



GENERAL REGULATION

1. Access to the structure:

- Authorisation from the management and registration in accordance with the law is required for entry. Staff are authorised to stop and control those who do not comply.
- Guests, who have booked through agencies, tour operators or online booking sites, must submit the voucher (paper or digital) attesting to their stay.
- The arrival of more people than the number agreed at the time of booking or the maximum number allowed, including children, will result in the cancellation of the booking and the loss of the deposit paid.
- Management reserves the right, at its sole discretion, not to accept undesirable customers/visitors.

2. Reservations and Payments:

- **Booking Confirmation:** All bookings are subject to availability and must be confirmed by the property. Once a booking request has been made, an advance payment will be required to guarantee confirmation.
- **Methods of Payment:** Payments can be made by various methods, including bank transfer and credit card. Please contact us for other available options and payment instructions.
- **Advance Payment:** In order to confirm the reservation, an advance payment of the amount determined by the establishment is required. The amount of the advance payment may vary depending on the type of accommodation and the facility's policies. See instructions when booking.
- **Cancellation and Refund Policies:** Please consult the property's cancellation policies for any applicable penalties or restrictions if you cancel your reservation. Different conditions may apply depending on the type of rate selected and the cancellation notice period.
- **Booking Confirmation:** Once the prepayment has been made, the property will confirm the booking by sending a confirmation by email or other agreed means of communication. We recommend that you keep a copy of the booking confirmation for future reference.
- **Early departure:** Early departure due to demonstrable force majeure* (mourning, illness, etc.) does not incur any penalty for the remaining days not used. In all other cases, however, a penalty equal to two days from the date of notification to the administration/departure must be paid.

- If the date of departure was less than two days away, the remaining days not taken should be counted.
- In a group, only those directly involved in the event do not have to pay the penalty, the other members will have to pay the penalty if they want to leave anyway.

* Medical certificate or equivalent from qualified personnel required. If not available, a cancellation fee must be paid, which can be reimbursed upon presentation of proof (in any case within 8 days of departure).

3. Check-in and Check-out:

- **Check-in time:** Guests are invited to check in from 16:00. This time has been set to allow for the completion of cleaning and preparation of the rooms for the new arrival.
- **Check-out time:** Check-out must be completed by 10 a.m. on the day of departure. This allows our staff to prepare the rooms for subsequent guests.
- **Flexibility of Schedules:** We are aware that there may be situations where guests require different check-in and check-out times than the standard ones. We will do our best to accommodate these needs, however, please let us know your requirements in advance so that we can handle them in the best way possible.
- **Security deposit:** Guests staying in the mini-apartments must pay a security deposit in cash of €150, which will be returned at the end of their stay, subject to any damages.
- **Check-out check:** During check-out, the accommodation unit and pitch are checked. In the event of damage, shortages and/or particularly messy conditions, the management is obliged to retain part of the deposit.
- **Luggage:** Should guests arrive before check-in time or need to leave their luggage behind after check-out, we will be happy to provide a luggage storage service to enable them to enjoy their time with us worry-free.
- **Alternative times:** For late arrivals or early departures, please inform us in advance to ensure that our staff will be there to greet you or assist you during check-out. We will be happy to arrange alternative times, if possible, to ensure your comfort and satisfaction during your stay at our establishment.



GENERAL REGULATION

4. Rules of Procedure:

- **Silence and Respect:** All guests are requested to maintain silence and respect the tranquillity of other guests in the facility. Please avoid excessive noise in communal areas and respect rest hours: in the afternoon from 14:00 to 16:00 and especially in the evening and night hours.
- **Smoking ban:** Smoking is strictly prohibited inside the buildings and in the rooms. Open-air smoking areas are available for those who wish to smoke.
- **Pets:** Pets may only be allowed with prior authorisation from the management and a surcharge may be applied. Pets are never allowed in the Safaritants, and are only allowed in the rooms during the low season. Please inform the hotel in advance if you wish to bring a pet with you. Guests are reminded to keep their pets on a leash, to clean up any droppings, and that they are not allowed in the green areas or to access the swimming pool.
- **Use of Facilities:** Guests are encouraged to use the communal facilities, such as the pool or garden, in accordance with the established rules. It is forbidden to bring beverages or food into the unauthorised areas and to use equipment in a dangerous or harmful manner.
- **Safety and Liability:** Guests are responsible for their own safety and the safety of their property. You are advised to securely close doors, windows and entrances to your units when you are not present.
- **Compliance with Regulations:** Guests are required to comply with local laws and regulations during their stay at the property. The management reserves the right to ask guests to leave the property in the event of behaviour that does not comply with the established rules or that may disturb other guests.
- **Suspension of utilities:** In the event of suspension of electricity or water supplies due to the management or force majeure, the Management declines all responsibility and is not liable for any reimbursement.

5. Pool regulations:

The management sets the opening and closing times of the pool, which everyone is obliged to observe. The staff may intervene and remove those who do not comply with obligations and prohibitions.

- The use of flip-flops is mandatory in the entire sunbathing area and at the bar

- The use of towels on chairs and sun loungers is mandatory
- Showering before entering the water is mandatory
- Use of headphones is mandatory
- The use of a swimming costume or waterproof nappy for toddlers is mandatory
- Persons with wounds, skin lesions, patches and/or bandages are not allowed to enter the pool under any circumstances, unless they can prove with a medical certificate that they are compatible with swimming in the pool
- It is forbidden to enter the pool if one or more parts of the body are smeared with oils, creams, tanning agents and/or similar non-water-soluble substances
- It is forbidden to throw clothes and objects of any kind into the water
- It is not permitted to bring mattresses, balls, or similar inflatable boats into the pool (use of floaties, lifebuoys and goggles is possible)
- It is forbidden to play ball, dive off the edge, run on the edge of the pool, place one's feet on the table, push other people into the water, make coarse jokes in and out of the water, spit, disturb other guests in any way.
- It is forbidden to bathe with clothes on (a technical or white cotton T-shirt is permitted for toddlers)
- It is forbidden to bring in food and drink from outside
- It is forbidden to consume food and drink by the poolside and in the water
- Poolside equipment is free of charge while stocks last, Management does not guarantee availability to all users.

Under special conditions such as exceptional events, adverse weather conditions, extraordinary maintenance, the pool may be closed at the sole discretion of the Management.

For anything not indicated, please refer to the signs posted in the pool area.



GENERAL REGULATION

6. Daily visitors:

- Day visitors are admitted, subject to authorisation by the Management. They must deposit a valid identity document, which will be returned when they leave.
- Anyone requesting permission for visitors is responsible for ensuring that they are informed and fully understand the provisions of these regulations. It is the responsibility of the applicant to ensure that visitors scrupulously comply with the regulations. Any violation of the regulations by visitors will be considered the responsibility of the applicant, who will be held liable for any consequences or sanctions that may apply.
- Day visitors are not allowed to stay overnight without prior notice and regular registration by the management.

7. Responsibility: The property management is committed to providing a safe and comfortable environment for all guests. However, it does not accept responsibility for any damage, loss or theft of personal items during the stay. The management will not be liable for damage caused by force majeure, accidents or unforeseen behaviour of guests. In the event of damage caused voluntarily or through negligence on the part of guests, the necessary costs for repair or replacement of damaged property will be charged. To ensure a pleasant and worry-free stay, guests are advised to contact the property staff immediately in the event of any accidents or problems during their stay.

8. Car parking: The hotel provides its guests with a car park within the property. However, the management accepts no responsibility for any damage, theft or loss of vehicles or objects left inside. Guests are advised not to leave valuables visible inside parked cars and to close the doors carefully. The management will not be responsible for any accidents or damage to vehicles while parked. Guests are obliged to respect the parking rules and instructions provided by the hotel staff to ensure safe and orderly use of the parking areas.

9. Surveillance and Protection of Personal Data:

- The business takes appropriate measures to ensure the surveillance of common areas and public spaces within the facility in order to guarantee the safety of guests, employees and property.
- The surveillance cameras installed are positioned to minimise entry into private areas and respect the privacy of individuals.

- All personal data collected through the surveillance system are processed in accordance with the General Data Protection Regulation (GDPR) and applicable privacy laws.
- Data recorded by surveillance cameras are accessible only to authorised personnel and are used exclusively for security and surveillance purposes.
- Personal data collected through the surveillance system are not kept longer than necessary and are deleted when they are no longer needed for the purposes for which they were collected, unless they are required for the fulfilment of legal obligations or the defence of a legal claim.
- Guests are informed of the presence of the surveillance system through appropriate and informative signage available at the main entrance or in clearly visible locations within the facility.
- Guests have the right to access personal data collected through the surveillance system and to request their rectification or deletion if they are inaccurate or no longer required for the purposes for which they were collected.

10. Environment:

- It is obligatory to respect the gardens, flowerbeds, grounds, hygiene and cleanliness of the entire facility; any damage will be charged to the person causing it.
- At regular intervals, pest control is carried out against flying insects. The products used are regularly registered by the Ministry of Health.
- Environmental and energy-saving behaviour is required of everyone. In particular:
 - do not dispose of waste outside the designated containers
 - separate paper, plastic, glass and batteries from other waste and dispose of them in the appropriate containers
 - do not damage vegetation, do not pick flowers, do not remove fruit from trees, do not trample flower beds, do not stretch ropes between plants, do not dig holes
 - do not tamper with or remove equipment
 - do not leave lights on when not needed
 - close doors and windows when the air conditioner is in use



GENERAL REGULATION

- close the taps after use to avoid wasting water
- do not spill soapy or detergent water on the ground
- it is not possible to wash cars/motorcycles on the campsite
- check that your car does not pollute the ground with leaking liquids and oil
- not lighting bonfires. The use of charcoal grills is permitted, provided that the smoke does not disturb neighbours and that no damage is caused to pavements, objects or neighbouring structures

11. Place of fulfilment and competent court: for all obligations and/or disputes for any reason arising from the contract of stay, the Court of Fermo shall have exclusive jurisdiction.