

VILLAGGIO ORIZZONTE** INTERNAL REGULATIONS**

THIS REGULATION IS DISPLAYED INSIDE THE VILLAGE. THE ACT OF ENTRY TO THE VILLAGE BY THE GUEST IMPLIES THE COMPLETE AND UNCONDITIONAL ACCEPTANCE OF THE SAME.

Upon arrival, Guests, after leaving their vehicle in the car park, must report to the Reception for check-in operations. You will be required to show a valid identity document for legal compliance.

The apartments are available on the day of arrival at approximately 5.00 pm. The various infrastructures such as swimming pools and restaurants are at your disposal throughout the day for both the day of arrival and the day of departure.

For safety and in order to combat illegal activity and the entry of unauthorized persons into the Village, upon registration each guest will be made to wear a colourful, personal and non-transferable identification bracelet, which will allow entry to the Village and access to its services. It must be worn at all times, kept visible and exhibited upon request by the personnel in charge for any checks.

In addition to the identification bracelet, customers over 14 years of age will be given 2 magnetic bracelets per apartment to open pedestrian and bicycle gates; Access to the Village by car is also permitted (only one car per apartment) by reading the license plate. Magnetic bracelets must be returned to reception upon departure, under penalty of paying a penalty: €10.00 for each bracelet. The car park is unattended and the Management cannot be held responsible for any damage to the vehicle and objects contained inside, nor is it liable for any theft, vandalism, atmospheric events or otherwise.

Any change of occupancy (people staying overnight, early departures and/or people arriving later) must be immediately and mandatorily communicated to the Reception.

Those who wish to receive guests/visitors must go to the Reception. The visitor will have to hand over an identification document, will be provided with an identification bracelet and will have to pay the established fee. Only in the time slot 11.00-15.00 or 19.00-24.00 attendance is free (max. 4 hours) but entry into the swimming pool is not permitted and access to the Village by car is not permitted. Failure to collect the deposited identity document after the scheduled time represents, on a formal and administrative level, proof of the overnight stay within the Village with the consequent charge of the rate indicated in the price list.

Minors must be accompanied by their parents or persons with express authorization; the latter are held directly responsible for the behavior of minors. Children must also always be accompanied to the various services of the Village by an adult, and be supervised while swimming in the pool and while staying in the play area, as this is unattended.

The Village is organized to allow everyone to stay in privacy and quiet. We therefore ask our welcome guests to respect the hours of silence - from 12.00 am to 8.00 am and from 2.00 pm to 4.00 pm. During the hours of silence, radios, TVs, audio devices, smartphones, computers and the like must not be audible outside the residential units. The circulation of cars, motorbikes and scooters within the village will however be prohibited from 01.00 to 06.00.

Cars, motorbikes and scooters are allowed to pass only to reach, at walking pace, the parking areas or to exit the Village from them. It is absolutely forbidden to pass through and park in the paths that give access to the bungalows or pitches, even if the closing gates are open for technical reasons.

It is mandatory to place waste in the relevant containers (ecological island).

Valuables can be stored free of charge at the management during office hours. We decline all responsibility for any theft of personal property left unattended.

It is our concern to deliver the apartments clean and in full working order. Any shortcomings or problems of any nature in this regard must be reported immediately to our offices. Subsequent complaints cannot be accepted.

Pets must be kept on a leash and under the strict supervision of their owners, who are obliged to guarantee hygiene and safety. They must not create a disturbance in any way. The owners are solely responsible for any damage and/or injury caused to people and/or things by their animals. Large dogs must always be muzzled, even if tied and left outside the assigned accommodation. They must be accompanied out of the Village to carry out their physiological functions. Animals do not have access to the service areas (swimming pools and market).

The Management declines all responsibility for any physical problems that may arise from the use of all the Village's equipment and services, in particular: sporting, swimming and entertainment activities in general. Furthermore, it declines all responsibility for any theft of personal property left unattended, for damage caused to vehicles or objects contained in them, since the car park is not guarded.

The balance of the stays must be paid by the day before departure (cash closing at 7.00 pm). Even those who have already paid for the entire stay at their travel agency will have to collect the receipt at the Reception within the terms indicated above, paying like all guests the tourist tax of the Municipality of Piombino within the established terms.

The holidaymaker is responsible for any damage caused in the apartment during the stay, and undertakes it to leave it in order. The dishes and the kitchenette must be washed and cleaned, under penalty of a charge of Euro 25.00.

On the day of departure the apartments must be vacated at 10.00 am. The bracelets, keys and car pass must be returned to reception within this time. The apartments can be checked from 08.00 to 10.00.

For early departures – see General Booking Conditions.

The linen change will only be carried out for stays starting from 10 nights, every 7 days. Please leave the linen to be collected outside the apartment in the morning.

At the Village there is a control and surveillance service with qualified personnel who are responsible for ensuring compliance with all the rules set out in this regulation. The area is under video surveillance and the images and recordings are treated in compliance with current privacy regulations.

At the sole discretion of the Management, even partial failure to comply with these Village Regulations or behavior inappropriate to the rules of coexistence, may result in the removal of the guest(s) with the related obligations set out in the general booking conditions.