

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

## ARRIVAL

- Accommodations are available from 3.00 p.m. to 8.00 p.m.

**All identity documents must be presented upon arrival for registration. The Management reserves the right to retain at least 1 document until the balance is paid.**

### ONLINE AND LATE CHECK-IN

- It is possible to request self-check-in by contacting the reception during opening hours, after which all the information will be sent through the reference contact, be it e-mail or WhatsApp.
- It is possible to request a late check-in following an agreement with the reception, for which € 30.00 will be charged per accommodation and/or square. In any case, after 24.00 it is NOT possible to check in.
- In case of delay, the booked accommodation will remain available to the customer until 10.00 a.m. of the following day.

**SECURITY DEPOSIT:** during check-in, a SECURITY DEPOSIT OF € 100.00 is required by pre-authorization on the credit card or in cash. Following a positive inspection of the accommodation, if the deposit is paid by credit card, it will be released at a cost of € 0.01 and will be available within 7 days on your current account. If the deposit is paid in cash, it is returned immediately at check-out – from 08.30 to 10.00.

**NO SMOKING:** inside the accommodation it is forbidden to smoke, Camping Lido Verbano has a strict no smoking policy. There is a fine of € 250.00 + cleaning fee for those who smoke or vape anywhere in the accommodation.

## DEPARTURE

- Check-out is possible from 8.30 a.m. on the day of departure until 10.00 a.m., the control is carried out by the campsite staff during the times just mentioned.
- Late arrival or early departure will result in the payment of the entire period booked, even if the accommodation or pitch is re-rented.
- Early arrival does not imply authorization for an early departure. Similarly, late arrival does not imply authorization for a late departure.
- Rates are per day regardless of the time of entry. The day of departure will also be counted if this takes place after 10.00 am.
- Departures outside the above hours will result in failure to check the accommodation. It will therefore not be possible to immediately return the deposit which will be returned later as follows:
  - If the deposit is given in **cash** and if the accommodation is delivered in the conditions listed below, it will be returned by bank transfer within 14 working days from the day of check-out. The transfer will be made in full amount minus the costs of commissions charged to the customer and can vary from € 5.00 to € 30.00 depending on the nationality of the current account.
  - If the deposit is given by **pre-authorization 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 minus € 0.01 cents. The amount of € 99.99 will be credited back within 7 working days from the day of check-out

### HOW TO LEAVE THE ACCOMMODATION AT THE TIME OF DEPARTURE

- Fridge: off, defrosted, clean and with the door open;
- Any used sheets and towels, placed in the bathroom on the floor;
- Blankets folded and deposited together with pillows neatly in the closet;
- Clean and dried kitchen utensils;
- Oven, sink, stove and bathroom cleaned and dried;
- Cleaned and washed floor;
- Garbage taken to the appropriate areas within the Structure, where the user is required to comply with the municipal legislation relating to separate waste collection;
- All items inside the accommodation must not be moved outside or to other accommodations;
- complete inventory.

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

**In case of damage, the entire deposit will not be returned. Inside the accommodations such as BUNGALOW CHALET and SUN, for hygienic reasons, in the presence of dogs, a particularly thorough cleaning is required. Otherwise, the amount of € 50.00 will be charged for final cleaning.**

**PETS:** our four-legged friends are allowed in all areas of Camping Lido Verbano (except where indicated with a prohibition sign). They are allowed inside the CHALET BUNGALOWS, the SUN BUNGALOWS and in the 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.

## DEPOSIT

**IN CASE OF CANCELLATION,** the deposit will be returned according to the "Cancellation Policy" document. **The balance of the entire booked period must be paid upon arrival at the campsite.**

**RECEPTION HOURS:** 08.30-13.00 and 14.00-20.00. Payments can be made from 08.30 to 13.00

## CIRCULATION WITHIN THE CAMPSITE

**SPEED:** inside the campsite, you can circulate at a maximum speed of 5 km/h. In the event that vehicles are detected going at a higher speed, the vehicle must be parked in the parking lot located next to the Reception for the entire duration of the stay, paying for the parking as per the price list.

**QUIET HOURS:** from 10.30 pm to 8.00 am and from 1.00 pm to 3.00 pm the circulation of motor vehicles is NOT allowed inside the campsite. If you drive during the times just mentioned, the card will be automatically disabled. During these hours you can access the campsite with the green card only to access the car park located next to the reception, a car park accessible 24/7. In the event that vehicles are detected passing through at times just mentioned, the vehicle must be parked in the parking lot located next to the Reception for the entire duration of the stay, paying for the parking as per the price list.

**VISITORS:** visitors are allowed to enter upon deposit of an identity document at the reception. The current rates will be applied for the visit, to be paid upon arrival.

The Management may suspend the entry of visitors at any time.

**MINORS:** adults will be held responsible for the behavior of their children or minors entrusted to them. Minors must always be accompanied by an adult.

**The Management reserves the right to remove anyone responsible for acts of harassment or vandalism from the campsite.**

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

The Management of Camping Lido Verbano  
01 January 2025

**FOR MORE INFORMATION, PLEASE VISIT OUR WEBSITE:** [www.campinglidoverbano.com](http://www.campinglidoverbano.com)