

Regulations 2026



Dear Guest, We thank you for choosing Del Garda Camping Village. Below you will find our Rules and Regulations, which were provided to you upon arrival. Entry into the Camping Village implies full acceptance of these regulations by the Guest; therefore, we kindly ask you to observe them carefully to ensure a pleasant stay for yourself and for all other guests.

1

Check-in and Identification. Upon arrival, every guest must present a valid identity document for registration purposes. Access to the Camping Village is subject to authorisation by the Management, which reserves the right to refuse entry to anyone who fails to present proper documentation or who does not meet the requirements of the facility. At check-in, each guest will receive a wristband, which must be worn at all times during the stay. The wristband is mandatory and must be shown to the security staff and uniformed personnel when requested. Guests will also receive electronic tags that operate the pedestrian gate mechanisms. In addition, each guest must provide the vehicle registration number to be granted access to the Camping Village by car.

2

Minors. Entry of minors is permitted only if accompanied by an adult who is legally responsible for them and will be liable for any damages caused by the minors, including those to third parties as well as to the Camping Village itself. Minors cannot book or stay in the Camping Village without their parents or legal guardians, nor can they occupy an accommodation unit alone, even if their parents are present elsewhere within the Camping Village. Adults are fully responsible for their children, who must be supervised at all times to avoid disturbing the peace, safety, and hygiene of other guests. Children must always be accompanied by an adult when using toilets, playgrounds, or swimming pools. The Management declines all responsibility in this regard.

3

Accommodation and Departure. Accommodation units are available from 4:00 p.m. on the day of arrival. Check-in may be carried out from 11:00 a.m., and only after registration may guests enter the Camping Village and use its services. The type of accommodation booked is guaranteed, but the unit number may vary until the day of arrival. The specific number is assigned by the reception at check-in and cannot be reserved in advance. Any damages or malfunctions found in the accommodation unit must be reported to the Reception on the same day of arrival, so that maintenance can be arranged. Accommodation must be vacated by 10:00 a.m. on the day of departure. If this time is exceeded, an additional overnight stay will be charged as a penalty. All guests must leave the Camping Village by 12:00 noon on the day of departure, ensuring that their vehicles are parked outside the premises. Guests found inside the Camping Village after this time will incur a penalty of €10000 per person, as stated in point 6 (Visitors). Final cleaning is mandatory for all guests, and the cost varies depending on the accommodation type, as specified at the time of booking. In case of a change of accommodation, if approved by the Management, a new cleaning fee must be paid.

4

Reception and Payments. The Reception is open from 8:00 a.m. to 9:00 p.m. The balance of the stay may be paid starting two days after check-in. Debit cards and credit cards (Visa/Mastercard) are accepted; guests are kindly requested to check daily limits with their bank. During the stay, cheques and bank transfers are not accepted as payment methods. According to Article 1, paragraph 384 of Law No. 197 of 29 December 2022, cash payments are permitted up to a limit of €4,999.99.

5

Linen Rental. Rented linen, unless returned on the same day of purchase, cannot be refunded.



6

Visitors. External visitors are allowed to enter the Camping Village from 10:00 a.m. to 10:00 p.m. Each accommodation unit may receive a maximum of 5 visitors per day and only 1 pet. Visits may last up to 2 hours, during which access to swimming pools or sports facilities is not permitted. Visitors cannot enter by car; vehicles must be parked in the designated external car park. Anyone wishing to visit a guest must present and leave an identity document at Reception. The host guest must go to Reception to welcome their visitors, ensure that they have authorisation to enter, and will be responsible for their behaviour. If the permitted duration is exceeded, visitors must leave the Camping Village. A longer stay or unauthorised use of services will result in immediate removal of the visitor and a penalty of €10000 per person. Our staff, identifiable by their uniforms, are authorised to verify the identity of anyone not wearing the wristband. If a guest introduces one or more visitors without registering them at Reception, and they are found inside the premises, the registered guest will be immediately expelled, together with all guests staying in their accommodation. The full balance of the booked stay and any related services will be charged. Unauthorised persons found within the premises will be reported to the authorities for violations including: breach of regulations, trespassing (Art. 614 Criminal Code), unlawful occupation of land or buildings (Art. 633), and theft of services (Art. 624). The Management reserves the right to limit or suspend visitor access during periods of high occupancy. These rules are established to protect the peace, safety, and well-being of all Camping Village guests.

7

Pets. The admission of dogs and other pets must be declared at the time of booking. A maximum of one pet per accommodation unit is allowed (with the exception of Villa Camelia, Villa Gardenia, and Clivia Plus, where pets are not permitted). If a guest arrives with more pets than allowed, check-in will be denied. If discovered during the stay, the guest will be immediately expelled from the Camping Village and required to pay the full amount of the booked stay. The daily fee for a pet is €8.00. Dog breeds or animals considered dangerous by the competent authorities may be removed at the Management's discretion. Owners must present a vaccination booklet or a standardised passport at Reception. Pets are strictly forbidden in the pool area, playground, common areas, supermarket, and restaurant. To avoid disturbing other guests, animals must be taken to designated areas for their needs. Owners are obliged to collect any droppings. Pets may not be left alone inside or outside the accommodation units. Dogs must be kept on a lead and always accompanied by their owners within the Camping Village. Noisy dogs that bark or growl repeatedly will not be allowed to stay. Any damage or injury caused by pets to third parties or to the Camping Village facilities is the sole responsibility of the owner.

8

Quiet Hours. Quiet hours must be observed from 11:00 p.m. to 7:00 a.m. and from 1:00 p.m. to 3:00 p.m. During these times, activities, games, and the use of sound equipment are strictly forbidden. The use of such equipment during permitted hours is tolerated only at low volume, so as not to disturb other guests. At night, if guests disturb the peace of the Camping Village, the Management reserves the right to immediately expel those responsible. From 11:00 p.m. to 7:00 a.m., the entrance gates are closed; therefore, vehicles arriving after 11:00 p.m. must park in the external car park located at the entrance to the Camping Village.

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Vehicles. Vehicles are permitted to circulate within the Camping Village from 7:00 a.m. to 11:00 p.m., at a maximum speed of 10 km/h. Guests must respect speed limits, one-way directions, right of way, and all road signs. Guests driving above the permitted speed limit will lose vehicle access privileges, and their car must be parked outside the facility. Guests are required to park their vehicles in the designated internal or external parking spaces, as indicated during check-in. Parking near bungalows or mobile homes is strictly prohibited. In pedestrian areas and the main square, the use of electric scooters, segways, monowheels, or hoverboards is not allowed, except for service vehicles. The maximum permitted speed within the Camping Village is 10 km/h, and the Management reserves the right to confiscate the vehicle until the end of the stay in case of dangerous driving or violations of traffic rules. All vehicles and means of transport must not obstruct pedestrian or vehicle traffic. Electric car charging stations are available for guests; they must be used exclusively for vehicle charging and not for parking. Once charging is complete, the vehicle must be immediately removed to allow other guests to use the service. Guests who fail to comply will lose access to the charging service.

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Swimming Pools. The use of the swimming pools, sunbeds, and umbrellas is free of charge and strictly reserved for Camping Village guests. Opening and closing times may vary at the Management's discretion or in case of adverse weather conditions. Lifeguards are authorised to remove towels or objects left on sunbeds for more than 30 minutes without the guest's presence. All items will be collected and stored in the designated retrieval area. The Camping Village declines all responsibility for any loss. Children must wear swimming nappies in the pool. The use of glass containers and the planting of personal umbrellas is not permitted. Slides must be used only while sitting or lying down. Guests must always follow the lifeguards' instructions. A detailed pool regulation is displayed at each swimming pool.



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Sports Facilities, Playgrounds, and Gym. The use of sports facilities, playgrounds, and the gym is free of charge and reserved exclusively for Camping Village guests. Improper use of equipment, or use for purposes other than those intended, is strictly prohibited. Access to the gym is not permitted to minors under 16 years of age. The use of these facilities is at the guest's own risk

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Waste Disposal. All waste must be placed in suitable bags and then disposed of in the appropriate containers, following the separate waste collection rules.

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• **It is strictly forbidden to:**

- Light fires outdoors, directly on the ground or on the grass. Charcoal barbecues may be used only if they do not cause disturbance or danger. The use of other types of grills (e.g. gas or electric) is prohibited.
- Leave candles or mosquito repellents lit and unattended. Guests must use suitable bases and ensure safe extinguishing after use.
- Damage plants, flowers, or Camping Village equipment.
- Use water improperly.
- Throw rubbish outside the designated bins.
- Pour detergents or liquids of any kind into the soil.
- Wash dishes or laundry outside the designated sinks.
- Leave food or any kind of items outside the accommodation once vacated and/or in the common areas of the Camping Village.

14

Infectious Diseases. All infectious diseases must be reported immediately to the Management.

15

Valuables and Liability. Guests are responsible for safeguarding their own belongings and valuables. The Management is not liable for any theft, even if items are kept in the safes provided in individual accommodation units. Safety deposit boxes are available for rent at the Reception. The Management declines all responsibility for theft or loss of any kind. Furthermore, the Management is not responsible for damage to persons or property caused by other guests, natural events (such as storms, hail, etc.), fires, insects, epidemics, plant diseases, force majeure, or any other causes beyond the control of the Camping Village staff. Lost items found within the Camping Village and handed in at Reception will be kept until the end of the current summer season. After that period, they will be disposed of.

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Expulsion and Compliance. Staying within the Camping Village implies full acceptance of these regulations. The Management reserves the right to remove from the premises any person who, at its sole discretion, disturbs the community's harmony or fails to comply with these rules. Guests who have been expelled or formally warned will not be readmitted to the Camping Village without explicit authorisation from the Management.

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Final Provisions. The booking conditions and the pool regulations form an integral part of these rules. For any matters not expressly provided for herein, guests must comply with the directives issued by the Management, which reserves the right to amend these regulations whenever deemed necessary. In the event of any inconsistencies or discrepancies between the Italian version and any translated version of these regulations, the Italian version shall prevail. For any disputes, the competent territorial court is that of Verona (Italy).