

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, after leaving their car at the car park, guests have to present themselves to the reception for check-in. It will be required to show a valid identity document for compliance with the law.

The apartments are available approximately at 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.

For our guests' safety and to prevent unauthorized activity or entry in the village every guest will be given a personal and non-transferable bracelet to wear. This bracelet allows our guests the entry in the village and the access to its facilities (pool, shuttle to the beach, ecc.). All our guests have to wear this bracelet visibly and exhibit it on request of our security staff.

In addition to the identification bracelet, every guest over 14 years will be given 1 magnetic wristband for the pedestrian and bicycle entrance as well as a car pass for every apartment. These items must be returned to the reception the day of departure. In case of loss a penalty of Euro 10,00 per bracelet/wristband/pass will be charged. 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 car pass will allow free parking in the internal car parks. The car parks are unattended, the management is not responsible for any damages to the vehicle and objects inside by theft, vandalism, atmospheric events or other.

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 the reception.

Guests who expect visitors are kindly asked to welcome them personally at the reception. The daily visitors must give an identity document, wear an identification bracelet and pay an entrance ticket (prices 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 an overnight stay will be charged.

Minors must be accompanied by their parents or by other authorized persons. They are responsible for the children and their behavior. The children must be accompanied to the services of the village by an adult and be supervised 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; in this time radio, TV and other audio devices must not be audible outside of the bungalows. Car traffic inside the village is not allowed from 01.00 till 6.00.

Cars, motorcycles and scooters of our guests are allowed to enter the village only for reaching the car parks (low speed limit). It is absolutely forbidden to pass with the car or motorcycle in the paths of the bungalows or pitches, even if the closing gates are open.

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

Your valuable objects can be deposit in the direction 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 the apartments clean und fully functional. Any kind of problems or lack of something must be reported at the reception immediately. Later reported problems won't be accepted by the direction.

Dogs must always be leashed and be under close supervision of the owner, they are not allowed to bother other guests. The owners are responsible for any damage or injury caused to people or things by their dogs. Large dogs must wear a muzzle, even if they are tied outside in the veranda. Dog owners are kindly asked to walk the dog outside the village and to pick up their "needs". For this purpose, you can ask for dog-poop-bags at the reception. Dogs are not allowed to enter the service areas (swimming pools 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 or activities of the animation team. We also decline all responsibility for any theft of personal property left unattended as well as for damages caused to vehicles or objects contained in them (the car parks are not guarded).

The payment needs to be settled within one day before departure (payments from 8.30 a.m. till 1.00 a.m and from 2.00 p.m. till 7.00 p.m.). Also guests who have booked with a travel agency need to pay like all other guests the tourist taxes of the municipality of Piombino.

The apartments must be left correctly and without damages, the guest is responsible for any damage caused to the apartment's furniture. In case if the kitchen utensils or kitchenette are not cleaned correctly, Euro 25,00 of penalty will be charged.

The day of departure the apartment must be left within 10 a.m. The bracelets, the key and the car pass must be handed over at the reception within 10 a.m.

From 8 a.m. till 10 a.m. there can be a control of the apartments.

In case of departures before the booked departure day - see general booking conditions.

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

Inside the village we have 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.