

# Camping rules

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## ARRIVAL

On arrival you will be asked for the identity documents of all the members of the crew, the license plate of the vehicle, mobile number, email address, balance of the stay.

The check in online is compulsory.

Each guest will be given:

- a bracelet for each crew member who stays overnight, to wear for the duration of the stay
- a sticker to be placed on the dashboard of the vehicle.

In case of non-arrival without notice, the reservation will be cancelled at 8.00 the next day.

## DEPARTURE

Departure is scheduled by 10 am for pitches and mobile homes.

The bill can be paid at the reception within two days before the departure date by showing the sticker at the reception.

Cash desk hours: from 8.00 a.m. to 7 p.m.

In case of interruption of the booked stay or early departure, no amount will be refunded.

## MINORS

Minors can stay only if accompanied by a parent or if the

parent transfers the full responsibility of the child to another adult staying and who assumes this responsibility by signing the form.

## CHILDREN

Children must be supervised especially on the beach, in the pool, at the playground area and in the toilets. The Management declines all responsibility.

## VISITORS

Visitors are welcome from 8 a.m. to 9 p.m. and must leave an identity document and registration.

The visit is free for the first hour. After that, the current rates will be applied, and the visit must be paid at reception. The Management reserves the right to refuse entry to visitors.

## QUIET HOURS

Please respect silence between 11 p.m. and 7 a.m. In particular, radios or other devices that may disturb other guests shall not be used.

## PETS

Every dog must be provided with a health card, they must always be kept on a leash and, in case of larger dogs, they must wear a muzzle. No dogs are allowed in the swimming pool, in the market and on the beach on the left side of the pier, the Desenzano side. There are three "doggy toilets" with specific washing facility services and drinking washing basins. Hygienic bags for dogs are located in various points of the Camping Village .

## RELIGIOUS SERVICES

A mass is celebrated in the chapel located behind the reception office in July and August.

To find out when services are held in the areas around San Francesco Camping Village

## **MEDICAL ASSISTANCE**

Medical assistance is available on request at San Francesco Camping Village infirmary. Visits are subject to a charge.

## **WASTE DISPOSAL AND RECYCLING**

For the protection of the environment, we recommend to use the proper bins located in three points of the Camping Village: wet, paper, plastic, glass and cans, batteries and embers.

Kimik toilets available in two points of the Camping Village: one in the parking lot and one in the toilet blocks on the Sirmione side.

## **BOATS**

Boat owners are strongly advised to follow the sailing rules displayed in reception to avoid unpleasant situations. The Management does not accept any responsibility for boats moored to buoys or along the pier.

It's forbidden to dock boats at the pier.

## **SWIMMING**

The Management shall not be responsible for accidents or other incidents that may occur when bathing in the lake or in the swimming pool. Diving is not permitted. Swimming caps must be worn in the swimming pool.

## LOST PROPERTY

The Management is not responsible for any items that are not handed to reception for safekeeping, particularly those left in tents, caravans or mobile homes. Any items found must be handed to the reception office.

## RULES AND RESPONSIBILITIES

It is forbidden to dig trenches and holes in the ground, light fires, hammer nails into trees and damage the flowers, plants, services and facilities in the Camping Village in any way. It is also strictly forbidden to pour hot or soapy water in places where plants are growing. The Management reserves the right to remove from the campsite anybody responsible for harassment or vandalism. Please do not waste water. We also recommend the use of biodegradable washing-up liquid in the sinks in the washing areas.

These regulations must be accepted and complied with in full, in order to be able to access the campsite.

The Management is happy to supply further information and explanations and provide any help that may be required. We wish all our guests a pleasant stay.