

BOOKING TERMS AND CONDITIONS 2025

Failure to arrive by 10:00 p.m. will result in automatic cancellation of the reservation.

In case of late arrival or early departure whatever the reason, it is mandatory to pay the amount of the entire period of stay booked. The Management reserves the right to rent the accommodation/pitch to other guests.

In case of late arrival or early departure of one or more members of the family, it is mandatory to inform the Management in advance by signing the appropriate form: otherwise the entire period booked by the family and the relative tourist tax will be counted even if not enjoyed.

Tourist tax is not included.

Pets are not allowed.

Any complaints about the quality of the cleaning service must be made by 6:30 p.m. on the day of arrival.

In case of Best Rate:

- 1) At the time of booking, will be charged an amount of 30% as a non-refundable deposit.
- 2) The payment of the deposit implies the full acceptance of these booking terms and conditions.
- 3) The remaining 70% must be strictly paid no later than 15 days before the arrival date.
- 4) In the event of cancellation or amendment up to 15 days prior to arrival: penalty 30% of the total amount of the booking
- 5) In the event of non arrival (no-show): penalty the total amount
- 6) The total amount does not include the tourist tax, payable on-site.
- 7) The Management reserves the right to accept, or reject, the request to change from an "accommodation only" reservation to a half board or full board reservation (and vice versa) if received 15 days before the arrival date.

In case of reservation with BeSafe rate with Insurance included:

- 1) If you choose BeSafe Rate offer with insurance included, you will receive an email from BeSafe Rate upon confirmation of your booking payment to extend your cover to all participants of your stay for free. REFUND up to 100% refund of your stay in case of cancellation due to unforeseen events. WARRANTY for the refunds in case of theft or non-delivery of luggage. THIRD PARTY LIABILITY coverage for physical injuries, damage to or loss of property. ROADSIDE ASSISTANCE on-site during the trip. COVERAGE of medical expenses and medication in case of accident or illness during the stay. PANDEMIC illness and fiduciary isolation included in the insurance cover. ACCIDENTS coverage for ticket costs, classes or equipment hire (unused) and acknowledged permanent disability. COVERAGE of accommodation costs in case of forced stay in the city of stay. Before booking, please read the rate conditions for further information
- 2) At the time of booking, will be charged an amount of 100%
- 3) The payment of the stay implies the full acceptance of these booking terms and conditions.
- 4) In the event of cancellation or amendment: Penalty the total amount
- 5) In the event of non arrival (no-show): Penalty the total amount
- 6) The total amount does not include the tourist tax, payable on-site.
- 7) The Management reserves the right to accept, or reject, the request to change from an "accommodation only" reservation to a half board or full board reservation (and vice versa) if received 15 days before the arrival date.

In case of half board and full board services, any uneaten meal cannot be refunded.

Any food intolerances and allergies must be notified at the time of your booking and declared to the maitre on the first day of service. The village does not have a kitchen certified for celiac disease.

The service begins with dinner on the day of arrival and ends with lunch (for full board) or with breakfast (for half board) on the day of departure. In case of early arrival it is available the self-service area or menu à la carte. In both cases, the accommodation must be left before 9:00 a.m.

The full board service includes breakfast, lunch and dinner buffet (water and wine on tap included)

The half board service includes breakfast and dinner buffet (water and wine on tap included)

Other drinks are considered extras, as well as the meals not included in the menu. We recommend you to pay for your extras daily at the restaurant cash desk.

Service hours: breakfast from 7:30 a.m. to 09:30 a.m.; lunch from 12:30 a.m. to 1:30 p.m.; dinner from 7:30 p.m. to 8:30 p.m.

Check in is open from 07:00 a.m. to 10:00 p.m. The Management will issue guests with the bracelet to be worn on the wrist, in addition to the pass for access by car (upon communication of the number plate by the guest).

The Management reserves the right not to allow access to the structure if the advance payment of the stay is not in order.

Accommodation will be ready from 04:00 p.m. and must be left before 09:00 a.m. on departure. In case of loss of the safe keys, a penalty of 10,00 € will be applied.

Pitch is free from 01:30 p.m. and must be left before 12:30 p.m. on departure.

In the daily costs are included blankets, the first set of bed linen and pillow covers, the first set of towels, per person (it includes a bath towel, a face towel, a guest towel), the first set of toilet paper. For suite accommodation, in the daily costs are included a daily rearrangement and a mid-weekly cleaning with linen change.

Any bed linen set or towels set change is possible, upon payment of 9,00 € for a single bed, 14,00 € for a double bed, 5,00 € for a set of towels, 2,00 € for a shower carpet.

For the accommodation with kitchen area, the daily cost includes a welcome kit containing a little bottle of dishwashing liquid, a little bottle of floor detergent, a sponge, a pair of gloves, a floor-cloth, a set of refuse bags for the sorted waste collection. All the accommodations are equipped with cookware and dishes, except for coffee machine, coffee cups, gas lighter. The table linen is not included.

Only final cleaning is included in the total amount of reservation, even for more than 7 nights stays. It is possible to require an extra cleaning: the cost depends on the type of cleaning and accommodation.

Beach service of any accommodation is included in the total amount of reservation. Beach equipment depends on the type of accommodation and it cannot be modified. Beach service of any pitch includes a sun umbrella (any sunbeds or director's chairs are subject to charges). It is possible on request to rent a sun umbrella in the first row: the service doesn't allow a second sun umbrella.

It is possible to rent a baby cot available on request, upon payment of 4,00 € / day.

It is possible to rent a high chair available on request, upon payment of 4,00 € / day.

It is possible to rent an 80-litre refrigerator on request, upon payment of 5,00 € / day (only for campers).

On departure, the accommodation must be left at the same conditions as it was at the time of arrival.

On departure, it is mandatory to empty the containers of the sorted waste collection located in the veranda, at the recycling point.

During the period of stay, the Management reserves the right to inspect the accommodation, to check for any damage.

If the need for maintenance is reported, the entry of technical personnel or external companies into the accommodation for repair is already authorised.

It is strictly forbidden to remove the supplied material from the accommodation.

At the reservation only the type of accommodation can be required, not the number corresponding to it. Numbers, positions, proximity among accommodations and/or pitches are not granted.

The Management reserves the right to change the allocation of the number of accommodations at its sole discretion.

The Management reserves the right to vary the prices for Revenue Management policies. The price of each type (of accommodation and/or pitch) is calculated on a basic guest capacity (specified on our site web), after which a supplement of €10,00, €15,00 or €20,00/person per night is applied (depending on the time) until the maximum permitted capacity is reached. The latter always includes newborns.