



CAMPING BOSCO VERDE REGULATIONS

- Table of Contents
- Preliminary Provisions
- Article 1 Primary rule
- Article 2 Right of expulsion
- Article 3 Reception hours
- Operating Hours
- Article 3 Reception hours
- Procedures
- Article 4 Reservations
- Article 5 Right of withdrawal
- Article 6 Check-in - Registration of clients, guests, visitors
- Article 7 Check-out - Departure of clients
- Article 8 Damages caused by clients
- Article 9 Entry for loading/unloading and pitch setup
- Article 10 Quiet hours
- Article 11 Exclusion of warranty and limitations of liability

Preliminary Provisions

Article 1 Primary rule

Entry into the campsite and the request for reservation implies acceptance and full compliance with these regulations. Therefore, before deciding to stay, please carefully review the price list, operating hours, and internal rules. It is also recommended to read the various posted signs.

The services offered by the Campsite may be suspended or modified in accordance with the applicable legal regulations at the time of the stay. Any suspension or modification of additional services (such as the use of the swimming pool, soccer field, beach volleyball court, baby dance, entertainment, etc.) will not result in a revision of the accommodation price.

Together with its employees, Campsite Bosco Verde implements a systematic set of measures to ensure the proper functioning of the accommodation facility and compliance with these regulations, with the aim of enjoying the services offered by the facility in the respect of all guests. In line with the respect and enhancement of services and its own staff, this company seeks to maintain environmental conditions and professional dignity in which the employment relationship takes place, and therefore all necessary measures will be taken to protect optimal working conditions. Any disputes or harassment by guests will not be tolerated, and any complaints should be submitted to the Management.

Any disputes between Bosco Verde Camping S.r.l. and individual tourists shall be resolved through a mediation procedure aimed at reconciling disputes in the field of tourism.

Article 2 Right of expulsion

The management hereby informs that within the campsite, the regulations are binding, and as such, anyone who fails to comply with them or behaves in a manner that causes harm or disturbance will be immediately requested to leave the accommodation complex. In case of repeated infractions, the guest becomes undesirable, and the management reserves the right not to admit them in the future

OPERATING HOURS

Article 3 Reception hours

The reception is open:

During the low season, from 8:00 am to 9:00 pm.

During the high and peak season, from 7:30 am to 10:00 pm.

3.1 Entries and payments to the campsite are accepted during the reception's opening hours.

3.2 For arrivals after the mentioned hours, it is necessary to contact the reception in advance.

PROCEDURES

Article 4 Reservations

4.1 Reservations for accommodation facilities arranged by the campsite:

- a. The reservation request is confirmed upon payment of a deposit equal to 30% of the total cost of the stay.
- b. The remaining balance must be paid at the time of check-in.

4.2 Reservations for pitches:

- a. The reservation request is confirmed upon payment of a deposit equal to 30% of the total cost of the stay.
- b. The remaining balance must be paid at the time of check-in.

4.3 Duration of the stay:

- a. The reservation is binding; the start of the stay requires the customer to pay the full price even if they decide to cancel part of the stay.
- b. In the event of early departure, the full rate will be charged.
- c. Any increase or decrease in the duration of the stay must be expressly authorized by the management.
- d. The early departure of one or more members of the crew before the end of the stay (only for tent stays) must be explicitly communicated at the time of departure; otherwise, the full amount for the period will be charged.
- e. "Flat rate" pitch stays include the entire seasonal opening period of the campsite and are subject to specific regulations.
- f. The arrival date refers to the day the customer arrives and registers at the campsite. Once registered, the customer occupies the assigned pitch or accommodation unit.
- g. Every guest staying within the facility must pay, in addition to the rate calculated based on the campsite's price list, the tourist tax, in the amount and manner established by the municipality of Viareggio.

4.5 Transfer of Reservation:

The reservation is personal and cannot be transferred by the customer to third parties for any reason, except with specific authorization from the management.

Article 5 Right of Cancellation

5.1 The customer may cancel the reservation at any time by providing written notice to Bosco Verde Campsite. The cancellation will result in the campsite retaining the following amounts of the stay:

- a) 30% of the total stay amount if the cancellation occurs between the booking date and the 30th day prior to the start of the stay;
- b) 80% of the total stay amount if the cancellation occurs between the 29th and the 5th day prior to the start of the stay;
- c) 100% of the total stay amount if the cancellation occurs from the 4th day onwards.

5.2 Flat rate pitch reservations:

The reservation request for the pitch is confirmed upon payment of a lump sum deposit of €500 in September of the previous year.

5.3 Cancellation of flat rate pitch:

The customer must inform the campsite of their intention to cancel the contract as soon as possible.

The customer exercising the right to cancel must remove their camping equipment from the pitch.

1. Cancellation before December 31st: The customer is entitled to a refund of the deposit already paid, provided that they remove their camping equipment, such as trailers, shading structures, kitchens, etc., from the assigned pitch.

2. Cancellation from January 1st until the opening day of the camping season: The campsite retains 100% of the deposit if it has already been paid. If not yet paid, the campsite is entitled to collect the deposit.

3. Cancellation from the opening day of the camping season until June 30th: The campsite is entitled to retain 50% of the seasonal rate.

4. Cancellation after June 30th: The campsite is entitled to retain 100% of the seasonal rate.

5.4 Abandonment of equipment:

The abandonment of camping equipment occurs when the customer fails to contact the facility and fails to sign the seasonal contract for the period during which their equipment is on the assigned pitch.

If the customer abandons their camping equipment on the assigned pitch, the campsite has the right to retain the equipment. In this case, in addition to the costs for occupying the pitch, the customer will be charged €2,500.00 for the handling and disposal of the equipment, plus any expenses incurred by Bosco Verde Camping S.r.l. for debt recovery.

Article 6 (Check-in) Registration of Clients, Guests, Visitors:

Upon arrival, all campers, guests, or visitors are required to provide a valid identification document for the completion of public safety forms.

To enter the parking area, it is necessary to register the license plates of vehicles, and a personal QR CODE will be issued.

It is not allowed to arrive and occupy accommodation units and pitches with a number of people exceeding the maximum indicated in the price list, excluding children aged 0 to 5. Failure to comply with this requirement will result in the removal of non-compliant guests without any refund of the deposit.

Each member of the crew must be registered upon entry to the campsite.

If some members of a crew set up a new tent/trailer/caravan, they will be considered a new independent crew and will be required to pay the applicable fees (stay and city tax). They will be canceled from the previous reservation.

Unauthorized individuals and persons not authorized by the management are strictly prohibited from entering. Unauthorized persons found within the campsite will be reported for violation of domicile under Article 614 of the Criminal Procedure Code. Visitors are allowed entry during the reception's opening hours only if they are relatives, friends, and/or acquaintances of the customers who are staying at the campsite. Guests are required to leave an identification document at the reception. If visitors stay inside the campsite for more than one hour, the guest must immediately pay the current tariff upon their arrival.

In any case, visitors must leave the campsite by 12:00 AM or before the reception's nightly closure. After the nighttime closure of the management office, the identification document must be collected from the security/gatekeeper staff. To protect privacy, unless explicitly authorized in writing by the individuals concerned, it is not possible to provide information about the campsite's customers or call them through loudspeakers. Visitors must wait to be received by the customers at the management office.

From 10:00 PM to 7:30 AM, the guests of the campsite's customers may enter upon payment of a guest fee and must provide an identification document to the reception staff.

Visitors will not be able to use the internal parking area unless available at the discretion of the management, upon payment of the specified fee. After registration, they will be given a personal QR CODE required for access.

In the event of a high number of people inside the campsite, the management reserves the right to limit entry to guests.

The management reserves the right to implement all necessary measures to identify customers upon entry to the campsite and during their stay (such as magnetic cards, wristbands, receipts, etc.).

At the beginning and end of the season, some services may be reduced or unavailable depending on the number of guests.

Article 7 (Check-out) Departure of Customers:

Customers staying in accommodation units must vacate the accommodations by 10:00 AM on the day of departure to allow for cleaning before the next use. If the accommodation is vacated by 1:00 PM, half of the daily rate will be charged. If the stay extends beyond 1:00 PM, the full daily rate will be charged.

Campers must vacate the pitches by 12:00 PM on the day of departure. Extended stays beyond the specified time are only allowed in exceptional cases of force majeure or by prior agreement with the management, subject to payment of half the corresponding rate.

Guests are required to leave the pitch in perfect order and cleanliness upon departure. Failure to comply with the above points may result in a penalty of €50.00 for reordering.

The accommodation unit must be left with the dishes cleaned; otherwise, an additional cost of €25.00 will be charged.

Article 8 Damages caused by customers:

For damages caused to the accommodation unit or any other structure within the campsite, the customer is required to compensate the facility by paying an amount of money sufficient to cover the restoration expenses, i.e., the costs necessary to return the place to its original state before the damage occurred.

To ensure easy compensation in case of damages caused by customers, Bosco Verde Camping S.r.l. requires the payment of a security deposit before the conclusion of the stay, which will be refunded at the end of the stay after verifying the absence of any damages.

Any damage to the facilities, equipment, and/or furnishings observed by the staff during the inspection will result in the forfeiture of the deposit, with any additional costs being charged to the customer. The claim for damages must be made promptly, but it can also be made after departure, provided it is within the same day. In case of refusal to pay for damages, legal expenses for credit recovery will also be charged.

Any customer complaints must be made immediately upon receipt of the service in order to promptly resolve the issue, improve the stay, and ensure greater satisfaction.

Article 9 Loading/Unloading Entry:

Within the campsite, cars are only allowed to circulate for loading and unloading purposes during the following hours: from 9:30 AM to 10:30 AM (check-in) and from 4:00 PM to 5:00 PM (check-out).

Outside of these hours, access is allowed only for:

- 1) Access is allowed only to campers and customers who have chosen "car camping" option, limited to the tent area (Eden), by paying the relevant fee.
- 2) Access is allowed for suppliers and service vehicles of the campsite.
- 3) Access is allowed for those accompanying individuals with motor disabilities, who will be provided with a distinctive card.

In particular, individuals with reduced mobility can be accompanied to their pitch by family members driving the car, but the vehicle must be immediately taken to the parking area, using the designated "stalls" reserved for disabled persons near the entrance barrier. Keeping the car near the pitch is only permitted in exceptionally severe cases.

For seasonal package customers, car access is allowed until April 30th for setup and from September 18th for dismantling.

Article 10 Quiet Hours:

During quiet hours, from 1:30 PM to 3:30 PM and from 12:00 AM to 7:00 AM, all types of noise are prohibited. Guests are kindly requested to keep the volume of televisions, radios, etc., low and ensure that their children, while playing, do not disturb the rest of other guests. In particular, campers returning to their pitches during the nighttime and early morning hours **MUST** observe absolute silence. Any noise, including laughing and joking, whether along the pathway or in their own pitch, is considered an unacceptable disturbance to those already sleeping in tents, caravans, or accommodation units. The night porter is responsible for reporting the names of violators to the management. A monetary fine of €50.00 will be imposed for each reported case of violation. In case of repeated violations, the offenders will be asked to leave the campsite after paying the full stay cost, in addition to an additional penalty.

All campsite guests are free to enter and exit the campsite. During nighttime, the entrance gate, as well as the management reception, remain closed, and only the pedestrian gate with controlled access via a personal QR CODE can be used. Any misuse of the QR CODE, such as allowing unauthorized persons to enter during the reception's closure period, poses a serious security risk to the campsite and violates specific legal provisions. Consequently, the individuals responsible will be immediately expelled from the accommodation facility and required to pay a fine of €50.00 for each person illegally allowed to enter, as compensation for the economic damage suffered by the campsite.

Article 11 Disclaimer and Limitation of Liability:

1. Bosco Verde Camping disclaims all liability resulting from the use of the accommodation facility by individuals with specific medical conditions whose conditions may be aggravated and/or triggered by implicit and explicit environmental situations. These situations include, but are not limited to, allergies, skin irritations, and stress-related disorders. Guests are not obliged to disclose their medical history and therefore, they use the facility at their own risk. The user accepts that the use of the accommodation facility and related activities is at their own risk.

2. Recreational/sporting activities carried out within Bosco Verde Camping are solely for recreational purposes. Customers who participate in campsite activities assume full responsibility for their own health condition. By deciding to participate in campsite initiatives, they implicitly declare the following:

- a) They are in good health and release Bosco Verde Camping SRL from any civil or criminal liability related to the determination of said suitability;
- b) They are aware of the event's regulations and commit, under penalty of exclusion from the event, to behave in accordance with the principles of sportsmanship and not engage in any behavior contrary to the law or the regulations that may endanger their own or others' safety;
- c. to release Bosco Verde Camping SRL from any direct or indirect liability for any material or non-material damages and/or expenses (including legal costs) that may arise as a result of their participation in the sports event, including consequences of their own behavior.
- d. to assume all responsibility that may arise from engaging in the specific sports activity and to release Bosco Verde Camping SRL from any civil and criminal liability, including objective liability, for injuries caused to themselves or third parties and illnesses that occur during the entire duration of the event or as a

result of using the facilities. They also release Bosco Verde Camping SRL from any responsibility for theft or damage to personal belongings.

The above is also accepted by legally responsible parents if the participant is under 18 years old.

Damage Exclusion Clause: Bosco Verde Camping S.r.l. will not be held liable under any circumstances for any special, collateral, direct, indirect, exemplary, incidental, or consequential damages incurred by the user.

Activities proposed by the campsite and coordinated by other parties: Bosco Verde Camping S.r.l. does not endorse or guarantee any products or services offered by a third party, and it will not be involved in any way in monitoring any transaction between the user and any third-party supplier of products or services, even if it occurs within the accommodation facility.