



REGULATIONS

It is a condition of entry to the agricamping that all persons comply with the present rules and regulations which can be completed at any time with additional rules the management considers necessary for a better service, and accept the price list.

BOOKING

The reservation is possible directly from our website by getting the best price available on the web, or by contacting the reception by phone or e-mail. For special requests or in case of no-availability it is always possible to send e-mail, or fill out the form in the contact section, specifying the name and surname of the guest, the period, the number of persons with the age of any children and the accommodation required.

For organizational reasons, it is not possible to ensure the reservation of a specific number of accommodation, but it is guaranteed an accommodation of the type requested. In this regard, the Management reserves the right to make changes at any time before the occupation, without prior notice to the guest. However, he ensures that, as far as possible, the customer will be satisfied in his request.

The reservation must be confirmed with the payment of a deposit equal to 30% of the total amount of the stay, to be paid by bank transfer or credit card. In case of cancellation or no show, the deposit will not be refunded. In case of late arrival and/or early departure, the entire stay must be paid anyway (art. 7 of the International de l'Hoteleria regulation). The remaining amount can be paid on arrival or the day before departure. We accept cash, debit or credit cards (visa-MasterCard). Please check the daily and monthly limits for payments abroad.

CHECK-IN

Check-in is from 02.00 pm to 06.00 pm. Check-in at different times must be agreed in advance. Guests are kindly requested to communicate their estimated arrival time at least 24 hours in advance.

Upon arrival, each guest is required to show a valid identity document for registration and legal compliance (identity card, passport, driving license).

Rooms, apartments and mobile homes:

A deposit of € 100,00 will be required and the guest will receive a key or card of the booked accommodation. It is possible to request an additional key or card, upon deposit of € 30,00 which will be returned on departure or on return of the same. If a key or card gets lost, an additional cost of € 100,00 will be charged.



Pitches:

After completing the registration process, a magnetic key for the opening of the entrance barrier can be delivered upon request. In case of loss of the key will be required an additional cost of € 100.00.

CHECK-OUT

Rooms, apartments and mobile homes:

Check-out time is from 08.00 am to 10.00 am. Please note that checking out outside the scheduled times will result in the following night being charged. We kindly ask guests to respect the schedules in order to allow us to manage the facility and provide our customers with better service. At the departure will be carried out a check of the accommodation, any theft or damage of any kind not reported on arrival must be compensated immediately.

Pitches:

Check-out is from 8.00 am to 2.00 pm. The camper is obligated to leave the space he used perfectly clean and tidy. We kindly ask guests to respect the schedules in order to allow us to manage the facility and provide our customers with better service.

CANCELLATION OF RESERVATION

Cancellation from the guest:

- The cancellation must be sent per email to reservation@algrappolodivino.com
- The cancellation concerns the whole reserved period not just a part

The management will cancel the reservation without notice if:

- The deposit is not received within the started term
- The client does not arrive on the scheduled arrival date. In this case the management will be entitled to rent the accommodation/emplacement starting from the day after.

In no case the deposit or booking costs will be refunded.

ROOMS

Daily cleaning is carried out from 8.00 am to 10.00 pm. If you stay in the rooms until 9.45 am, your room will not be cleaned.

One change of linen (both bed and bath) is included for stays of least 4 nights. Additional changes of linen and cleaning services can be arranged for a surcharge.

In respect of the environment, please make sure that no water faucets are left running and do not throw objects into the toilet or sink, nothing that could ruin the plumbing.

It is strictly forbidden to smoke or to have lunches or dinners inside the



rooms. If during the check-out will be found the non-compliance with the rules will be retained the deposit.

APARTMENTS

The first supply of bed linen and towels is free of charge. Additional changes of linen and cleaning services can be arranged for a surcharge.

In respect of the environment, please make sure that no water faucets are left running and do not throw objects into the toilet or sink, nothing that could ruin the plumbing.

It is strictly forbidden to smoke inside or in the common area. If during the check-out will be found the non-compliance with the rules will be retained the deposit.

MOBILE HOMES

The first supply of bed linen and towels is free of charge. Bed linen and towels are changed once a week for stays of more than 7 nights. Additional changes of linen and cleaning services can be arranged for a surcharge.

In respect of the environment, please make sure that no water faucets are left running and do not throw objects into the toilet or sink, nothing that could ruin the plumbing.

It is strictly forbidden to smoke inside the mobile home. If during the check-out will be found the non-compliance with the rules will be retained the deposit.

PITCHES

It is not possible to change places without permission from the management. The tents must be fitted immediately after arrival.

For hygienic and sanitary reasons, guests are required to keep their assigned space clean and tidy. The Guests must use properly sinks, washbasins, toilet facilities as well as washing machines, dryers and nursery.

The Guests must keep the areas and the living accommodations clean and tidy and leave them in the same conditions they found them.

In respect of the environment, please make sure that no water faucets are left running and do not throw objects into the toilet or sink, nothing that could ruin the plumbing.

PARKING

Only one car is allowed. Each additional car or trailer must be reported at the time of booking and upon arrival and has to be paid extra.

The speed limit inside the agricamping is of 10 km/h. If the speed limit is not respected, only mobility on foot will be allowed.



IT IS FORBIDDEN TO BRING BICYCLES OR OTHER BULKY EQUIPMENT IN THE ROOM OR APARTMENT.

The property has a large outdoor parking available free of charges to all customers.

ANIMALS

The presence of animals must be reported at the time of booking and on arrival. There is an additional cost for each pet.

For hygienic reasons it is forbidden to put your pets on the beds or sofa, let them use the shower or/and use the bath towels provided to clean them. For the accommodation there is an additional mandatory cleaning fee.

Dogs in public areas must always be kept on a leash and, if aggressive, wear a muzzle.

Dogs owners are personally responsible for clearing up their needs and using the special dog litter bins provided. Any other material needed can be required at the reception.

It is allowed a maximum of n.2 dogs per accommodation.

It is also strictly forbidden to leave animals alone in the housing units and on the pitches.

ENVIRONMENT

The campsite participates in environmental sustainability programs, so guests are asked not to waste these important and valuable resources. Small measures such as turning off the light and air conditioning when not used, dosing the tap, etc. are an important contribution we can make to the ecosystem we live in.

To protect the environment, any behaviour leading to environmental degradation is forbidden, in particular **no action is allowed** which may:

- cause **environmental damage or pollution** (digging holes on the field, lighting fires, spilling oil or fuel or any hot or salty liquids on the ground,...)
- **waste water** (as leaving taps open, water play) and **electricity**,
- cause **emissions into the atmosphere**.

Each guest is required to respect the utmost cleanliness and the most scrupulous order both around their equipment and in any other service in the agricamping. Any solid waste must be deposited in the appropriate garbage containers. Liquid waste must be eliminated through special chemical emptyers. The sanitary and general facilities of the area all have specific purposes and destinations: they can be used and enjoyed solely and limited to their specific purposes and uses.

Our agricamping takes particular care over separated waste collection. Throughout the area there are numerous bins, which guests are kindly asked to use correctly.



SECURITY

The direction is exempt from any liability for any personal items left unattended. It will be responsibility of the Guests to guard personal object of value. It is recommended to the guests not to remove or spoil any object present within the accommodation and in the common areas of the agricamping. Any abuse will be reported to the local Public Safety Authorities. The Management is not liable for acts of vandalism, accidents due to no own causes and damage to persons or property resulting from natural disasters.

GUESTS

No stranger can access the agricamping, even if accompanied by our guests, without the prior permission of the management. An identity document will be required and the fee of € 15,00 euro per person (adults and children) which includes the use of the pool will be applied.

At night it is strictly forbidden the presence of strangers/not regularly registered in any area of the agricamping.

STAY AND DEPARTURE

Guests are required to have the utmost respect for the things entrusted to them and the equipment of the agricamping; any damage due to improper use will be regularly charged.

SWIMMING POOL RULES AND REGULATIONS

1. Minors are allowed, only if accompanied by their parents or relatives of age, who take responsibility for them. Children must always be accompanied in the use of various equipment and toilets. Parents are directly responsible for their children;
2. It is recommended to respect silence from 01.00 pm to 03.00 pm and from 11.00 pm to 08.00 am;
3. During relax time, guests don't have to disturb other guests by using radios, televisions, stereos and musical instruments or by gathering in groups;
4. Refrain from making noises, running after each other, doing improper and dangerous acts for themselves and for others;
5. Everyone is required to behave in a way that does not cause discomfort and harassment to other users and harm things and people;
6. Is forbidden take foods and drinks in the swimming pool area;
7. Guests are expected to safeguard as much as possible the turf, flowers, plants, equipment of the pool and the camping;
8. In the pool area it is absolutely forbidden the entrance to the animals of



- any species, even if kept on a leash;
9. The pool is for the exclusive use of our guests. Guests who wish to stay in the pool on the day of departure must pay a fee of € 15.00 per person (adults and children);
 10. Access to the pool is allowed only with slippers (no shoes) passing through the shower where you will wash your feet.
 11. It is strictly forbidden to swim during the closing hours of the pool.

The management reserves the right to expel those who, in its opinion, do not respect the regulation or disturbing the harmony and spirit of the accommodation, damage the good performance of community life and the interests of the agricamping.

Customers already expelled or recalled will not be able to return to the campsite without a new, specific authorization of the management.

We thank you for your cooperation and wish you a grateful stay.

THE MANAGMENT