



OFFICIAL HOLIDAY PARK REGULATIONS

**WE KINDLY BRING TO YOUR ATTENTION THE FOLLOWING REGULATIONS,
WHICH MUST BE OBSERVED THROUGHOUT
YOUR STAY AT THE HOLIDAY PARK.**

1) UPON ARRIVAL

A. DOCUMENT REGISTRATION

Upon arrival, guests are required to leave their vehicle in the external car park and report to Reception for registration, presenting one valid document per guest, as required by current regulations.

The Management reserves the right to refuse access to guests without valid documentation or who do not match the profile suited to the Holiday Park.

MINORS: admitted only if accompanied by at least one parent.

B. IDENTIFICATION BRACELET DELIVERY

Each guest will receive a microchipped identification bracelet, which must be worn at all times during the stay. The bracelet allows access to the Holiday Park, pedestrian areas, beach, pool area, and Reception offices.

Guests not wearing their bracelet may be asked to leave the Holiday Park.

C. RECEPTION AND CASH DESK HOURS

Reception: **07:00 – 22:00**

Check-in permitted: **07:00 – 22:00**

Cash Desk service: **08:00–12:00 / 16:00–19:00**

Accepted payment methods: cash up to €4,999.99, VISA/MASTERCARD/MAESTRO cards.

Cheques are not accepted.

Guests are encouraged to use the safes located in accommodation units and/or at Reception.

D. PITCH ASSIGNMENT

Pitches are assigned by Management, who may take guests' requests into account when possible. The reservation guarantees accommodation only in the zones and categories available at the time of arrival.

Only one group per pitch is allowed. Additional equipment (second tent, second vehicle, etc.) is considered extra and will be charged accordingly.



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Pitches and restrooms are opened progressively depending on occupancy and as determined by Management.

E. ACCOMMODATION DELIVERY

Management may consider guest preferences regarding bungalows, maxicaravans or pitches, but does not guarantee them. Changes may be made without prior notice depending on availability.

The daily rate includes one car only; any additional vehicle will be charged separately and must be parked in the external, unattended car park.

Check-in is possible from 12:00.

Delivery of accommodation is guaranteed by 17:00 throughout the season.

Payment of the planned stay must be made within 24 hours of arrival.

F. MOTORCYCLES

Motorbikes and quads are not allowed inside the Holiday Park and must be parked behind Reception.

Electric scooters are prohibited for guests under 18.

G. SKATEBOARDS, BICYCLES, SCOOTERS

Use is prohibited in pedestrian areas. They are only allowed on main roads and at moderate speed.

H. PETS

Allowed only in:

- Maxicaravans: Naturalgreen Pet, Naturalgreen Garden Pet, Luxury Lagoon Pet
- Bungalows: Virgilio Valpolicella Pet, Lugana Pet

Pets must be declared upon arrival and be compliant with current health regulations.

2) DURING THE STAY

A. IDENTIFICATION

The identification bracelet issued at check-in must be always worn.

From 22:00 to 07:00, it must be shown upon staff request.



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In case of improper behaviour, the bracelet may be withdrawn. Minors must be accompanied by an adult to retrieve it.

B. PRESENCE CHANGES

All absences and returns must be reported to Reception.

If leaving the campsite for the day with a camper, guests are advised to leave a visible item to mark their pitch and notify Reception in advance.

This helps prevent misunderstandings and ensures proper use of space.

C. EXTERNAL VISITORS – NON-OVERNIGHT GUESTS

Visits by non-registered persons, whether during the day or at night, are not permitted.

D. INTERNAL TRAFFIC

Motor vehicles are not allowed to circulate between 00:00 and 07:00.

Driving is allowed only, when necessary, at walking speed. Cyclists must also ride at a moderate speed.

E. QUIET HOURS

From 13:00 to 15:00 and from 23:00 to 07:00, silence must be respected.

Loud music, shouting or noisy activities are not permitted.

During these hours, setting up or dismantling tents, awnings or other structures is prohibited.

F. USE OF THE JACUZZI WHIRLPOOL

Jacuzzis operate automatically from 09:00 to 23:00. After this time, they shut off to ensure nighttime quiet.

Our maintenance team carries out daily checks on the tub and water quality, which is treated with active oxygen.

For temperature adjustments or technical issues, contact Reception by dialling internal number 9. The use of shampoos, bubble bath or any products that may alter water quality is strictly forbidden.

Guests are advised to shower before use.

In low season, please use the thermal cover provided to maintain water temperature when not in use.

For safety reasons, Jacuzzis are not swimming pools: games or recreational use are strictly forbidden.



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**Children may only access under close adult supervision.
Failure to comply may result in removal from the area and/or suspension of service.**

G. PETS

Pets are allowed only in designated pitches and listed accommodations, always kept on a leash and in full compliance with hygiene and legal regulations.

Dogs must be leashed also when taken outside the park for walks. Owners must clean up after their pets.

Municipal rules regarding beach access with pets must be followed.

Inside the park, pets are welcome in agility areas and marked relaxation areas near the pool, but not in or near the pools themselves.

At restaurants, it is preferable to sit outdoors. At the supermarket, pets may only be placed in designated carts.

H. CHILD SUPERVISION

Holiday Park management does not supervise children.

Parents or guardians are solely responsible for their children, also in relation to third parties.

They must ensure that children do not cause damage or put themselves in danger within the park, at the lake or on playgrounds.

Specific pool rules must be followed.

Ball games are forbidden near tents, on roads, on the beach, in pool areas and on inflatables.

I. HYGIENE RULES

The park is cleaned regularly, but guest cooperation is essential.

Waste must be placed in sealed bags in the proper containers between 07:00 and 23:00, following the rules at the ecological station.

Proper waste sorting helps ensure correct disposal.

Use sinks, washbasins, and toilets according to posted instructions. Improper use and resulting damage will be charged to the guest.

Chemical toilets must be emptied only at the designated disposal stations.

For use of facilities for disabled guests, contact Reception to collect the key and activate lifts.

Pitches and accommodation must be left clean and tidy.

Bed linen is mandatory. Guests without their own must rent it at Reception.

Smoking inside accommodation is not allowed.

Car washing is prohibited.



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J. MEDICAL SERVICE

A medical office is available on-site.

Any infectious or suspected infectious diseases must be reported immediately to the doctor or Management.

Medical visits are announced via loudspeaker and subject to payment.

Hours are available via QR code or on the notice board at the medical office.

K. INSURANCE AND LIABILITY

The Management is not liable for:

- Theft, loss, destruction, or damage of items not deposited with Reception or refused for justified reasons (e.g. money, valuables, vehicles, bicycles, boats, and their contents)
- Accidents or damages to people or property caused by storms, hail, falling branches, diseases (including plant-related), epidemics, fire, force majeure, etc.

L. DAMAGE TO THE PARK

Anyone damaging or removing park property must compensate for the damage or return the item if possible.

Found items must be handed in at Reception.

M. MALFUNCTIONS

Report any technical issues or service disruptions to the Management.

N. MESSAGES AND CORRESPONDENCE

Incoming mail is delivered to Reception.

Mail not collected within 7 days is returned to sender.

Lost items or pets will not be announced via loudspeaker.

O. SWIMMING AND BEACH USE

Motorboats must approach the swimming area in a straight line at no more than 3 knots.

Do not leave canoes, inflatable boats, or windsurfing gear on the beach.

P. FIRES AND BARBECUE

Barbecues are forbidden throughout the campsite except in designated areas.



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3) UPON DEPARTURE

A. PITCHES

Guests may settle their bill the day before departure during Cash Desk hours (see point 1C).
Departure must take place between 07:00 and 12:00.
Otherwise, a full day will be charged, regardless of arrival time.

B. ACCOMMODATION UNITS

Guests are encouraged to check out the day before departure.
On departure day, accommodation must be vacated by 10:00, clean and in good condition.
Otherwise, a cleaning fee (€80.00) and costs for damages or missing items will apply.
Staying in the Holiday Park after 12:00 incurs a full daily charge, including for the vehicle, which must be moved to the external car park.
Lost or forgotten items will only be kept if claimed.
Retrieval is at guest's expense via courier.
The full reserved period must be paid, even in case of late arrival or early departure.

C. MICROCHIPPED BRACELETS

Bracelets must be returned exclusively at the Cash Desk on departure.
Management reserves the right to expel any person who does not comply with these regulations or disturbs the peace of the park.

All prices exclude any applicable municipal or government taxes, including tourist tax.

**THE MANAGEMENT AND STAFF WISH YOU
A WONDERFUL STAY AT OUR HOLIDAY PARK.**

GESTIONE BENACENSI S.p.A.

Via Fossalta, 42
37017 - Lazise (VR) Italia
Tel. +39 045 7590456
info@pianidiclodia.it
PIANIDICLODIA.IT

C.F. e P.IVA 02219040231
Iscr. Reg. Imprese Verona 30717
Reg. Ditte Verona 224617
Capitale Sociale € 300.000,00 i.v.
pec@pec.gestionibenacensi.it

