



## INTERNAL REGULATIONS

### 1. Arrival / Departure / Stay:

- a. On the arrival, the Guests will receive a copy of the internal regulations after the mandatory display of their ID documents for registration. At check-in, bracelets functioning as a club membership card will be given: the Guest must wear them visibly for the whole duration of their stay. At the departure, even if it's just single person, the bracelet must be returned to the Reception or the Guest will be charged for 10.00 Euros.
- b. The Guests must check if their registration is correct and must notify all changes concerning places, arrivals and departure of their group's members.
- c. Visitors must go to the Reception for a special one-hour authorization, given after the display of an ID document. If the Visitors stay for more than an hour, they will pay a fee. The Guest are responsible of their own visitors, and must inform them about internal regulation.
- d. The bill is based on the nights spent in the Holiday Centre. Guests must check out before 11:00 a.m. for camping places, or before 10:00 a.m. for bungalows and mobile homes.

### 2. Pets:

- a. Small pets are admitted only in camping areas. The Guests must show the sanitary certificate of their pets, hold dogs on a leash and prevent them from getting dirty; otherwise, owners will arrange immediately for cleaning. Taking dogs to the beach is strictly forbidden.

### 3. Order and Cleaning:

- a. The Guests must keep their places in order and respect the environment. The use of clothesline and shadow tents in camping areas is strictly forbidden. The Guests must not occupy the streets, the camping areas and the other common spaces without the Management's permission for any reason (e.g. parties).
- b. The Guests must behave properly and must not disturb the other Guests. From 14.00 p.m. to 16.00 p.m. and from 00.30 a.m. to 7.00 a.m. all kind of noises must be avoided. The Management will announce in advance events finishing after 00.30 a.m.

### 4. Swimming Pool:

- a. The use of the swimming pool is ruled by the regulations put at its entrance. Guests with children wearing nappies must make them wear special nappies specific for the pool.

### 5. Vehicles and Parking:

- a. Cars must be parked in the proper parking areas. Driving cars within the camping is strictly forbidden, except for the authorized vehicles.

### 6. Garbage:

- a. Garbage has to be brought out in the appropriate trash can outside the camping before 10:00 a.m. Separate waste collection is obligatory. Trash bags are available at the Reception.

### 7. Barbecue / Fire:

- a. Fire is forbidden. Grills at disposal of the Guests are placed in front of the sea.

### 8. Security system:

- a. We inform our Guests that Heliopolis Holiday Centre is controlled by a video surveillance system. Videos will be used for security purposes according to the Law decree no.196 of 2003 (protection and treatment of personal information pertaining to individuals and corporate bodies).

#### Heliopolis Camping & Village

**Sede Operativa:** Via XXV Aprile n.124 – 64025 Pineto (TE)

Phone: +39 085 9492720 – fax: +39 085 9492171 – e-mail: [info@centrovacanzeheliopolis.it](mailto:info@centrovacanzeheliopolis.it) – web: [www.heliopolis.it](http://www.heliopolis.it)

**Sede legale:** Viale Palmiro Togliatti, n.1502 – 00155 Roma



**9. Privacy:**

- a. During animation activities will be done videos and/or photos that it could be used on our web site or on social network.

**10. Consumption of water and electricity:**

- a. We invite our Guests to use water and electricity wisely, especially the air conditioners, which must not be used from 11:00 p.m. to 07:00 a.m.

**11. Responsibility:**

- a. Guests must take care of their personal properties. The Management is not responsible for loss or theft or things not given for safe keeping. The Management is not responsible for damages caused by natural calamities.

**12. Allocation:**

- a. The Management reserves the right to change the allocated accommodation with a similar one. In this case, if the Guests were not satisfied they would be free to go away and the money would be given back.
- b. Troublemakers may be expelled by the Management without notice.

To complete the regulations, we inform you that you have to know and observe National and Regional law about containment and diffusion of Covid-19. All guests must observe last rules on this regard, otherwise the Camping Management can examine your expulsion.

By signing this document, the Guest accepts the present regulation:

Signature

**Heliopolis Camping & Village**

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