

## USEFUL INFORMATION FOR YOUR STAY (MOBILE HOMES / RESIDENCE)

**RECEPTION HOURS** from 8.00 a.m. to 8.30 / 9.00 p.m.

**CASH DESK HOURS** from 8.00 a.m. to 12.00 p.m. from 4.00 p.m. to 8.00 p.m.

Outside these hours it will not be possible to make payments or request quotes.

The office only provides information, check-in and sales services.

For emergencies of any kind outside the reception opening hours, please contact the night watchmen who are near the reception desk

**Guests:** Friends or relatives may only enter the complex with the prior permission of the management and after has paid the guest tariff.

Cars must be parked next to your mobile home or in cover parking place for the apartment. Guests may not use the internal car parks for any reason without the specific permission of the management. If you have a second car the management will tell you which car park number to use.

Cars may only drive within the complex between **7 a.m. and 11 p.m.** Outside these hours the gates will be closed and will only be opened in case of serious emergencies.

After 11 p.m. it is only possible to enter/leave the campsite using the footpaths (lake side)

**Out of respect for other guests in the complex there must be absolute silence between 12 a.m. and 7 a.m..** In any event, even during daytime the use of radios, TVs, stereos etc. must not disturb the other guests.

**Air conditioning mobile homes** 20 hours weekly are included, extra hours will cost € 0.50 per hour, Heater is already included.

**Air conditioning apartment** inclusive, heater inclusive

Guests must provide their own bed linens (**sheets**), dishcloths and **towels**, or hire them by request at booking. You can also hire (with previously request): cot/cradle, high chair, pram and safe box.

### **CHECK-OUT:**

The day of departure the mobile home or apartment must be left at latest by **10 a.m.** regardless of arrival time.

Once ready for the departure you have to come at the reception with the keys, the blue magnetics' bracelet and deposit receipt. Our staff will check the accommodation unit, once you have handed back the keys you will not be able to return to the accommodation unit.

Basic cleaning will be done by Orchidea's staff, price is € 20.00 to € 35.00, although customers should keep Mobile home/Apartment clean and tidy. Before the check-out please note that the kitchen has to be cleaned in any case by the guests, otherwise € 30.00 to € 50.00 will be charged for complete cleaning.

Those who wish to leave before reception opening time may do so by paying for their stay during the days prior to their departure and telling the management at which time they wish to leave. On the day of departure our staff will inspect the accommodation and return the deposit. In any case, it is not possible to leave before 7 a.m. or after 5.30 p.m..

**BOATS:** the specific regional regulations for all boats or rubber boat owners are available at reception for consideration.

### **IT IS STRICTLY FORBIDDEN TO:**

- Pour water into the gutters on the roads as these flow directly into the lake.
- Throw water on the plants.

**Any violation of the above regulations will result in immediate removal from the complex.**

### **ENJOY YOUR HOLIDAYS**

The Management