

1. SAFETY, PREVENTION AND CONTRAST COVID-19 VIRUS

Accessing the spaces of the San Benedetto Camping Relais, our Guests, aware of the civil and criminal responsibilities deriving from the falsity of documents and false declarations, pursuant to and for the purposes of current legislation, due to the stay at the aforementioned structure, assumes also the responsibility for all the components of its Unit and declares and accepts:

- the present and future procedures established by the Directorate for the prevention and contrast of the Covid-19 virus, also due to any new provisions of the Health Authority;
- not to be positive for Covid-19 and not to be subjected to the mandatory quarantine measure;
- to, in the event of having previously tested positive, be in possession of Certification which awaits complete recovery;
- not to have had direct contact with Covid-19 positive subjects in the previous 14 days;
- not to have symptoms attributable, to the best of their knowledge, to Covid-19 and not to have had body temperatures above 37.5 °C as of today or in the previous 5 days;
- to promptly notify the Management of the occurrence of any symptoms attributable to Covid-19;
- to be aware that, although the San Benedetto scrupulously adopts and applies every measure as per the provisions of the Health Authority for the containment of risks, these can never be completely eliminated;
- to undertake to actively collaborate in following the instructions and provisions provided by the San Benedetto Management, with particular reference to individual and collective behavior and to the measures to be adopted to contain the risk of contagion from Covid-19;
- any changes or cancellations of activities or of the stay itself, in relation to the possible appearance of symptoms from Covid-19, by oneself or one's relatives, and / or by the identification of any possible source of contagion risk, at the sole discretion of the Management of San Benedetto Camping Relais.

2. CHECK-IN

On the day of arrival, all Guests are required to show their personal documents, one for each, for legal registration, view and fully accept the Regulation and safety measures put in place to combat the spread of Covid-19 as required by the competent Authorities (see point 1) when filling in the privacy policy, and to show any promotional cards (ACSI, ANWB, Camping Club, etc.) in order to apply the dedicated rate. During the check-in, each Guest will receive an identification bracelet which must be worn on the wrist for the entire duration of the stay. The Management reserves the right not to accept Guests who do not present valid documents or that is not consistent with the characteristics of the Campsite. Under-age people can enter the Camping Relais only when by supervisor, parents, relatives of age or adults who will take full responsibility for them towards third parties. The entry of people or things to the campsite is always subject to the consent of the Management. The assignment of the place is made by the Management who will inform the Guest of all the provisions to which they must comply during their stay. Any change of place or extension of stay will be allowed only following specific authorization from the Management. Failure to comply with these Regulations will result in immediate removal from the Campsite.

3. OPENING TIMES

The entry barrier will be open from 7:00 am to 23:00 pm. Outside these hours, all annoying noises, as well as entry and exit from the Campsite by motor vehicles are strictly forbidden and therefore, in order to avoid unpleasant discussions, it is highly recommended to plan arrivals as well as entry and exit from the Campsite. For quiet living, we kindly ask our guests to reduce movement of any motor vehicles; in any case, the maximum speed allowed inside the campsite is 5 km / h for any motor vehicle.

4. DESK TIMES

The reception is open from 8:00 am to 10:00 pm, while the cash desk for the payments is open from 8:00 am to 12:00 am and from 5:00 pm to 8:00 pm. Outside this time frame, no payments will be allowed, there will be no possibility to take any documents back, etc. No exception made. The offices may reduce opening times, depending on the season. The Night Watchmen are present at the Reception from 10:00 pm to 8:00 am.

5. PITCHES

The reserved pitch will be available from 2:00 pm on the day of arrival and must be vacated by 12:00 am on the day of departure. The assigned pitch is bordered and therefore all equipment, included the car, must remain within such borders. In compliance with the regional provisions aimed at containing the infection, the access door to the accommodation located on the pitch must necessarily be at a distance of 3 m from the neighboring pitches. Only one equipment (1 car + 1 caravan; 1 car or scooter + tent; camper) can be installed on the pitch, therefore anything else must be considered extra, and so to be paid according to the current pricelist. The installation of the equipment must follow the registration at the desk. It is forbidden to change the place assigned by the Management. Energy supply on each pitch is minimum 6 A. The car on the pitch must be parked at least 1 m far from the caravan / tent. It is strictly forbidden to wash caravans and cars on the pitch (please, use the camper-service area). If you stop after 12:00 on the day of departure, you will be charged for the next day in full, pitches and crew.

6. MOBILHOMES

The Mobilhome booked is available from 5:00 pm on the day of arrival and must be vacated by 10:00 am on the day of departure (except for few type of Mobilhome, with check-out at 12 am). Upon delivery of the keys, a deposit is required and will be returned upon departure, after checking. Guests are invited to take care of the equipment inside the Mobilhomes and Mobilhomes themselves, and to take care of the outdoor equipment, especially in case of particular weather conditions. A deposit of €100.00 will be required in cash to guarantee the proper use of the accommodation, which must be vacated in the same condition as it was accepted upon arrival.

7. CHECKS AND REFUND OF THE DEPOSIT

The deposit guarantees the proper use of the accommodation, which must be vacated upon departure in the same condition as it was accepted upon arrival. Mobile homes are inspected by staff between 8:00 and 10:00 a.m. on the day of departure. If the inspection is satisfactory, the deposit will be refunded immediately upon check-out. For departures outside these hours, the inspection will be carried out the following day and, if positive, the deposit will be refunded by bank transfer, minus a €5.00 refund processing fee. The deposit will be refunded as described above, provided that the accommodation is left tidy, with the hob and sink clean, the furniture in its place, the kitchen utensils washed and the rubbish and waste disposed of in the recycling area. In addition, the deposit paid may be retained for damage caused by negligence and carelessness. For damages exceeding the amount of the deposit, the difference will be requested upon departure.

8. USE OF FACILITIES

The use of all the camping facilities will be allowed in accordance with rules and times established by the Management. Respecting the intended use of all facilities is mandatory, especially sanitary ones. In particular, restrooms will be opened progressively, according to the number of Guests and their needs. In compliance with the health provisions in force, it is mandatory to sanitize your hands with alcoholic gel (present both outside and inside the toilet groups, in special distributors installed clearly visible) before and after coming into contact with taps, mixers, door handles, hangers. For what concerns the use of personal devices such as radio, TV, etc. it is allowed but without disturbing the other guests.

9. SWIMMING POOLS

The use of the swimming pools is strictly reserved to the guests of the Campsite. It is recommended to respect the specific Regulations placed at the entrance of the pools area. The Management reserves the right to remove anyone who will not respect the regulation and who disturb other Guests. The Management declines all responsibility for accidents caused by ignoring these rules. In particular, in compliance with the health provisions currently in force, the entry into the pool is allowed after making a soapy shower on the whole body, and respecting the safety distances, as set forth in the Regulations on site.

10. CHILDREN

All children under 10-years-old who stay at the campsite must be followed by an adult who will take responsibility for them to third parties, freeing the Management and the property from any liability. The Management declines therefore all responsibility for accidents caused by ignoring these rules.

11. TOURIST TAX

It is about € 1,50 and is paid at the time of the balance of the stay. It applies per day per person up to a maximum of 21 consecutive nights, with the exception of children of or under 12 years old and all the designated categories as stated by the Municipality of Peschiera del Garda.

12. SECURITY

The campsite is fenced. A security service is provided by personnel who will be easily recognized during day and night, however guests are invited to pay attention to their belongings, as the Management is not liable for any thefts except for things expressly delivered to the Office. The staff must ensure compliance with the rules contained in this Regulation. Guests accept to collaborate with our security anytime they might be asked to and, if requested, to provide personal information as well as details relating to the stay at the Campsite.

13. PETS

Pets are allowed only after authorization and verification of the mandatory health documentation. The owner must take care of the pet's hygiene, reminding not to disturb the other Guests. Dogs must always be kept on a leash. It is forbidden to enter the swimming pool area, Elite and Top Village area. Pets are allowed only in some types of mobilhomes. It is strictly forbidden to wash pets inside toilets and in any case in any area of the campsite except at the Pet Bath, a specific area available in the Services Group located near the Reception. We would kindly remind you that it is strictly forbidden to leave pets alone in mobilhomes or pitches.

14. DISEASES

All contagious diseases must be immediately reported to the Management who, as needed, will act accordingly by expelling the Guests concerned.

15. ENVIRONMENT

It is forbidden to waste or use water improperly, or leave waste outside the appropriate containers, throw the burning embers on the ground or inside the waste bins, pour oils, boiling, salty or waste liquids on the ground, damage the flora existing in the campsite, light fires. As regards barbecues, an equipped area (Fire point) is available, fenced, where it is possible have BBQ with charcoal / wood, following the rules of conduct and safety shown. It is forbidden to delimit the pitches with fences, flower pots or anything else.

16. RECYCLING

At San Benedetto we take particular care of recycling.

There is a recycling area near the main parking next to the Reception. The opening hours are displayed on site. Please use the waste disposal correctly and use transparent bags for dry waste and biodegradable bags for organic waste. Plastic, paper and glass should be thrown away without bags. There are bags and cans in every mobilehome to help you throw away your waste correctly. Once you have gone at the recycling area, take the containers back to your mobilehome. It is forbidden to use black or opaque bags; the waste must always be recognisable on sight.

17. VISITORS

Visitors are allowed to enter the campsite only after the authorization of the staff, and providing identification document and the payment of the relative fee. In compliance with the governmental and regional regulations in force aimed at combating the infection, a declaration of good health is required from all those who enter the Village. We also kindly remind you that all visits must be agreed in advance with the Management which, according to the availability, may or may not give the consent. Entry is allowed only by wearing a face mask and on foot, therefore, cars should be left outside, without compromising normal traffic circulation. It is understood that those who receive Guests are responsible for their behavior.

We invite our kind Guests to view the recycling points and escape routes on the Emergency Plan displayed.

The Management declines any responsibility relative to inefficiency due to lack of supplies, unforeseeable failures or other causes of force majeure. For any reason, the day of departure, no discounts will be applied in order to cover any possible or presumed inefficiencies that may take place. Moreover, Management declines any responsibility in case of harm caused by other Guests, weather events, natural disasters, epidemics, diseases or theft of anything not expressly handed directly to the Management at the desk.

The entry to the campsite automatically implies the acceptance and the commitment to comply with the internal Regulation and any other rules that Management deems appropriate to issue.

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