

VILLAGGIO ORIZZONTE** HOUSE RULES**

THE FOLLOWING REGULATIONS ARE POSTED INSIDE THE VILLAGE AND ENTERING MEANS THEY ARE FULLY AND UNCONDITIONALLY APPROVED BY OUR GUESTS.

Upon arrival, all guests listed under the booking reservation have to present themselves for check-in. They will be required to show a valid identity document for legal purposes.

The apartments are available from 17:00 on arrival day.

Of course our guests can already use the facilities of the village like pools, playground, etc. before occupying the apartment.

In order to ensure guests' safety and prevent unauthorized activity and entry into the village by unauthorized individuals, every guest will be given a wristband at the time of registration, which they shall be required to wear, as a non-transferrable form of personal identification. This wristband shall allow guests to enter and stay at the village, as well as to access all facilities (pool, beach bus, etc.) and shall be displayed upon entrance or on request of authorized personnel during potential checks.

In addition to the identification wristbands, 2 wristbands for the pedestrian and bicycle entrance and a car pass will be handed over per apartment. The car pass gives access to the entrance North (one car per apartment). In case of lost of the bracelets or car pass a penalty will be charged.

The parking card must be held clearly visible behind the front window and allows you free parking in the parking areas in the village. The parking places are unattended and the direction is not responsible for any damage caused by theft, vandalism, weather, or similar.

Any kind of changes in the occupation of the apartment (concerning overnight staying guests, earlier departures or new arrivals) need to be communicated immediately at our check-out office.

Guests who expect visitors are kindly asked to welcome them personally at the entrance. The daily visitor must leave a document at the entrance and pay an entrance ticket as published on our price list; only stops of max. 4 hours within 11 am and 3 pm or 7 pm and midnight are for free. The visitors' cars must be parked outside the village. Should the document not be collected within the established time, automatically will be assumed that the concerning guest stayed inside the village and therefore the corresponding tariff will be charged according to the price list.

Minors must be accompanied by parents or other authorized persons. They are responsible for the children and must ensure that all the terms mentioned in the regulations are being respected. The children must be accompanied by an adult and must be accompanied during bathing in the swimming pools and on the unguarded play ground.

The village should give all our guest quietness and relax. For this we kindly ask all our guests to avoid noise during the silence hours from 24.00 till 08.00 and from 14.00 till 16.00. Car traffic inside the village is not allowed from 01.00 till 6.00.

The cars and motor cycles of our guests inside our village can only be used to reach the parking (low speed limit). Boats and trailers are not allowed inside the village.

Rubbish must be thrown in the concerning containers (waste collection place).

Your valuable objects can be deposit in our safe for free during the office opening hours. The direction does not take any responsibility for valuable objects left in the apartment.

It is our care to hand over clean und fully functional apartments. Any kind of problems or lack of something must be reported in the office immediately. Later reported problems won't be accepted by the direction.

Animals must always be held on a leash and are not allowed to bother other guests. Dog owners are kindly asked to walk the dog outside the village and to pick up eventual "needs". For this purpose you can ask for dog-poop-bags at the entrance. The animals are not allowed to enter the service areas (swimming pool and supermarket).

The direction cannot be held responsible for eventually physical problems caused by use of facilities inside the village or by participating on sports activities of the animation team. It also declines all responsibility for any theft of personal property left unattended, for damage caused to vehicles or objects contained in them, as the parking is not guarded.

The final payment for weekly stays need to be settled on Tuesday, Wednesday or Thursday after arrival. (check-out office from 8.30 till 13.00 and from 14.00 till 19.00). The payment of short stays need to be settled one day before departure before 19.00 at the checkout office. (to guarantee the payment, credit card details, which will be handled with care, are requested). We accept payment with credit card (Visa and Mastercard), bancomat and cash. Also guests who have booked through a travel agency need to get a receipt and, like all guests during the established period, pay the tourist taxes of the municipality of Piombino.

The apartments must be left correctly and without damages. In case if the kitchen utensils or kitchenette are not been cleaned correctly, Euro 25,00 of penalty will be charged. Any kind of damage or lost of the furniture will be charged on the guests based on the list of costs at the check-out office.

On the departure day from 8 a.m. till 10 a.m. there can be a control of the apartments.

On the day of departure the apartment must be left within 10 a.m. The bracelets, the key and the parking card must be handed over at the entrance before 10 a.m. (you have to show the paid bill). In case of earlier departure - see general booking conditions.

The telephones in the apartments can be activated for outgoing calls. The calls will be charged by every unit. More details in our offices.

We inform those guests that stay more than 10 night that the weekly change of bed linen and towels will be done every 7 nights, except on saturday. We kindly ask you to leave the used linen outside the apartment in the morning.

Inside the village there is the presence of qualified personal to ensure that all regulations as written above are being respected.

At the discretion of the direction, the non-compliance, even partial, of these Regulations of the Village or inappropriate behavior to the rules of coexistence, may result in the removal of the guest / s with the corresponding obligations under the terms and conditions of booking.