



Via XXV Aprile, 124  
64025 Pineto - Abruzzo - Italy  
+390859492720 | +393939570363  
info@centrovacanzeheliopolis.it

## **Heliopolis Camping & Village – 2024 Season Regulations**

### **I arrive**

If not previously accepted via e-mail, upon arrival, each Guest will be shown a copy of this regulation, which contains the rules governing their stay at Heliopolis Camping & Village. Entry into the holiday center entails full acceptance and full compliance with this regulation, which may be integrated or modified by the Management by rules deemed appropriate for the best operation of the holiday center.

Upon their arrival, Guests are asked to hand over their identity documents for registration. If the advance payment of the stay is not in order, the Management reserves the right to not allow access to the structure. Upon arrival, leaving a deposit of €5.00, you will be given a prepaid magnetic card to use to access the facility (opening the gate) and to pay for drinks at the internal bar/restaurant. Loss or failure to return the card upon departure will result in the withholding of the €5.00 deposit. You will also be given a bracelet to wear during your stay and a pass for car access to the facility's car park (subject to notification of the license plate). All cash operations at the reception can be carried out from 08.30 to 13.00 and from 16.30 to 19.30.

### **Visitors**

It is strictly forbidden to extend invitations and host, even temporarily, people who have not been previously registered by the Management. Entry to day visitors (not staying overnight) is permitted provided they have friends/relatives staying at the property. Entrance is subject to a fee and is permitted from 8.00am to 10.00pm with exit by 10.30pm. Minors may stay in the Facility only together with their parents or adults authorized to take care of them. The Management reserves the right not to accept unwanted or excess guests. Entry to outsiders is prohibited. Persons caught inside the accommodation facility who are not registered and/or unauthorized will be reported to the competent authorities for trespassing (Art. 614 CP).

### **Traffic and parking**

The circulation of private cars within the campsite is not permitted. Only the circulation of specifically authorized vehicles is permitted.

It is strictly forbidden to park cars in the square in front of the entrance to the village and in the driveway to the car parks. Please use the designated parking areas, duly signposted, located in the structure.

Tents, caravans or campers must be parked on their own pitches, taking care not to invade other people's spaces.

### **Departures**

Guests of the Camping area are obliged to leave the pitches by 11:00 am, while those of the Village must leave their respective homes by 9:00 am on the day of departure; beyond these times Guests will be required to pay an additional daily fee.

### **Respect for peace**

Guests are asked, from 2.00 pm to 4.00 pm and from 12.00 am to 7.00 am, to respect the tranquility and quiet of each person, avoiding all noises that may prevent common rest.

### **Entrance to the facility**

The entrance gate remains closed from 12.00am to 7.00am. During the aforementioned times, to enter and exit, it is necessary to have the magnetic card issued by the Management.

### **Order, decorum and cleanliness**

It is strictly forbidden to damage the plants and equipment of the camp, dig trenches or furrows around tents,

caravans or campers as well as tying wires to the plants, even for hanging out laundry.

It is mandatory to keep your pitch clean and leave the toilets clean after use. The Pitches

They are equipped with direct drains to our sewers, but their use must be carried out exclusively via pipes/connections to campers and camperized caravans. The wells located along the avenues are not to be used for draining cooking or washing water.

All Guests must keep the external spaces of their accommodation tidy and respect the surrounding environment.

During the period of stay, the Management reserves the right to inspect the accommodation in order to check for any damage. In the event that the need for maintenance interventions is reported, entry into the accommodation by technical personnel or external companies is hereby authorized in order to carry out the repairs.

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

It is forbidden to stay for any reason (tables, parties, etc.) on the campsite avenues, on free pitches and in any other common area without prior authorization from the Management.

On the day of departure, Guests will have to remove the rubbish, empty the refrigerator and clean the sink and hob.

### **Waste**

Separated waste must be placed in closed bags and in the appropriate containers, located in the two ecological islands. All bulky waste material such as mattresses, bed bases, appliances, furniture, etc. no longer used, they are to be considered bulky or special waste and absolutely cannot be abandoned on the pitch or near the bins. It is the Guest's obligation to dispose of it according to the procedures established by law.

Please remember the waste bins placed along the paths are not intended to accept waste bags from accommodation and pitches.

### **Pool**

The enjoyment of the swimming pool is subordinated to the strictest observance of the regulations placed at the entrance to the swimming pool, and is at the discretion of the Management and/or the lifeguard. Parents of children who are still wearing diapers will have to have them wear special diapers for swimming pools.

### **Responsibility**

The Management is not liable in any case for damages caused by natural disasters, by the use of sports equipment and various games and by the use of the external car park. The Management is not liable in any case for damages resulting from fortuitous, accidental and/or unforeseeable circumstances or force majeure. Damages caused by the use of equipment owned and belonging to the structure are not compensable and the Management is exempt from any liability in relation to them. Suspensions of the supply of water, electricity or gas resulting from interruptions by the Authority provider, breakages, failures or maintenance in general will not give the right to request any compensation.

Participation in every single sporting, recreational or potentially dangerous activity and the damage or injury resulting from it to things or people are the exclusive responsibility of the participating individual, who accepts the risks personally, exempting the Management of the Facility. Each Guest is asked to keep objects and things belonging to him. The Management declines all responsibility for any theft or damage within the Structure, in the beach it owns and in the external car park.

Children must always be accompanied when using the equipment, playground and services (including swimming pools). They must be supervised by parents who are directly responsible for them. The Management declines any responsibility in this regard.

### **Obscene acts**

Obscene acts or acts contrary to public morality are prohibited.

## **Wash**

Dishes and linen must be washed in their respective sinks with moderate use of water. It is mandatory to use the appropriate drains to remove the contents of the chemical toilet of campers or caravans, respecting the times shown.

## **General booking conditions**

Failure to arrive by 10.00 pm will result in the automatic cancellation of the reservation, unless for reasons of force majeure appropriately communicated to the Management. The Management reserves the right to reoccupy the accommodation/pitch. In case of late arrival or early departure, whatever the reason, it is mandatory to pay the amount for the entire booked period of stay. In case of late arrival or early departure of one or more members of the family unit, it is mandatory to inform the Management in advance by signing the appropriate forms: otherwise the entire period booked by the family and the related tourist tax will be counted even if not used.

The tourist tax is not included. Guests are required to pay the tourist tax, according to the regulation approved by the Municipality of Pineto.

Our rates are per day, regardless of the time of entry, and subject to any offers and promotions as specified in the booking conditions.

## **In case of booking with standard rate, not subject to promotional offers duly communicated at the time of booking:**

- At the time of booking, a 30% amount will be charged as a confirmation deposit, refundable according to the cancellation policies described below
- Payment of the deposit implies full acceptance of these general booking conditions and the 2024 regulations of Heliopolis Camping & Village
- The remaining 70% must be paid strictly no later than 15 days before the arrival date
- In case of cancellation of the reservation within 15 days of the arrival date, the confirmation deposit will be returned and no penalty will be applied
- In case of cancellation or changes up to 15 days before arrival the penalty is equal to the total amount of the stay
- The amount does not include the tourist tax, to be paid on site.

Any conditions of sale different from those mentioned above, resulting from the application of extraordinary promotional rates, will be appropriately described in the quotation phase and therefore overwrite what is described in these Regulations.

Please note that on the occasion of Ferragosto 2024, due to the particularity of the celebratory activities organized by the structure, we will only accept stays of a minimum of 7 nights, which include the week from 10 August 2024 to 17 August 2024.

In case of full board, the service begins with dinner on the day of arrival and ends with lunch on the day of departure. In the case of half board, the service begins with dinner on the day of arrival and ends with breakfast on the day of departure. In both cases the return of the accommodation is always scheduled for 9:00.

The full board service includes a small Italian breakfast at our bars, lunch and dinner served at our rich buffet.

The half board service includes a small Italian breakfast at our bars, lunch or dinner served at our rich buffet.

Service times: lunch from 12.30 to 14.30; dinner from 7.30pm to 9.30pm.

Check-in can be carried out from 09:00. The delivery of the accommodation (Villas, Bungalows, Mobile Homes) is guaranteed from 4.00 pm. The pitch can be occupied starting from 12:00.

The Management reserves the right to not allow access to the facility if the advance payment of the stay is found to be incorrect.

The daily booking cost includes blankets, the first supply of bed linen (sheets and pillowcases), the supply of bathroom linen per person (bath towel, face towel, guest towel), the first supply of toilet paper. Any change of linen for stays of less than 7 nights involves an additional cost.

All accommodations are equipped with pots and pans, coffee moka, coffee cups, tea cups and gas lighters.

**Table linen is not provided.**

Final cleaning is included in the total booking cost for stays longer than 3 nights. For stays of less than 3 nights there is an additional supplement for final cleaning of €30.00. However, it is always possible to request extra cleaning on site, the cost of which varies based on the service chosen and the type of accommodation.

The total booking cost for all accommodation at the Heliopolis holiday center includes the beach set, which includes the provision of umbrellas, sunbeds and/or deckchairs. The position of the umbrella varies according to the type of accommodation chosen and cannot be changed. The number of sunbeds/deckchairs provided can be increased by incurring an additional cost (subject to availability, which may not be guaranteed in busy periods).

When booking, only the type of accommodation can be indicated, but not the number now corresponding. Numbers, positions, proximity between accommodations and/or pitches are not guaranteed.

The Management reserves the right to change the assignment of the accommodation number at its sole discretion.

The Management reserves the right to intervene on prices for Revenue Management policies. The price of each type (of accommodation and/or pitch) is calculated on a basic capacity of guests, beyond which a supplement is applied (depending on the period) per person and per night until the maximum permitted capacity is reached.

## **Pets**

Pets of any size are allowed.

We remind you that by law the owner of a dog is always responsible for the well-being and control of his animal, therefore he is liable both civilly and criminally for any damage or injury that he causes to people, animals or things within the Heliopolis holiday centre.

The presence of animals must be reported at the time of booking and confirmed upon arrival.

## **Animal health documents must be sent via email or shown at check-in.**

It is required that all dogs cannot move freely within the structure and must always be kept on a leash.

It is mandatory for anyone who leads the dog to collect its faeces and to have with them suitable tools for collecting faeces. Entry to the beach is prohibited.

Dogs are prohibited from entering the playground, the swimming pool area and the common toilets of the holiday centre.

Animals are not allowed in the Bungalow and Villa accommodations, while they are accepted in the Pitches and Mobile Homes.

It is not permitted to leave animals unattended and alone inside the accommodation units or on the pitch.

The owners of the animals must ensure that they do not come close to the crews or facilities of other guests, causing nuisance. Guide dogs for the blind are exempt from this regulation.

## **Photos and video footage**

The acceptance of this regulation expressly authorizes the free use for information and advertising purposes of the structure, of photographs or videos in which, in addition to the undersigned contractor, the Guests and their family members are depicted and/or filmed, including the minors on whom they exercise parental responsibility or guardianship, unless otherwise requested in writing to be submitted to the Management by the day of check-in, expressly renouncing from now on any claim for compensation of a compensatory nature.

## **Compliance with the regulation**

Guests who violate this regulation will be asked to leave the facility without any compensation for the amount paid.

The competent court for disputes is the Court of Teramo.