

## **REGULATION**

### **1.) SAFETY, PREVENTION AND CONTRAST COVID-19 VIRUS**

Accessing the spaces of 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 the current legislation, by reason of the stay at this structure, assumes also the responsibility for all the components of its Unit 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;
- to undergo the detection of body temperature in the ways shown by the Management;
- not to have previously tested positive for Covid-19, not to undergo the mandatory quarantine measure and not to come from high endemic areas;
- of, in the event of being previously positive, having strictly complied with the provisions on quarantine and being in possession of the swab test with a negative result at Covid-19;
- not had direct contacts with Covid-19 positive persons in the previous 14 days;
- not have symptoms referable, to the best of its knowledge, to Covid-19, and not have had within 5 days prior to today's date higher temperatures than 37.5 ° C;
- to promptly notify Management of any symptoms attributable to Covid-19;
- to be aware that, although the San Benedetto Camping Relais adopts and applies carefully all the Health Authority rules for the control of risks, these can never be completely eliminated;
- to actively collaborate in following the instructions and provisions provided by the Management of the San Benedetto Camping Relais, with particular reference to individual and collective behavior and to the measures to be taken to contain the risk of contagion from Covid-19;
- to always have the mandatory personal protective equipment (face mask, disposable gloves, sanitizing liquid), for the prevention and protection against 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 relatives, and / or the identification of any possible source or risk of contagion, on the unquestionable judgment of the Direction of the San Benedetto Camping relais.

## **2.) CHECK-IN**

In compliance with the health and government regulations in force, it is possible to access to the Camping Relais only by wearing the individual protection face mask (adults and children from 6 years old). On the day of arrival, all guests are required to show their personal documents, view and accept in full the Regulation and security 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, and to show their discount cards (ACSI, ANWB, camping club, etc.) for the check-in procedures. During the check-in each guest will receive an identification bracelet they will wear on the wrist for the entire stay. The not to accept guests who do not show any valid document or that is not consistent with the characteristics of the campsite. Under-age people can enter the campsite only when by a supervisor: parents, relatives of age or adults who will take his responsibility towards third parties. The entry to the campsite implies the acceptance and commitment to comply with the internal regulation and any other rules that Management deems appropriate to issue. Not respecting this or the other rules of this regulation implies the immediate expulsion from the campsite. The management only will assign the guest their accommodation, and will inform them about the rules they will be asked to respect during their stay. Any variation of accommodation or extension of the stay will be allowed only after Management's authorization.

## **3.) OPENING TIMES**

the entry barrier will be open from 6.00 to 24.00. Differently, annoying noises, as well as circulating with motor vehicles inside the campsite, are strictly forbidden. In order to avoid any argument, it is highly recommended to plan the arrivals as well as any movement inside or outside the campsite. We do also recommend to reduce that the movement of any motor vehicles inside the campsite must be reduced as much as possible; in any case, the maximum speed allowed inside the campsite is 5km/h for any motor vehicle.

## **4.) DESK**

Reception is open from 7.00 to 11.00 pm, while the Cash Desk is open from 8.00 to 12.00 pm and from 5.00 to 8.00 pm. Outside this time frame no payment will be allowed, there will be no possibility to take any document back etc., no exception made. During low and midseason, the opening time of desk could be reduced as it will be announced by the desk staff. From 11.00 pm to 7.00 am at the Reception there will night watchers.

## **5.) PITCHES**

The assigned pitch will be available from 2.00 pm of arrival day and must be vacated by 12.00 am of departure day. It is bordered and so the equipment included the car, must remain within such borders.

In compliance with the regional provisions to contain the infection, the access door to the accommodation placed on the pitch must be at a distance of 3 meters. from the neighboring pitches. Only one equipment (1 car +1 caravan; 1 car or scooter+1 tent; 1 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. Changing the place assigned by Management is forbidden. Energy supply on each the pitch is minimum 6 A. The car on the pitch must be parked at least 1 mt far from the caravan/ tent. It is strictly forbidden to wash caravans and cars on the pitch (please use our Camper Service area). It is not mandatory to wear a face mask inside your pitch, but it becomes so when you leave your perimeter to move to the Camping Relais.

## **6.) MOBILHOME**

The Mobilhome booked is available from 5.00 pm of the arrival day and have to be leaved until 10.00 am departure day. 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. Parking near the structures is not allowed, with the exception of Panorama Mobilhomes. Only baggage unloading / loading operations are allowed, which must take place without hindering normal circulation. There are ample parking spaces, unnumbered, for parking cars / motorbikes during your stay. At check-out, the check of the housing unit is carried out only when the keys are returned, remembering that the departure must take place during office hours. Otherwise, the check will be carried out at a later time and, the return of the deposit paid at the time of check-in, will be made by bank transfer with expenses to be paid by the beneficiary. Inside your Mobilhome and its patio, it is not mandatory to wear a face mask, but it becomes so when you move away to go to the Camping Relais.

## **7.) FACILITIES**

the use of all camp facilities will be allowed in accordance with the rules established by the Management. Respecting the intended use of all facilities is mandatory, especially sanitary ones. In particular, sanitary facilities will be opened according to the number of guests and their needs.

In compliance with the sanitary 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.

## **8.) SWIMMING POOLS**

The entrance to the swimming pools is reserved to the guests of the campsite. Management reserves the right to remove anyone who will not respect the regulation by disturbing the neighbors. Management is hence not responsible for accidents caused by ignoring this rule. In particular, in compliance with the health provisions currently in force, the entry in the pool, quota, is allowed compulsorily wearing the headset, after making a soapy shower on the whole body, and respecting the safety distances, as set forth in the Regulations site.

## **9.) CHILDREN**

all children under 10-years-old who stay at the campsite must be followed by a person of age: a parent, a relative or an adult who will take responsibility for them to third parties, freeing the Management or the campsite itself from any liability. Management is therefore not responsible for accidents caused by ignoring this rule (toilets, playground, etc.).

## **10.) TOURIST TAX**

Tourist tax is € 1.10 per person and applies per day up to a maximum of 21 consecutive nights, excluding children of or under 12 years old, and all the designated categories as stated by the municipality of Peschiera del Garda.

## **11.) SECURITY**

Campsite is fenced and a security service is provided by personnel who will be easily recognized during day and night. In any case, the security personnel must ensure that the rules in these regulations are observed. Guests are requested to look after their belongings, since Management is not responsible for theft other than for items that are expressly delivered to the desk. Therefore, guests accept to collaborate with our security anytime they might be asked to and, if requested, to provide personal information along with details about their stay at the campsite.

## **12.) PETS**

Pets are allowed only following the management's authorization and the verification of the pet's health records. The owner must be responsible of the pet's hygiene, reminding not to disturb the other guests. The dogs must be always on a leash. It is forbidden to enter the swimming pools area and the Top Village. Pets are allowed only in certain typologies of the mobilhome. It is strictly forbidden to wash pets in the mobilhomes or in the pitches; there is instead a Pet Beth, a designated area close to the Camping area and the reception. We would kindly remind you all that it is strictly forbidden to leave pets alone in mobilhomes or pitches.

### **13.) DISEASES**

All contagious diseases will be immediately reported to the Management which, as needed, will act accordingly by expelling the guests concerned.

### **14.) ENVIRONMENT**

It is forbidden to waste water, throw or leave rubbish out the designated containers, only gas BBQ could be used; alternatively, it would be possible to use our bordered and equipped area (Fire place) where charcoal BBQs could be used according to the current rules and regulation. It is also forbidden to demarcate the pitches using fences, vases or similar.

### **15.) RECYCLING**

Here at San Benedetto Camping village we do care a lot about recycling. In campsite there are designated drop-off points: we highly recommend to all of our guests to use them in order to divide rubbish using transparent bags for dry wastes and bio-bags for wet ones. Plastic, paper and glass must be without any bag. It is strictly forbidden to use black or non-transparent bags since all the wastes should be recognizable.

### **16.) VISITORS**

Visitors are allowed to enter the campsite only with the prior consent of the authorized personnel, and providing the latter a valid document. In compliance with the governmental and regional regulations in force to combat the infection, a declaration of good health is required from all those who enter the Village. After one hour, the daily rate shown in the current pricelist will be charged for each person. All visits should be previously arranged with the management which, according to the availability, will or will not give the consent. Entry is allowed only on foot and wearing face mask; hence cars should be left outside the campsite without compromising normal circulation. Each guest of the campsite receiving visitors will be of course responsible for their behavior.

We encourage all our guests to look at all the escape routes and assembly points on the emergency plan. Management declines any responsibility relative to inefficiency due to non-fulfilment of the accommodations, unforeseeable failures or due to force majeure. For any reason, the day of departure, no discounts will be applied in order to cover any possible or presumed inefficiency that could take place. Moreover, Management declines any responsibility in case of harm caused by other guests, the weather, natural disasters, epidemics, diseases or theft of goods that were not handed directly to the Management at the desk. The entry to the campsite implies the acceptance and commitment to comply with the internal Regulation and any other rules that Management deems appropriate to issue.