



We are glad to **WELCOME** you in our village and we wish you a pleasant stay. We aim to be at your complete disposal and to make your holiday happy and relaxed. That's why we also invite you to follow our general guidelines.

You can find these general rules in our official website www.campinggirasole.it as well, and in the confirmation of reservation that we always send by email. They are also displayed in our reception and at the village entrance.

ENTERING THE VILLAGE ASSUMES THE COMPLETE ACCEPTANCE OF OUR GUIDELINES.

Any disrespect can involve the estrangement from the structure.

ACCESS

1. The incoming guests are kindly invited to leave a valid identity document for the registration of every single person, provided by the art.109 of TULPS.
2. The check in and completion of the registration in our reception office is allowed only in the opening times displayed at the entrance of the village. During the registration, the customer and his guests must communicate their personal details to Girasole. In case of successive changes, the customer must immediately inform the Reception by filling the specific form.
3. Daily visitors can access the village if authorized and previous delivery of a identity document, that they will withdraw near the Reception during the exit. After the first two hours of free stay, they must correspond the entrance fee.
4. Our reception is glad to welcome you 24 hours a day. Check-in is allowed only after ___ pm. Accomodations will be available from 4 p.m. We also remind you to check-out and give the keys back within 10 a.m.
5. In case of early arrivals or late departure (previous authorization of the direction), it is also possible to stay in the village by paying a surcharge.
6. The missed arrival within 8 p.m. without any communication about the delay (no show) is equivalent to a renounce, with the cancelation of the reservation and the consequent application of penalty and loss of the deposit.
7. Arrival delays or early departures do not give any right to refunds or discounts.
8. We do not accept any objection about the dates of arrival or departure: the confirmation email, sent by our booking office, serves as an evidence; without our written confirmation we do not take any commitment about reservations.
9. Our guests commit to keep the assigned accommodation without moving the furniture. Guests will be responsible of any possible damage to things, structure or furniture, that will be charged on their bill.
10. Underage guests are not allowed, unless they are accompanied by an overage person with the duty to watch over their behaviour during the entire stay in the structure, responding to any legal effects to Girasole and others.

RULES OF LIVING TOGETHER

11. Noises, gatherings or noisy groups are strictly forbidden during the silence hours (from 1:30 p.m. to 3:30 p.m. and from midnight to 7:00 a.m.). The circulation of cars and motors is not allowed into the village; the entrance and the exit are only allowed by feet; radio, Tv and other auditory devices are allowed only with low volume.
12. It is mandatory to put the garbage in the separated containers, as required, in the specific recycling area around the village. It is also forbidden to get rid of any waste outside the specific containers delivered by our staff, according to the current rules about the differentiated garbage. It is forbidden to get rid of any waste water, outside of the specific spots in the structure or restrooms.
13. Tighting plants to substain home roofings are not allowed. It is also forbidden to light up fires within the whole area, according to the strict rules of the Authorities encharged to protect the environmental heritage.
14. The use of cooking grills is only allowed in the days without wind or less of force 3 on Beafort scale (speed of wind between 5,5 and 8 m/s)
15. The use of gas flames within the lay-by areas is allowed only with a distance of more than 1,5 meters from the surrounding flora.
16. It is forbidden to light up fires and similars in the "respect area", which means the area between the coast and the lay-by spaces.
17. It is forbidden to block the paths inside the village with cables or other electric tools. Extension cables are not allowed, and to place them on the surrounding hedges and bushes. Our staff is authorized to remove, without any notification, all the above-mentioned items.

PETS

18. Pets of small and medium size are allowed with a surcharge and upon authorization from the management. They must be vaccinated according to the law and kept on the leash, under control of their owner, who is the only responsible in case of damages or injuries to people or things.
19. The access is not allowed in the swimming pool.
20. The owners are compelled to pick up the excrements of their own pets, in order to respect all our guests and to keep the areas clean and tidy.
21. It is also possible to use the specific area close to the playground to clean and wash the pets.

CARS, MOTORBIKES AND CIRCULATION AND PARKING OF VEHICLES

22. It is allowed only one car each team, with a maximum length of mt 4,5. The parking lot will be assigned by the management. The car must be registered according to the law during the check-in. The potential second car, when allowed, has a surcharge.
23. The access with cars and motorbikes inside the village is only allowed in the parking areas. All the vehicles must circulate at 10 km/h. However, the circulation of cars on any motor is forbidden in the village area.

METHOD OF RESERVATION AND PAYMENT

24. Reservations are made through the reception by phone, email or specific forms on our website (www.campinggirasole.it). Once the availability will be confirmed, the reception will provide to send a quote with the price of the stay.
25. The reservation is binding after receiving a deposit to confirm it, as expressed in the art. 1385 c.c. and following written demonstration about it. The deposit is established according to the period and the type of accommodation or lay-by area; it can be sent by bank transfer or credit card within the following 3 days to the date of reservation.
26. Concerning the date of beginning and end of stay, the letter of confirmation, sent by our booking office, is the one and only proof: no reservations will be guaranteed without it. We do not accept early or postponed arrivals or departures. The customer must pay the whole reserved stay.
27. The reservation is personal and can not be given from the customer to a third party for any reason.
28. The final payment can be regularized from Monday to Friday in the expected hours (cf. Art. 4) cash up to € 2.999,00, with cash, card or credit card. **We do not accept checks.**
29. The customer can at any time cancel the reservation, without any penalty, giving notice of cancellation in writing to booking office within 7 days before the stay. In this case, the confirmation deposit will be returned in full.
30. The possible suspension of services and other activities due to force majeure does not give the right to refunds not can be the cause or cancellation of reservation.

DAMAGES – RC – LOST ITEMS – THEFT

31. Every customer is kindly invited to keep safe their valuables. However, we also have a free safekeeping service.
32. The items found in the village must be delivered to the Reception in order to give them back their owners.
33. Girasole is not responsible about any self-caused injuries or, more in general, about any damage caused by unpredictable natural disasters (such as falls of trees, branches, floods and so on).
34. The use of our sport facilities (machinery, playground, and so on) and the participation to the activities organized inside the village (competitions, games, shows, and so on) are at the customer's own risk.
35. Customers and their guests are personally responsible towards Girasole for any direct or indirect damage to people or things, if it comes as a consequence of a misbehaviour that can violate the hereby guidelines.
36. After giving back the accommodation, in case of any kind of verified damage to structure, furniture and items, not formerly notified by the customer, Girasole has the right to ask for a compensation.

SWIMMING POOL

37. Opening times: from 9:30 a.m. - 1:30 p.m. and 3:30 p.m.-7:30 p.m.
38. It is mandatory to take the shower before entering the pool.
39. It is mandatory to not bring pets in the pool area.
40. Children under 12 years old are allowed to enter the pool only if accompanied by parents or adults.
41. The use of the swimming cap is mandatory as well.
42. Shampoo or shower gels of any type are strictly forbidden in the swimming pool.

For anything else not covered by this regulation, please contact C.C. or the applicable regulations. Jurisdiction: For all the matters arising from the interpretation or implementation of this regulation and the contractual relationship to which it refers, the only forum responsible for deciding on disputes is the Forum of Fermo.

THE MANAGEMENT