

FAQ / Frequently asked questions 2026



Arrival and Departure (Check-in & Check-out)

- **How does check-in work?** Upon arrival, you must present your booking confirmation and a valid ID for all group members, including children. **Pitches** are available from 12:00 PM, while **accommodation units** are available from 4:00 PM. You will receive directions to your lodging and a campsite map.
 - **What time can I get the key for the full serviced comfort pitch (with private bathroom)?** For full serviced comfort pitches, keys are handed out starting from 2:00 PM.
 - **How does check-out work?** The day before departure (for both pitches and units), you must visit the Cash Office to settle any extras, tourist tax, and electricity consumption (for mobile homes). The Cash Office is open daily.
 - **Is late check-out available?** Unless included in special offers or agreed upon with Management, late check-out will be charged as an additional night. Availability must always be verified in advance at reception.
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Check-out Times

- **What time must I vacate the mobile home?** Unless otherwise agreed with Management, mobile homes must be vacated by 9:00 AM.
 - **What time must I vacate the pitch?** Pitches must be vacated by 10:00 AM, regardless of your arrival time. For full serviced comfort pitches (with private bathrooms), the key must be returned at check-out at the Check-in office.
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Access, Exits, and Night Rules

- **Can I leave the campsite between 11:00 PM and 7:00 AM?** Yes, provided the vehicle is parked outside the night-closure area and the bill has already been settled. If reception is closed, keys can be left in the designated drop-box near the check-in office. If you are arriving after opening hours, a parking area with dedicated spots (including electricity for campers/caravans) is available in front of reception.
 - **Can I enter or exit the campsite at any time?** Vehicle gates are closed from 11:00 PM to 7:00 AM; pedestrian access is permitted at all times.
 - **What is the internal speed limit?** 5 km/h.
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Guests, visitors and changes to your stay

- **What should I do if a family member arrives late or leaves early?** You must notify reception immediately upon the guest's arrival or departure. A valid ID must be presented upon arrival. If an early departure is not communicated, the full booked period will be charged.
- **Are day visitors allowed?** Yes. Visitors must register at the check-in office accompanied by the host guest and have to present an ID. A daily fee applies (for ages 9 and up), which includes access to

pools, beaches, common areas, and toilets; food and drinks are not included. During high season, Management reserves the right to limit access.

Pitches and Vehicles

- **Can I change my pitch if I'm not satisfied with the assigned one?** If an alternative is available, reception will do its best to offer a new pitch.
 - **Can I keep a trailer on the pitch?** No. Trailers must be reported and stored in the dedicated storage area.
 - **Are additional vehicles or tents allowed?** Each pitch can accommodate:
 - 1 caravan + 1 car
 - 1 tent + 1 car/motorcycle
 - or 1 van/camperAny additional vehicles or tents must be reported at the time of booking and upon arrival; the relative fee will be applied. Additional installations are only permitted for children or members of the same family unit after consulting with reception.
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Prices, Payments, and Extra Services

- **Is there a price list available?** The campsite uses a dynamic pricing system based on the period and availability. Updated prices can be viewed online or requested via email.
 - **Why is electricity charged separately for mobile homes?** To encourage responsible energy use, guests pay based on actual consumption.
 - **Is electricity included in the price for pitches?** Yes. Available power ranges from 6 to 16 Amp depending on the pitch type.
 - **Are the Wellness Centre and Spa included?** No, this is a paid service. Information and bookings are available at the Spa or via WhatsApp at **+39 342 0103770**.
 - **Is final cleaning included?** The accommodation must be left clean; alternatively, a final cleaning service is available for a fee (€60). This service is mandatory if pets are present.
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Toilets, Water, and Waste

- **Are the showers paid?** No, they are free of charge.
- **Are there washing machines and dryers?** Yes, in every sanitary block; they are coin-operated. Laundry detergent is included.
- **Is there a dishwasher?** Yes, free to use with automatic detergent dispensing.
- **Where can I empty the chemical toilet?** At the camper service station or designated points; a paid automatic Camper Wash is also available.
- **Is the water drinkable?** Yes, the water is potable. There are also two paid dispensers for microfiltered cold water (still or sparkling).
- **How does waste collection work?** Waste must be taken to the recycling point located behind the check-in office. A waste bag kit is provided to each family upon arrival.

- **How does waste collection work for mobile homes?** There is a door-to-door collection service on scheduled days; bins must be placed under the entrance stairs by 9:00 AM.
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Pets

- **Where is the dog area located?** The area is marked on the map, located outside the campsite, and accessible from 8:00 AM to 9:00 PM. An access chip is required (provided by reception with a €5 cash deposit).
 - **Can dogs access the beach?** Only at the dedicated dog beach marked on the map.
 - **What is the maximum number of dogs allowed?** Up to two dogs are allowed in accommodation units and pitches.
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Beaches, Pools, and Entertainment

- **Are the beaches equipped?** No, they are natural and unequipped. Both have small pebbles (water shoes are recommended).
 - **Is there a dog-friendly beach?** Yes, dogs are allowed on the beach near "Zone 600."
 - **Is a swim cap required in the pool?** No, it is not mandatory.
 - **Where can I find the entertainment program?** On the campsite notice boards and the website. The 2026 entertainment service runs from April 1st to October 17th.
 - **Is there a heated pool?** Yes, from the very first day of opening, there is an outdoor pool open, heated to approx. 26°C.
 - **Are there slides in the pool?** Yes, in the Laguna pool (which opens later in the season than the heated pool), there is a slide for toddlers and one for older children.
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Activities, Rentals, and Excursions

- **Where can I get information on excursions and activities?** At the Information Point in the check-in office.
 - **Where can I rent bikes or scooters?** At the Information Point, daily from 8:00 AM to 8:00 PM, with a rental contract (minimum age 18).
 - **What can be rented?** We offer mountain bikes, children's bikes, e-bikes, electric scooters, motorboats, and SUPs for rent.
 - **Where can I rent SUPs or boats?** At the "Baia Verde" storage office directly on the campsite.
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Dining and shopping

- **Do I need to book a table at the restaurant?** Booking is recommended to secure a table with a beautiful lake view.
- **Are gluten-free dishes available?** Yes, gluten-free and lactose-free options are available.
- **Can I use a barbecue?** Yes, using CE-marked devices and under adult supervision.

- **Where can I buy stamps and send postcards?** At the on-site market.
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General Services and Assistance

- **Is Wi-Fi free?** Yes, after registration via email, Facebook, or Twitter.
 - **Is there a space for business video calls?** Yes, you can request access to the **Business Room** at the Muur Bar–Gelateria–Osteria (paid service).
 - **How do I request medical assistance?** Contact the check-in office, which will assess the situation.
 - **Why is the wristband mandatory?** It is used to identify guests and ensure their safety.
 - **What should I do in case of damage or missing items?** Report it promptly to reception in person or via WhatsApp at +39 324 6939514.
 - **Where is the Lost and Found?** At reception, where you can check for handed-in items.
 - **Where can I find general campsite hours?** Updated opening hours for all services are displayed on the notice boards.
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Shuttles, Transport, and External Services

- **Is the shuttle free?** Yes, the service is free, but due to limited seating, advance booking is required.
- **What public transport is available nearby?** Regional buses; the nearest train station is in **Desenzano del Garda**, and lake ferry connections are available from the **Port of Portese**.
- **Where is the nearest ATM?** In the center of San Felice del Benaco, at Viale Italia No. 9.