happen at least seven days before the start of the stay, the client will have to hand over a further 40% of the total cost of the stay. In the case of departure before the end of the agreed stay the client still has to pay the total cost of the stay. Beach umbrellas can be hired during the main reservation process. This hire includes the day of arrival but not the day of departure from the campsite.

## 4. USE OF COMMUNITY INSTALLATIONS

18. Access roads, footpaths, car parks, green areas etc. have to be kept clear of any bulky objects that might cause an obstruction. Only on arrival or departure are customers allowed to bring their cars onto pitches and this only for the time necessary to transport caravans or tents. Any vehicles which are left on pitches beyond the time period agreed will be towed away at the owner's expense. This will also be applied in the case of parking that is irregular or in areas where it is not permitted. Cars and motor cycles must be parked in the designated areas, correctly parked to allow neighbouring cars to park and manoeuvre easily. Parking of additional cars or motor cycles is allowed in the appropriate areas depending on availability. Guests' cars and motorcycles arriving for a brief period of time must be parked in the temporary spaces which are marked out accordingly. The access road to the sea is open between 7.00 and 21.00

## 5. PROHIBITIONS AND RESPONSIBILITIES

19. It is strictly forbidden to carry out any alterations to buildings and structures or any other facilities in the camping village. Connection of unauthorised electric cables is not allowed, including direct connection of caravans, tents and camper vans to plug sockets in the sanitary blocks. This also applies to direct connection to the water system. Fountains available for drawing drinking water, available along the nucleus's paths, can only be used with appropriate devices and it is strictly forbidden to use them to wash saucepans, vegetables etc.
20. Other tents, including pup tents and caravans, are not allowed to be set up on pitches, unless this is specifically authorized by the Cieloverde Management and payment of the relevant fee is made according to the camping village price list
21. No commercial or professional activities are allowed in caravans, camper vans or tents and meetings or gatherings that may disturb the peace and quiet of other campers cannot take place. Any sort of advertising material has to be approved by the Management
22. Pitches have to be kept clean and tidy. On pitches it is strictly forbidden to:
  - connect up to power network pillars, water mains or telephone network without prior agreement from the Management.
  - to connect up to power network pillars a properly isolated cable with a plug complying to EEC specifications has to be used. The cable has to be an H 07 RN-F with a minimum width of 3x2.5 with an earth conductor. Electric energy via the power network pillars allows up to 3amps of power (or up to 6amps on payment of a supplement on a strictly limited number of pitches). Guests will have to pay for any damage resulting.
  - **fence in pitches with posts, ropes or other similar materials**
  - light fires
  - **hang up washing within sight of roads or main other thoroughfares**
  - **suspend lines, ropes or hammocks between two trees without taking account of surrounding plant life or obstructing thoroughfares**
  - keep dogs or other animals without agreement from the Management
  - use any type of poisonous material
  - dig holes or make small ditches around tents
  - introduce any type of firearm or other weapon including slingshots or cross-bows
  - **It is not permitted to keep more than one gas canister and these cannot exceed 5kg**
23. It is strictly forbidden to use freezers placed in the vicinity of sanitary blocks to keep any sort of food. These freezers are specifically intended for temporary storage of special containers or bags used to create ice
24. Camper vans, caravans and trailers have to comply with traffic and third party risk and fire insurance as well as customs and tax requirements. This is the exclusive responsibility of vehicle owners and users
25. Obligation to look after ones property: each guest is required to pay particular attention to the care of their own property and is also required to make use of the campsite safe for any objects of value. Guests must, in the case of theft, damage caused by third parties or natural events, renounce any claim for damages against the campsite
26. It is forbidden to make any noise that might disturb people, especially during the quiet period in the afternoon (13.30 to 15.30) and during the night (23.30 to 07.00). Parents must supervise their children and ensure that they don't make excessive noise away from designated children's play areas and make sure they make correct use of the structures contained therein. Furthermore, they must accompany their children to the sanitary blocks and help them use them. Radios and televisions must not be played at excessive volume, particularly during the quiet periods of the day and night. In high season camper vans are considered to be static structures and they are therefore not permitted to be taken out of and into the campsite. Cars and motor cycles cannot be driven inside Cieloverde camping village. This is only allowed for the campsite management, security, cleaning, maintenance and shop and restaurant staff etc. and electric motorcycles with a capacity up to

50cc. Bicycles and electric bicycles have to be used with the utmost caution, scrupulously respecting road signs and one way streets, while moderating their speed. Anybody who does not follow this highway code or who goes into prohibited zones or threatens pedestrian safety by driving carelessly or dangerously, or uses their vehicle improperly, may have these confiscated by the Management and will only get them back at the end of their stay.

27. Any objects found within the confines of the campsite should be taken to the reception area staff who will give them back to their owners.

## 6. LIABILITIES AND INSURANCE

28. It is incumbent upon Cieloverde camping village guests to provide third party insurance as well as for fire risk of their own property and for any other damage from visible or unknown causes of danger to the natural environment

29. Guests will be held responsible for any damage to the estate, to people or to property of others through negligence or fault and will be liable to pay for such damage. In the case of damage to goods or people who are part of Marinella, settlement will be made with the campsite Management. Where third parties are involved settlement will be made directly with the injured parties

30. The company will not be considered to be liable for any damage caused by third parties or to third parties by those using pitches or car parks.

31. Cieloverde Camping village and its infrastructures is insured by the company to cover its own responsibilities towards third parties under civil law and against fire damage and theft of its own property. The company therefore exempts itself from any responsibility for damage, theft, negligence or criminal activity committed within Cieloverde camping village for which it is not responsible

## 7. FIRE PREVENTION MEASURES

32. In order to prevent outbreak of fire, guests have to observe the following rules as well as those stipulated by law:

(a) it is forbidden to interfere with fire protection appliances (fire hydrants, fire extinguishers, spades, buckets etc.) placed near pitches except when this is urgently required

(b) electrical appliances in caravans, tents and camper vans must be maintained in perfect condition

(c) rooms or containers where gas cylinders are kept must be sufficiently ventilated

(d) it is forbidden to keep petrol or other inflammable material on pitches

(e) it is forbidden to start fires with bushes, branches or any other material anywhere in Cieloverde camping village. Coal fires can be lit in designated areas in sheltered structures as long as they are continuously monitored.

(f) Smoking is forbidden where it is expressly stated. In any case, smokers must ascertain that used matches and cigarette butts are completely extinguished, making sure that they are disposed of safely or in appropriate containers.

33. No dangerous substances that have the potential to explode (gunpowder, petrol etc.) can be kept in caravans, camper vans or tents, apart from inflammable material needed for household use.

34. If fire breaks out in the campsite or any adjacent areas, guests will have to act according to instructions provided by the Management, Fire Service or staff responsible for fire prevention. If fire breaks out in a caravan, camper van or tent, the owner, or anybody noticing the fire has to notify the campsite management or the Grosseto fire service (tel-115). The management, relying on the qualities of citizenship of campers, can ask them or any other people nearby to help put the fire out. The Management has absolute responsibility to direct relevant operations. If immediate evacuation is required, guests must follow the relevant signposts (white arrows on a green background) to reach the emergency exits

35. It is forbidden to store any explosive or other inflammable material on the campsite premises, unless specific permission has been given according to existing regulations

## 8. PUBLIC ORDER WITHIN CAMPING VILLAGE PREMISES

36. Vehicles entering or leaving the camping village have to proceed at walking pace to ensure that there is no damage to people or property. In periods of maximum activity security staff will moderate entry or departure from the camping village by cars, motor cycles, camper vans or caravans, so that guests are responsible for adopting necessary precautions to avoid accidents while moving their vehicles

37. Caravans, Camper Vans, Cars and Motor cycles should only be parked in parking spaces that have been allocated to them or on their pitches, and these can only be used within the time frame stipulated. For that reason parking in any other space is expressly forbidden. Maximum care has to be adopted while entering, tidying up, parking of vehicles or leaving the spaces in question, obeying all directions given on signposts. When registration is taking place, an adhesive label may be distributed to be attached to the vehicle.

## 9. MEASURES TO AVOID POLLUTION

38. Within the confines of Cieloverde, garbage properly secured in rubbish bags given out by the Management has to be deposited in relevant containers in the appropriate areas in the vicinity of each sanitary block. Within each of these areas, there are containers for general waste, for paper, cardboard and for plastic and glass. There is also a container to dispose of batteries near the Reception area. It is strictly forbidden to leave any sort of rubbish on pitches or in wastepaper baskets reserved for small items, by the side of paths or in any other area

39. It is forbidden to use detergents or any other non-bio degradable washing solutions or powders and dirty water has to be poured away in appropriate

drainage areas in the sanitary blocks. According to the rules laid out by the Health Ministry (no.401 20/05/92), any products' biodegradability has to exceed 90% and cannot be toxic, carcinogenic or inflammable.

40. All structures in sanitary blocks can only be used for the purpose that has been designated for them. It is forbidden to use these structures for washing clothes, dishes etc.

41. Disposal of the contents of WCs without chemical products in the appropriate sanitary areas according to the rules of article 39

## 10. PROTECTION OF FLORA AND FAUNA

42. It is strictly forbidden to damage plants and bushes. Given the specifics of the natural environment it is necessary to keep any movement of vehicles along designated roads in Cieloverde to the absolute minimum.

43. According to prevailing laws, hunting with any sort of weapon or other device is absolutely forbidden in the campsite or in the animal enclosure. It is also forbidden to approach or go into the nearby animal breeding centre or to disturb the animals. The management does not accept responsibility for any damage occurring as a result of not observing these rules.

44. Given the proximity of the Regional Birdlife Park and the existence of undergrowth in the extension of the pine forest, the Management will take any action required to eliminate disturbance caused by the presence of insects or harmful animals. Guests also have to behave in a way that is fitting in such an environment, specifically the pine forest and its undergrowth.

## 11. SERVICES AVAILABLE FOR GUESTS

45. Any incoming mail will be delivered to the Management, who will look after it until guests are able to pick it up. In the case of the arrival of telegrams and any other urgent communications the Direction will try to notify guests as soon as possible. Any outgoing mail can be left in the postboxes on the campsite, where there is a collection every day.

46. Guests have access to the retail outlets and restaurants and bars in the Commercial Centre, abiding by the rules of purchase and consumption, ensuring that shopping trolleys are used appropriately and replaced immediately after use rather than being abandoned away from the relevant storage area. It is strictly forbidden to move chairs and tables from the place they are used in, just as trays, cutlery, china and similar items from the Self Service must not be taken away. Opening hours of these establishments will be established by the Management according to the requirements of the majority of guests and the seasonal cycle. Opening hours are displayed at each outlet

47. There is a free WIFI area. To get access to the internet, guests have to apply at the campsite reception, where they will be given login details and a password. As making the password available to others allows them access to the internet and to data that the original guest possesses, the guest is required to respect the following rules:

- login details and passwords that allow access to the internet must not be given to staff who are not entitled to use them

- once internet connection has been established, these login details and passwords cannot be left so that unauthorised other individuals are able to use them

- these login details and passwords must be a closely guarded secret;

**Any use of this login and relevant passwords is the responsibility of the guest who has requested it and to whom it has been assigned.**

The guest has responsibility for any damage sustained by **Marinella S.p.A.**, by the internet provider and/or dependent third parties through failure to observe rules for its use. The guest can be prosecuted for any illegal activities or those committed by others using login and passwords as referred to above. This is particularly relevant when inappropriate critical content or similar is put online that may cause offence to public order or the rules of good behavior.

48. Medical and infirmary services will be available to guests in the First Aid Room at the times displayed outside

49. Special vehicles are available for easy access and to the beach. Guests have to abide by the instructions for their use.

50. To enable guests to take part in excursions to major tourist attractions, the Management is able to organize, either directly or by using specialized agencies, relevant trips. Booking facilities will be made available separately.

51. The Management offers a caravan storage service. Fees and conditions are to be found on specific application forms available in the check in area.

52. The maintenance and upkeep of Cieloverde Camping Village in good condition depends on the good behavior and courtesy of those who stay there. Guests should leave it in the condition that they expect to find it in.

53. Close circuit TV. By order of the police, and the management of the campsite, close circuit TV is in operation at the campsite entrance and its parking areas, suitably signposted at the point that their operation is activated as required according to general rules relating to video surveillance in the Privacy Guarantee of 8th April 2010. Furthermore, the company will keep any images filmed or recorded on close circuit of people gaining entry to the premises with the intention of:

- guaranteeing public safety, prevention or detection of criminal activity

- monitoring the areas where vehicles are moving around

- ensuring safety and security in areas where there is machinery or facilities

The whole product is installed and complies with existing rules whereby image processing takes place as laid out in the General Data Protection Regulation (GDPR) (EU) 2016/679 and the measures referred to therein.

**54. Any transgressors of regulations will be removed from the campsite forthwith and serious transgressions will be passed on to local police.**

55. In any dispute with Marinella SpA the competent court is to be found in Grosseto.