



## **REGULATION**

The entrance to the Camping Village Baia Azzurra and/or the payment of the deposit to confirm the reservation implies the total acceptance and observance of this regulation. The staff is authorized to report any non-compliance to the management that reserves the right to remove those who do not respect these rules.

### **ART. 1 RESERVATION**

- The reservation is personal, non-transferable and constitutes free contract between the parties. It is highly recommended to the future guest, after receiving a copy of the reservation, to carefully check the arrival and departure dates, personal data and all other details. Every communication concerning the booking changes must take place by e-mail to [support@baiaazzurra.it](mailto:support@baiaazzurra.it).
- To confirm the reservation, payment of the deposit is requested by bank transfer or credit card, authorizing the reception staff to charge the due amount. The amount of the deposit must be paid within the terms of the tariff conditions specified in the booking. The effectiveness of the reservation starts from the moment the payment of the amount by bank transfer is accredited or, in case of debit on a credit card, when the transaction is successful. The absence of the deposit involves the loss of the booking right.
- The reception staff will send the future guest the booking confirmation when the payment of the deposit will be registered. The balance, the extra mandatory expenses and the optional ones requested will be settled on the day of arrival, after the check-in procedure, in cash within the limits of law or by credit card (Master, MasterCard and Visa). All checks are not accepted.
- You cannot choose a specific number of bungalows or pitch. It is however possible to express a preference regarding the number of housing unit/pitch or area in the note field of the booking form. The reception staff reserves the right of the assignment of the housing units and pitches taking into consideration any preferences and will try, if possible, to satisfy them.

### **ART. 2 TAXES AND EXTRA FEES**

All the prices are inclusive of VAT, consumption, animation, during the periods in which it is active (except for some specific shows/activities/events), miniclub, use of the playground, entrance to the pool, use of umbrellas and sunbeds at the pools, a parking space, outdoor fitness. In the prices of bungalows and apartments are also included utilities, furniture, crockery, cutlery and generic kitchen equipment, outdoor area with table and chairs. The tourist tax is excluded. If there are extra expenses during the stay, they must be paid 48 hours before departure in cash or by credit card.

### **ART. 3 ARRIVAL / DEPARTURE**

Check-in, entrance and check out hours are as follows:

- Apartment: Check-in 10.30 am – 09.30 pm

Check-out 08.00 am - 10.00 am

Key delivery guaranteed from 04.00 pm

- Bungalow: Check-in 10.30 am - 08.00 pm (for arrivals after 08.00 pm entrance to the village is allowed only on foot, using the trolleys for luggage)

Check-out: 08.00 am - 10.00 am

Key delivery guaranteed from 4.00 pm (except for Early Check-in between 12.00 pm and 1.00 pm)

- Camping: Check-in and entrance: 12.00 am - 1.00 pm, 4.00 pm - 8.00 pm

Check-out: 08.00 am – 11.00 am

You can use all the services of the Camping Village Baia Azzurra from the time of registration. All the guests will be asked to provide a valid Id card or passport for each member of the family that will stay in the Camping Village. Entrance with car or motorcycle is allowed only at arrival and departure for loading and unloading of luggage. Cars and motorcycles are not allowed in the area of the Camping Village between 1.00 pm - 4.00 pm and 8.00 pm - 8.00 am.

The day of departure the keys to the accommodation must be returned within 10.00 am at the reception. We advise you to make arrangements with the reception 48 hours before departure to organize the check of the accommodation; after the check the reception staff will return the deposit (see art. 5).

Departures at different times from those established must be previously agreed with the reception staff.

The use of all services, including parking, of the Camping Village ends at 10.00 am on the day of departure for bungalows and apartments and at 11.00 am for the campsite.

Departures later than the established time will be charged as an extra day.

To ensure security and faster identification, all Baia Azzurra customers must wear an **identification bracelet**. The electronic bracelet allows entry and exit to/from the village and it is obligatory to wear it for security reasons. entry and exit takes place without any control also for minors. baia azzurra club declines all responsibility for itself and its employees for events of any nature, deriving from entries and exits to/from the village.

### **ART. 4 CARS AND MOTORCYCLES**

During your stay cars and motorcycles must be parked in the private parking with controlled but not guarded access.

The Management declines all responsibility in the event of theft (both of the vehicle and content), vandalism, environmental damage, natural disasters.

Vehicle access is permitted via control systems by reading auto plates. The recorded information (access schedules, the presence or not of the car in the structure etc.) will be used exclusively for organizational and safety purposes. These data will be processed by internal personnel, communicated exclusively to authorized subjects and will not be disseminated and will be deleted at the end of the stay.

### **ART. 5 DEPOSIT**

For each accommodation, a deposit of € 200.00 in cash will be requested at the arrival. The deposit is a guarantee for any damage caused to the accommodation (whether structural, to the furnishings, to the dishes or to accessories). The aforementioned deposit will be returned on the day of departure after the check of the state of the accommodation by authorized personnel. The guest authorizes the management to hold this deposit in case of damages or loss of chips, keys, furnishings, crockery.

### **ART. 6 DURING THE STAY**

#### Hours of silence:

- It is recommended to respect the silence hours during the afternoon (2.00 pm - 4.00 pm) and night (12.00 am - 08.00 am). During these hours, it is forbidden to disturb the quiet with noises. Please turn down the volume of television, radio or other devices.

#### Safety:

- It is forbidden to keep more than one gas cylinder with capacity more than Kg 5.
- It is forbidden to light fires, throw on the ground matches or cigarettes. In case of fire, notify immediately the reception. There are fire extinguishers and hoses throughout the village.
- Minors are not accepted unless accompanied by at least one adult.
- Adults are responsible for the behaviour of their children and minors under their custody and are aware of being obliged to compensation for damages caused by minors to both the accommodation and third parties.

#### Camping:

- It is not allowed to change pitch of your own initiative. For any need, guests are asked to contact the reception, available to improve your stay at the village.
- It is forbidden to occupy other pitches with the car.
- It is not allowed to fence with ropes, poles or anything else the reserved space, place coverage towels or sunshades, tend clothes on the front of the roads or main walkways, tie wires, strings or hammocks between 2 trees. It is forbidden to cross pitches of other guests on foot and with any other means. It is forbidden to introduce bicycles in the toilet area and in the pool and entertainment area.
- Electricity available at the Silver and Basic pitch columns guarantees a withdrawal up to 3 amps (example: a lamp for lighting, a TV and a fridge at the same time); the Gold, Gold Plus, Platinum and Platinum Plus Pitches are equipped with an electric connection up to 10 amp; in the Super Gold Plus pitches there up to 16 amp.
- It is forbidden to use electrical equipment with higher absorption than the ampere of the column such as stoves, irons, fans, hairdryer etc. Any abuse can produce interruptions in the electricity delivery. The guilty party is subject to compensation for any damage.
- Check out is within 11 am of the departure day. Delays will be charged as an extra day.

#### Barbecue:

- It is allowed to use a gas, a carbon or electric freestanding barbecue.

#### Smoke:

- Smoking is prohibited inside the accommodation, in public bathrooms and in all closed rooms.

#### Medical assistance:

- A doctor is present at the infirmary of the Camping Village every day from June to September for one hour (for a fee).

#### Water fountains:

- Guests will have to use the fountains of drinking water sparingly using appropriate containers.

#### Beach:

- The private beach service is optional, upon request and requires payment of a fee at least 48 hours before the day of departure. The booking office will assign the sun umbrellas at our beaches according to the booked row. Any specific requests may be taken into consideration according to the availability of the period.
- It is forbidden to run between sun umbrellas and sunbeds.
- It is forbidden to dig holes.
- The lifeguard is not responsible for the behaviour of children.
- By order of harbourmaster, it is forbidden to stand on the shoreline.

#### Pool:

- Opening hours are posted at the entrance and may vary depending on the season and on weather conditions.
- The use of the swim cap is mandatory as a Covid prevention measure.
- It is forbidden to dive, play with the ball, introduce inflatable, run by the pool and between sun umbrellas and sunbeds.

- The umbrellas and sunbeds around the pools are available upon availability; they cannot be booked in advance and cannot be occupied with any objects.
- The objects left unattended for 30 min. on the sunbeds will be removed.
- The lifeguard is not responsible for the behaviour of children.

In low season some services can be reduced.

### **ART. 7 DAILY GUESTS**

- All those who wish to receive guests must give notice in advance to the reception staff. Guests must be received at the entrance.
- Daily guests can be admitted free of charge for a maximum stay of 2 hours during the opening hours of the Office (08.00 am - 10.00 pm), but they cannot access the pool, use sun umbrellas and sunbeds at the pools and at the private beach.
- Daily guests can stay in the village until 9.30 pm, with prepayment of the prices per person and per parking space. Guests will have to provide reception their ID card or passport.
- In case of unexpected guests, the reception staff, in compliance with the privacy law, will not give any kind of information about the presence or identity of the guests of the Camping Village.
- Daily guests are required to comply with this regulation.
- Visitors will not be accepted beyond the maximum capacity of the Camping Village or when, according to the Management, there are no conditions to allow entry (e.g. government provisions related to pandemic events). This has the purpose to guarantee the protection of Camping Village Baia Azzurra Guests.
- Those who will be surprised within the property of the Camping Village Baia Azzurra without the identification bracelet and the necessary authorizations must leave the village immediately, after paying the due amount per day and may be subject to denunciation for violation of domicile according to the Italian law.

### **ART. 8 ENVIRONMENT**

Camping Village Baia Azzurra pursues a policy of respect and safeguard of the environment.

It is therefore required to observe the regulation below.

#### **Safeguard of soil and water:**

- For ecological reasons it is forbidden to carry out car maintenance (e.g. oil change, filter change) within the village. Car washing is only possible in the parking lot.
- It is forbidden to introduce and use in the village chemicals which may be harmful for people and the environment;
- It is forbidden to pour exhausted edible oils and fats in the manhole;
- Water is precious and must be used sparingly. Reporting any leaks helps not to waste it.

#### **Respect for nature:**

- It is forbidden to remove or cut any type of plant in the village;
- It is mandatory to use only biological disinfecting in respect of the environment;
- It is forbidden to modify the conditions of the land (e.g. dig holes);
- It is forbidden to light fires directly onto the ground and on the beach.

#### **Waste collection:**

- It is forbidden to abandon waste on the ground (including organic waste).
- Cigarettes must be thrown into the appropriate bins.
- Waste must be thrown into the appropriate containers/bins, separating solid urban wastes from the recyclable ones (paper and cardboard, cans in aluminium, plastic, glass).

## **ART. 9 PETS**

- Please write in the reservation form your intention to bring pets.
- Pets are allowed only in the camping pitch area, in a limited number and upon payment of the daily rate. Pets are not allowed in the pool and entertainment area, in the playground area, at the restaurant, bar and beach.
- Dogs must always be kept on a leash, they must never be left alone and unattended or entrusted to minors; owners must follow the health and hygiene regulations in force at national level.
- Guests are aware that they are obliged to pay for any material or personal damage deriving from the conduct of animals.
- Pets are not allowed in the accommodations.

## **ART. 10 CANCELLATION AND CHANGE POLICY**

Any booking cancellation request must be sent only by e-mail to [booking@baiaazzurra.it](mailto:booking@baiaazzurra.it).

Cancellations communicated verbally will not be taken into consideration.

In case of cancellation of the reservation, the refund of the deposit will take place according to the terms specified in the cancellation conditions of the reservation. Where not specified, the following terms are considered valid:

- 80% of the amount if the cancellation occurs 60 days before the day of arrival;
- 50% of the amount if the cancellation occurs 30 days before the day of arrival;
- No refunds if the cancellation occurs in a period of less than 30 days.

In the event that the Guest does not communicate his wish to cancel or arrives one or more days later or leaves earlier than the departure date specified in the reservation, he is obliged to pay the full amount of the reservation. In the event of a late arrival without notice, the accommodation will be available until 10.00 am and the pitch until 12.00 pm of the day following that of the expected arrival; after this time, the guest will be considered renunciative, losing the entire amount of the deposit paid and the right to occupy the accommodation or pitch booked.

Any changes to the confirmed booking must be sent by e-mail to [booking@baiaazzurra.it](mailto:booking@baiaazzurra.it) at least 30 days before arrival: the Reception staff will evaluate the actual feasibility and accept or reject the change. Change requests received between the 30th day and the arrival date will be subject to the availability of the period.

## **ART. 11 RESPONSIBILITY**

- Each guest is required to safeguard his own objects. The Management is not responsible for thefts occurred inside the Camping Village Baia Azzurra. Lost items can be delivered to the reception.
- Guests are aware that the use of sports and leisure equipment is under their own responsibility.
- The Management is not liable for accidents, injuries, damages in general (caused by thunderstorms, hail, falls of trees, branches or pine cones, sports activities, force majeure, etc.) and any reasons not attributable to the Management.
- For any legal disputes, the exclusive competent court is that of Grosseto.
- The Management is not responsible for vandalism, for damage in the event of a temporary lack of gas, electricity, water or technical failures to the systems, for accidents caused by natural causes, by any kind of wild animal, by guests or from their equipment or mobile vehicles, which may occur within the property of Camping Village Baia Azzurra.

## **ART. 12 INTERRUPTION OF THE CONTRACT BY CIEFFE S.R.L., MANAGER OF CAMPING VILLAGE BAIA AZZURRA**

- The Management of Camping Village Baia Azzurra reserves the right to terminate unilaterally the sales contract (booking) in the event that the Guest will disturb the quiet of the Camping Village or in case of serious failings on the part of the Guest towards the staff and other guests of Camping Village Baia Azzurra.

- In case of unilateral termination of the contract, the Guest must pay the entire amount resulting from the booking confirmation or, in the case of a stay without a reservation, the total of the days up to that moment.
- The Guest is aware that this clause integrates the termination condition of the contract for its serious breach and declares to accept it expressly, acknowledging the parties that this clause has been previously negotiated on the basis of a specific negotiation as it does not determine an imbalance of reciprocal contractual positions.

#### **ART. 13 PRIVACY**

- Exclusively the staff of the Camping Village Baia Azzurra will use any information relating to the Guest for the sole purpose of staying in contact with the Guest. The disclosure of Guest data to any person who is not an employee of Camping Village Baia Azzurra is prohibited. The staff is obliged to comply with the articles of Regulation (EU) 2016/679.
- The guests expressly authorizes Camping Village Baia Azzurra to use photos or videos in which they are depicted and/or filmed for information and advertising purposes free of charge. This also applies to all family members. The guest therefore expressly waives any claim for compensation. The photo/film staff wear a recognizable jacket. If the guest does not want to be photographed, he must report this to the photographer immediately.

#### **ART. 14 COURT**

The court of Grosseto is in charge for any dispute arising from the contract between the Guest and the Camping Village Baia Azzurra.

The regulation can be consulted on line <https://www.baiaazzurra.it/pdf/regolamento-en.pdf> or you can find it at the notice board at reception.

**Camping Village Baia Azzurra Club**  
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Email: [support@baiaazzurra.it](mailto:support@baiaazzurra.it)