

Rule Italy Village- La Serra Resort

The present downloadable in the Internet regulation, has posted both at the entry and inside the Tourist Village. The action of entry the Village implicates, from the guest, its complete acceptance and observance. In the interest of everybody, the Management has the right to get further and to penally pursue those people that omit the observance of it or that, with their behavior, jeopardizes the order and the quiet inside the Village.

The collaboration of our Guests is essential to guarantee a serene and pleasant stay to everybody.

ART 1: ACCESS TO THE VILLAGE

1. To get into the Village it is obligatory the authorization of the Management and relative legal check-in. For a more rapid and easy identification, all the Guests of the Village will be provided with a bracelet of identification in plastic, light and nontoxic, **that must visibly be worn by all the guests during their stay**. The employed to the Vigilance Personnel is authorized to stop and to check who is without it;
2. The arrival of a higher number of people than allowed one, inclusive children, involve the annulment of the booking and the loss of the payed account.
3. The Management wants, according to his unquestionable judgment, not to accept unwanted clients.

ART. 2: CIRCULATION AND PARKING OF THE VEHICLES

1. It is admitted an only car / motorcycle for each house that must be park in the special areas, pointed out by the Management, and it is not allowed in the Village, in accordance with the road signs. The second autos can park previous authorization of the direction, according to the availabilities of the parking and it costs € 6.00 a day.
2. If the vehicle had to be parked outside the parking areas the Management is authorized to towing away with the charge of the relative cost.
3. The cars / motorcycles, admitted inside the Village, will be provided with PASS to apply in visible way on the windscreen.
The unprovided of regular pass autos / motorcycles cannot access the Village and, if you find to the inside, they will be removed to a unguarded area at the owners' expense, without responsibility some for possible damages.
4. The Management is not responsible for possible damages or thefts, which are caused to the parked vehicles.
5. the entry to the Village is allowed from 00:00 to 24: 00. In these period the guardian will regulate the Village in-coming and out-coming flow.
6. The cars / motorcycles cannot reach the houses. For the carriage of the baggage you can use special baggage carts which are next to the entry and you must return them to the same place after their use.

ART. 3: STAYING

1. The apartments will always be assigned by the Management , to whose dispositions the guests must follow. The maximum capacity for typology is: max 3 people in the Type A; max 5 people in the type B and max 6 people in the type D;
2. The guests must have care of their own objects; the Management is not responsible for the possible thefts or damages. The Village is exonerated from any obligation of custody and/or deposit.
3. The guest has to maintain the apartment in perfect order and cleaning. Otherwise, the guest must pay € 50,00.
4. During the silence time, from 14.00 to 16.00 and from 24.00 to 07.55, the circulation of whatever type of vehicle is forbidden; you cannot use, portable tv, portable pc and anything else that can bring trouble to the quiet of the Village.
5. It's forbidden the use of electric tide of the apartment for improper uses; it is severely forbidden to use barbecue in all the areas of the village;
6. The guests have to respect the vegetation, the ground, the hygiene and the cleaning of the Village; possible damages will be debited to whom brings them.

ART. 4: SWIMMING POOL

Both the guests and the daily visitors have to respect the following swimming pool rules:

It is obligatory:

- the use of the slippers;
- to have a shower before entering water;
- to clean feet on board tub;
- the use of the bonnet.

It is forbidden:

- to enter water sprinkled of solar oil;
- the use of the swimming pool in the closing time;
- to use inflatable toys (mattresses, rowboat..);
- to play ball;
- to plunge from the edge;
- to run on the edge of swimming pool;
- to have bath with dresses;

ART. 5: TEMPORARY GUESTS

1. The temporary guests (people staying for 1 or more nights) are admitted previous authorization of the Management and, they must deliver their own document of identity to regulate recording of law and pay the daily cost as from price list.
2. Regardless of the arrival time, the departure must be within 10.00. After this time, a further night will be debited.
3. If declared persons are found, the guest is kept to pay the whole stay for all the surplus people since the day of his/her arrival.

ART. 6: DAILY GUESTS

1. The daily visitors are admitted, previous authorization of the Management. The same must deposit a valid document of identity that will be returned when they exit and, if the visit is more than a hour, the daily guest has to pay the daily price as from price list that it is € 15,00 for person.
2. Our guests can stay in Village also in the day of departure, but they have to pay the daily entry (€ 15.00) and the car has to be parked outside the Village.

ART. 7: LEAVING

1. The apartments must have vacated within 10.00a.m. . Any departure after this time involves the debit of a further day of permanence.
2. During the departure the control of the apartment will be done. If there are damages, shortages e/o conditions of particular disorder, the Management is kept to apply a penalty.
3. Discounts won't take place both the arrival isn't comply with the booking and if the departure is brought forward and the booking price will be applied for the whole period.

ART. 8: PAYMENT

1. The balance of the stay is made to the arrival in Village, with consequent delivery of the keys.
2. For the apartments there is a cautionary deposit of € 100,00. At the entry of the apartment, the guest has to verify the equipment at his/her disposal; any lack found in the final control of the equipment or any damage to the structure or part of it will be debited.
3. the deposit will be returned during the payment.
4. the cash office is open every day with these opening hours: 10-12 /17-19. Payments are not accepted after this time.
5. Payment can be made by credit cards, cash and ATM card.

ART. 9: DAMAGES – CIVIL LIABILITY – LOST PROPERTY – THEFTS

1. The Management isn't responsible for damages caused from: conduct of other guests, by reason of force majeure, natural calamity which fallen of trees or branches, other causes which don't depend on negligence of the personnel of the Village.
2. the direction isn't responsible for lost or stolen objects or values.
3. the objects recovered within the Village must be deliver to the Management.
4. the use of the swimming pools, the playground and of all the structures and equipments of the Village it is at one's own risk .
5. the participation to all the sport activities is to be considered a free choice of the client. Possible harmful consequences, which depend on behavior of the client, cannot attributable to the village.
6. If there is an interruption of the electric energy or of the water because of the managing authority or by reason of force majeure, the Direction declines every responsibility and is not kept to some refund.

ART. 10: ENVIRONMENT

1. It is required to everybody a behavior which is conforming to the environmental dispositions and to the energy saving. In particular:
 - don't throw the refusals out of the special containers;
 - separate the paper, the plastics, the glass and the batteries from other refusals and throw them in special containers;
 - don't damage the vegetation, don't trample the flowers bed, don't stretch a rope between trees, don't dig holes, don't light bonfire, don't tamper with equipments, don't remove equipments;
 - don't disperse soapy water or water with cleansers in the ground;
 - check that his/her own car doesn't pollute the ground with losses of liquids and oils.

ART.11: ANIMALS

1. No animals are allowed

ART. 12: BOOKING, CANCELLATION, LATENESS.

1. After having verified the real availability of the select solution, it is necessary to pay within 3 days from the confirmation of the Village an amount equal to the 30% of the total price, to title of deposit. The payment can be made at the client's choice in the following methods:
 - postal order
 - credit transfer
 - charge with credit card.

pointing out in the motive:

name and surname

number of occupying (adult and/or children)

date of arrival and departure

accommodation typology.

The client has to send an

E-mail info@italyvillage.eu

with the documentation that attests the payment of the deposit, together to our form confirming the booking, filled in every part and signed.

2. In case of cancellation received at least 30 days before the beginning of the stay, by fax to the number 0823930395, the whole amount will be returned, deducted possible expenses.
3. If the client gives the cancellation by certified letter within thirty days and seven days before the arrival, any refund won't be acknowledged.
4. If the communication of the cancellation arrives within seven days before the arrival, the client has to pay the whole amount of the booking.

In case of delay of the arrival the apartment will stay to disposition of the client up to 12,00 of the following day, unless his preventive communication; after this period Management will have the right to cancel the reservation with the application what anticipated at the previous point 4. In case of early departure the client hasn't the right to any refund.

We accept bookings with less a week stays, from Saturday to Saturday or from Monday to Monday.

PLACE OF FULFILLMENT AND COMPETENT COURT

For all the obligations and/or objections rising from this lease, the court of Santa Maria Capua Vetere has the jurisdiction.

The management