

ACCOMMODATIONS AND PITCHES REGULATIONS

Rates are per day regardless of the time of entry to the facility. The day of departure will also be counted if this takes place after 10.00 a.m.

ARRIVAL

Accommodations are available:

- FROM H. 15.00 TO H. 20.00

Pitches are available:

- FROM H. 11.00 TO H. 13.00 and FROM 15.00 TO H 20.00

All'arrivo devono essere presentati tutti i documenti d'identità per la registrazione.

La Direzione si riserva di trattenere almeno N. 1 documento fino al pagamento del saldo.

LATE CHECK-IN

It is possible to request a late check-in by arrangement with reception, for which the following will be charged € 30.00 per accommodation and/or place. In any case, **check-in is NOT possible** after midnight.

In the event of a late check-in, the booked accommodation or pitch will remain available until 10 a.m. the following day.

DEPARTURE

- On the day of departure, accommodation and pitches must be vacated by 10 a.m.
- Late arrival or early departure shall result in the payment of the entire booked period, even if the accommodation or pitch is re-rented.
- Early arrival does not imply authorisation for early departure. And a late arrival does not imply authorisation for a late departure.
- Rates are per day regardless of the time of arrival. The day of departure will also be counted if this takes place after 10 a.m.
- **For accommodation**, check-out is carried out by our staff from 08.30 to 10.00. Departures outside these hours will result in the accommodation not being checked. It will therefore not be possible to return the deposit, which will be returned later as follows, after checking the accommodation:
- If the deposit is given **in cash**, it will be returned by bank transfer within 14 working days from the day of check-out. The transfer will be made of the full amount minus the bank transfer fees, which are charged to the client and can range from €3.00 to €30.00 depending on the nationality of the bank account.
- If the deposit is given by **pre-authorisation with a credit or debit card**, and if the accommodation is delivered in the conditions below, the deposit will be returned for the full amount from which €0.01 cents will be subtracted. The amount of €99.99 will be credited back within no more than 7 working days from the day of check-out.

PETS

Our four-legged friends are allowed in many areas of Camping Lido Verbano (except where indicated with prohibition sign). They are allowed inside the pitches, the BUNGALOW CHALETs, the BUNGALOW SUN and in common areas such as the Verbano Self-Restaurant and Verbano Beach Bar. They are NOT allowed inside the MAXICARAVAN WAKE, MAXICARAVAN MOON, MAXICARAVAN SKY, MAXICARAVAN STAR and in the SAFARI TENTS.

ADVANCE

IN CASE OF CANCELLATION, the deposit will be refunded as follows:

- **LOW AND MEDIUM SEASON** - excluding the Easter period (29 March to 01 April inclusive):
 - within 30 days prior to arrival: 100%*;
 - within 14 days prior to arrival: 50%*;

After this deadline, no reimbursement will be made.

- **EASTER (29 March to 01 April inclusive) + HIGH and HIGHEST SEASON:**

- within 60 days prior to arrival: 100%*;
- within 30 days prior to arrival: 50%*;
- **After this deadline, no reimbursement will be made.**

***In the event of a refund, the customer will be charged:**

- SINGLE BOOKING MANAGEMENT service € 20.00;
- BANK TRANSFER fees - can vary from € 3.00 to € 30.00 a (depending on the bank's location)

The balance of the entire booked period must be paid upon arrival at the campsite.

DEPOSIT

ACCOMMODATION

A deposit of € 100.00 in CASH or by CREDIT OR DEBIT CARD is required upon arrival. For the return of the deposit, please refer to the "DEPARTURE" section of the following regulations.

HOW TO LEAVE ACCOMMODATION ON DEPARTURE

- Fridge: switched off, defrosted, cleaned and with the door open;
- Used sheets and towels, if any, placed in the bathroom on the floor;
- Blankets folded and deposited together with the pillows neatly in the cupboard;
- Kitchen inventory cleaned and dried;
- Oven, sink, cooker and bathroom cleaned and dried;
- Clean and washed floors;
- Rubbish taken to the appropriate areas within the facility, where the user is obliged to comply with the municipal regulations concerning separate waste collection;
- All objects inside the accommodation must not be moved outside or to other accommodation.

IN THE EVENT OF NON-CLEANING, € 40.00 WILL BE DEDUCTED DIRECTLY FROM THE DEPOSIT.

In the event of damage, the entire deposit will not be returned.

For hygienic reasons, particularly thorough cleaning is required in accommodation such as CHALET and SUN if dogs are present. Otherwise a final cleaning fee of € 50.00 will be charged.

PITCHES

A deposit of € 50.00 in CASH or by CREDIT OR DEBIT CARD is required upon arrival. For the return of the deposit, please refer to the "DEPARTURE" section of the following regulations

RECEPTION HOURS

08.30-13.00 and 14.00-20.00

Payments can be made from 8.30 a.m. to 1 p.m.



CIRCULATION WITHIN THE CAMPSITE

SPEED

Within the camp site, you may drive at a maximum speed of 5 km/h.
In the event that vehicles are detected going at a higher speed, the car must be parked alongside Reception.

SILENCE HOURS

From 10.30 p.m. to 8 a.m. and from 1 p.m. to 3 p.m. motor vehicles are NOT permitted to circulate within the campsite. If you circulate during these hours, your card will be automatically disabled. During these times you can only enter the campsite with the green card to access the car park located next to reception, a car park on the campsite that is accessible H24/7.

VISITORS

Visitors are allowed entry upon depositing an identity document at the reception desk. Current rates will apply for the visit, payable on arrival.
The Management may suspend the entry of visitors at any time.

MINORS

Adults will be held responsible for the behaviour of their children or minors in their care. Minors must always be accompanied by an adult.

The management reserves the right to expel anyone responsible for acts of harassment or vandalism from the campsite.

ENTRY TO THE CAMPSITE IMPLIES ACCEPTANCE OF AND FULL COMPLIANCE WITH THESE REGULATIONS.

The Management of Camping Lido Verbano
1st January 2024

FOR MORE INFORMATION SEE OUR WEBSITE.

www.campinglidoverbano.com
<http://www.lvcampingfamily.com>