

## REGULATION

Entering Le Mimose Village involves the acceptance as well as the observance of this regulation which can be modified, time by time, by additional rules that the Director considers appropriate for a better functioning. Moreover, it includes the authorization for photo and video shooting as for group activities inside the Village. Staff members are required to enforce the regulation and report to the Director whoever does not comply with it. Defaulters will be sent immediately away.

### RESERVATIONS

1. Le Mimose Village-Campsite is open all year round; making reservations is always possible.
2. Reservations for the Village go from Saturday to Saturday, minimum 7 night-stays. Reservations for the week of 15<sup>th</sup> August must be combined with the previous or the following week.
3. Reservations for the Village and the Smart Rooms will be perfected with the payment of 30% of the total amount as a deposit at the reservation moment or within 7 days from it by bank transfer or credit card. The balance must be paid on the arrival day, after seeing the assigned structure.
4. Reservations for the Campsite will be perfected with the payment of 30% of the total amount as a deposit at the reservation moment or within 7 days from it by bank transfer or credit card. The balance can be paid on the day before the departure. In August, reservations are accepted only for a minimum of 7 night-stays.
5. Reservation commitments are not recognized if the booking office does not send a written confirmation which is also valid as far as the starting and the ending date of the stay is concerned.
6. If the deposit is not received by the deadline, the reservation will be cancelled without any further communication.
7. Reservation renounces must be made in written form, by fax or e-mail within the terms of the Cancellation Policy applied at the reservation. For renounces made within the established terms, 100% of the deposit will be returned; for renunciations made after the established terms, the deposit will be entirely withheld.
8. In no case refunds or discounts for early departures or late arrivals will be made. In case of late arrival, the housing unit or the pitch will be kept available to Customers until 9 pm of the arrival day, except for prior phone notice. In case of no arrival, without notice, the deposit will be entirely withheld and the reservation cancelled.
9. In case of late arrival or early departure, customers are required to pay the whole stay as reserved.
10. The structure or the pitch number chosen by customers at the reservation moment can be modified by the Director based on office needs.

### CAMPSITE - SUBSCRIPTIONS

11. For Customers who subscribe a pass for a pitch, the deposit must be paid at the reservation or within 15 days from it, the balance must be paid before the end of the stay.
12. The subscription is nominative and includes 4 people, whose names must be declared at the reception desk at the arrival and cannot be replaced.
13. People other than names declared in the subscription must pay the normal amount for the stay, based on the current price list.

14. Changes in people, that are not those indicated in the subscription, must be transmitted to the reception within 12 am of the departure day. Departures not communicated within 12 am are not recognized.
15. The subscription amount includes, together with people, a pitch, a parking space on the pitch and a connection for electricity.
16. It is strictly forbidden to pull ropes at man height, dig holes of any size, put fences, cause damage to plants, trees and flowerbeds in any way.
17. For good and peaceful cohabitation in mutual respect it is recommended to:
  - throw paper and waste into appropriate containers;
  - wash linen and dishes in the equipped spaces;
  - wash one's own animals only in the Dog Shower Point;
  - not use fountains, hydrants and/or other water dispensers for uses of personal hygiene and/or objects cleaning;
  - remember to occupy shower boxes for the strictly necessary time;
  - leave toilets in the cleanest way possible after using them.

### CHECK-IN/CHECK-OUT

18. The reception is open every day and follows this timetable:

- CHECK-IN: from 8 am to 8 pm
- CASH DESK: from 8 am to 8 pm

At their arrival, customers must show an identity document as well as the whole family's generalities for legal records; the document will be given back immediately after the check-in. Each customer will get a recognition bracelet which, for control and security reasons, must be always worn, clearly visible, for the whole stay; a ticket will be also given for cars and/or motorcycles, as well as personal cards. When leaving, keys and cards must be given back to the reception desk.

Bungalows will be available for our customers from 4 pm of the arrival day and must be freed within 9 am of the departure day.

Pitches must be left free within and no later than 12 am of the departure day to avoid the charge for an additional day.

For those who stay in pitches, rates are per day. Regardless of the arrival time, the arrival night is also counted.

Pets, of small-medium size, are allowed in the Village for a fee. They are not allowed in the following accommodations: "I Portici", Smart Rooms and Mobil Homes; their presence must be reported in the reservation and at their arrival. Inside the Village, dogs must be kept on the leash and their owners must respect the "Animal Regulation".

### SERVICES

19. The kitchenette cleaning depends on customers and must be done before the departure, otherwise a €30,00 cleaning fee will be charged.
20. For those who stay more than 7 nights, clean linen will be delivered for the following week.
21. For customers of the Village, the beach service (1 beach-umbrella and 2 sunbeds) is included in the price. For those who stay in pitches, the equipped beach service is for a fee.
22. Swimming pools are open on a fixed timetable, the entrance is free and swimming caps are mandatory.
23. Entertainment goes from 10<sup>th</sup> June to 10<sup>th</sup> September.

24. Customers are expected to personally inform themselves of any message and incoming mail.

### SAFETY RULES

25. To get in and out the Village on foot or by car, customers are required to use the personal card given at the reception at the check-in.
26. Minors are allowed in the Village only if accompanied by a parent or an adult showing the declaration of consent granted by the minor's parents as well as the attached copy of both identity documents.
27. Visitors are allowed only if authorized by the Director. They can enter the structure only on foot and after leaving an identity document at the reception; 2 hours after their arrival, they are required to pay the fee of the current price list; anyway, they are accepted only if hosted by registered customers. Admission for visitors can take place only during the daytime. Visits end at 10 pm. Unregistered visitors will incur penalties required by law. Visitors will have a recognition bracelet which must be given back at the exit time.
28. The Director has the right to: prohibit access or send away those who, for behaviour or attitude, are source of disturbance, even potential; not accept and/or send away customers who will be responsible for the violation of civil and criminal law as well as that of this regulation.
29. From 2 pm to 3:30 pm and from 00:30 am to 7 am is Silence Time. It is forbidden to enter and/or exit or use motor vehicles inside the structure (except for staff members); customers are expected to respect everyone's rest and ease, also during the day, by avoiding annoying cackles and noises. Radio and/or TV devices must be always kept at a low volume.
30. The Director declines any responsibility for damages caused to people and/or things arising from the use of available equipment (for example: games for children, beach-volley field, swimming pools, etc.), provided that the usage is at customers' risk. The Director also declines any responsibility for damages caused to people and/or things arising from unforeseeable circumstances or force majeure that is any fact not chargeable to the Structure's Director and staff. Each Customer is required to care for his own objects.
31. Children care is taken exclusively by parents or other caretakers, who are responsible towards third parts, without any responsibility for the Director. These people will take care that children do not cause damage and do not take risks inside the Village. Children must never be alone when using various equipment and toilets.
32. Damages caused by customers to properties or structures must be reported immediately to the Director.
33. The parking area is not guarded. The Director declines any responsibility for damages caused to Customers' cars and/or motorcycles by third parts. It is strictly forbidden to park cars in free pitches or in areas not established by the Director.
34. It is strictly forbidden to light fires of any kind inside the Village as well as on the beach belonging to. The use of the barbecue is allowed only and exclusively in the special free area available to Customers.
35. Customers must observe all recommendations which, in some situations, can be required by the Director.
36. This regulation can be read on our website [www.villaggiolemimose.it](http://www.villaggiolemimose.it) and has been hung to our bulletin board. When making a reservation, you are accepting this regulation. All staff is authorized to enforce it.

Via Faleria, 15

63821 Porto Sant'Elpidio (FM)

Tel. +39 0734 900604

E-mail: [info@villaggiolemimose.it](mailto:info@villaggiolemimose.it)