

## GENERAL REGULATION

**WITH PAYMENT OF RESERVATION'S DEPOSIT, GUESTS AUTOMATICALLY ACCEPT THE FOLLOWING REGULATIONS**

**GATE OPENING TIMES: FROM 8:00am – 11:00pm**

**OPENING TIMES RECEPTION: low/mid season from 08.00am to 08.30pm – high/peak season from 08.00am to 09.00pm**

**CHECK-IN FOR PITCHES: from 01.00pm to 09.00pm**

**CHECK-IN FOR MOBILE HOMES & APARTMENTS: from 04.00pm to 09.00pm**

**CHECK-IN:** Upon arrival, all guests must hand in the ID or Passport belonging to all persons present (these documents are not kept at reception but will be returned immediately to the guest once the registration process has been completed), as well as the registration plate for their vehicle, boat trailer and boat (if in possession).

**IDENTITY BRACELET:** All guests will be given an **identity bracelet**, made of hypoallergenic materials, which must be worn for the entire duration of their stay at our establishment. **If this bracelet is lost or damaged, please come to change it at reception.**

**GROUPS: Groups are not accepted, due to lack of adequate space and to ensure the tranquillity of the campground.**

**VISITORS: Day visitors are not allowed. Unauthorized persons will be reported to the authorities. A guest who introduces unregistered persons will pay a penalty equal to the rate increased by 50%.**

**PITCHES:** Upon check-in, clients will be asked to pay a deposit of € 20.00 for their camping pass, which is used to enter and exit our establishment as well as to gain access to the waste sorting centre. The deposit will be returned upon check-out when the client returns their pass.

Pitches are allocated by the Management and can only be changed subject to authorisation. With reference to the new regulations regarding fire safety, your caravan/tent must be positioned at the centre of the pitch, leaving the area between it and the next pitch free with a distance of at least one metre and maintaining a distance of at least 2m from the next caravan/tent. The fire safety regulations emphasise that maximum attention must be given to gas canisters, which must not be exposed to sunlight and must be limited to one canister per pitch. Guest must regularly check the gas connection tube, and may not use barbecues near to caravans/tents. The use of charcoal barbecues in pitches is permitted only if a safe distance is maintained.

Any affiliated cards, such as Adac Spaarkarte etc., must be presented upon arrival and **not** on the day of payment.

**MOBILE HOMES:** Upon check-in, a deposit of €100.00 will be requested, to be paid in cash or via Visa/Mastercard. At the time of check-out, this deposit will be returned subject to the return of the guest's pass, keys, and a check of the accommodation unit by our staff.

**Dogs and/or other animals are not allowed in accommodation units and their surrounding areas.**

The use of charcoal barbecues is allowed (as long as a safe distance is always maintained and the smoke is controlled) only in the gardens next to the respective accommodation units, but is not permitted on apartment balconies or Mobile home's terrace.

It is strictly forbidden to charge electric cars by connecting them to the accommodation.

Basic cleaning is included in the price, at a cost ranging from €35.00 to €60.00 depending on the type of accommodation; in all cases, the guest must always ensure the kitchenette is thoroughly cleaned. Upon departure, guests are required to leave the mobile home or apartment in a clean condition and free of rubbish; Should the accommodation be returned in a poor condition and dirty during the final inspection, the management reserves the right to retain the deposit. Bed linen and towels are included in the price (2-piece set), with a change provided twice a week.

It is also possible to hire: a cot, high chair, single bed safety rail, pushchair and safe.

**CASH DESK:** the service is available from 8:00am – 11:30am and 05:00pm – 07:30pm. Outside of these hours, it is not possible to make payments because the check-in staff are not authorised to do it.

**DAY OF DEPARTURE:** Pitches must be vacated and cleaned before 12:00pm at the latest, and accommodation units before 10:00am. If this is not the case, the daily tariff will be applied. For accommodation units together with keys, receipt of the deposit must also be submitted. Accommodation units must be cleaned by the client, otherwise a relevant payment will be charged depending on the type of accommodation unit in question. All departing clients are requested to leave the campsite within the terms explain before. **Between 11:00pm and 8:00am the gates are closed, meaning that it is not possible to depart during the night.**

**AN EARLY ARRIVAL DOES NOT AUTHORISE AN EARLY DEPARTURE**

If, for whatever reason, the guest intends to depart earlier than the date of their booking, they must still pay for the entire duration of the stay booked.

Payment for stays at the campsite-pitches is requested at least **one day before departure**

Payment for stays in our accommodation is requested at least **two days before departure**

**RESPONSIBILITY, SAFETY, STORAGE, VALUABLE PROPERTY:** Each guest is responsible for his or her personal belongings. In this way, unpleasant problems such as: loss of (valuable) items and money; vandalism, damage to third party property, lost or abandoned items can be avoided. The management disclaims any responsibility in such cases. All items found in the campground must be handed over to the management.

The guest is responsible for misuse of games and recreational equipment. There are night watchmen in the campground to ensure order and quietness at night. Please contact them in case of urgent needs. The operation of appliances such as stoves, electric stoves, water heaters, etc. is not guaranteed. The electricity available on the pitch is 6A (=1320W).

**CHILDREN & TEEN AGERS:** Adults are responsible for the behaviour of their children at all times, whether these are small children or young adolescents.

Children and young adolescents must not disturb the peace and safety of other guests. If this happens, the management reserves the right to request that the entire family leaves our establishment.

Children must always be accompanied by an adult when visiting the facilities and supervised when swimming or using the leisure facilities.

Please remember that children under 12 years of age must be accompanied by an adult when using the pool, even if they are able swimmers, and that this adult accepts full responsibility for their behaviour.

**POOL:** Please note the specific regulations, and please remember that the use of swimming hats is mandatory.

**DOGS:** Dogs, cats and other animals are only permitted on pitches if:

- You possess all necessary vaccination certificates
- They do not access the beach, the green beach area, the playground, the pool, or the sanitary facilities
- They are ALWAYS kept on a lead
- They are never left unsupervised
- They are taken outside of our establishment for their “needs” and **NOT** to the areas designated as children’s play areas and/or free pitches

**WASTE SORTING:** Rubbish must be taken to the campsite’s waste collection centre, and must be sorted by law: we therefore invite you to comply with the mandatory waste sorting methods of our campsite, following the information given at reception which can also be found on every bin.

## **BANS**

The following are absolutely forbidden:

- Occupying a free pitch with your car (even temporarily), which will incur a charge for the cost of the pitch occupied without warning from the management
- Disposal of waste water on your pitch or in the street manholes, as these flow directly into the lake
- Disposal of boiling water on the ground or in the manholes
- Parking and washing cars, camper vans and boats in the Camper Service area
- Driving around the campsite in your car or using your motorbike between 11:00pm and 8:00am
- Playing with balls on the beach, creating real football pitches
- Leaving boats, dinghies, canoes etc. on the beach

**SILENCE:** Between 11.00pm and 8:00am, any activity that may disturb the quiet of other campers is forbidden. It is forbidden to drive around in a car/on a motorbike, use a radio/TV, speak loudly, throw glass into the rubbish containers etc. At such times, the entry/exit barriers of the campsite will also remain closed. You are also requested not to cause large amounts of noise or play music loudly etc. during the day/evening time.

Staying at our facility entails acceptance and full compliance with our rules of procedure

Campsite staff are authorized to enforce it in its entirety and report anyone who does not comply to the Management.

Thank you      *THE MANAGEMENT*