

# BOOKING PROCEDURE AND REGULATIONS FOR PITCHES

- It is possible to book pitches in the online section of the website or through an e-mail request. There are no fixed days for arrival and departure.
- Lakeside pitches can be booked only by e-mail request – [fornella@fornella.it](mailto:fornella@fornella.it).
- In order to confirm the booking, we require a deposit (40% of the stay) along with 15,00 € non-refundable booking fee. The payment is possible by credit card or bank transfer.
- By paying the deposit, customers automatically agree to comply with all the present booking regulations and general rules of our camping resort.
- In the case of customers shortening their stay or arriving late the whole booked period must be paid. In case of no-show within 8 o'clock of the morning following the booked date, the reservation will be cancelled unless notified in advance.
- We recommend that Guests take out an insurance policy beforehand, covering both cancellation of reservation and camping equipment and risks, with an insurance company of their choice.
- In case of cancellation, the same must be notified by email at the address [fornella@fornella.it](mailto:fornella@fornella.it) within the deadline set by the rate conditions in force at the time of booking (until 30 days before arrival). In this case the deposit will be refunded excluding booking fees. After the deadline for free cancellation has expired, no changes are permitted.
- The assignment of the pitch is reserved to the Campsite Management, which, compatibly with availability, will take into account the particular wishes expressed by the customer.
- The reserved pitch is available from 12 pm of arrival date to 10 am on the day of departure. After this time, it is not possible to stay in the structure.
- Check-out: the bill and tourist tax must be settled 2 days before departure at the cash office.
- Prices are daily irrespective of time of entrance. The number of people declared on arrival will be charged for the entire stay, without taking into consideration any undeclared absences.
- The installation of tents and caravans must be carried out according to the indications of the management. Pitch boundaries are clearly marked, all the equipment, including the car, must remain within the limits. One of the following may be installed in the pitch :
  - 1.1 caravan + 1 car
  - 2.1 tent + 1 car/motorbike
  - 3.1 motorhome
- An extra tent is only allowed for children or for members of the same family after consultation with the reception and is to be paid for as established in the pricelist.
- Extra cars have to be parked in the area between reception and cash office and must be paid as stated in the pricelist.
- It is forbidden to dig around the pitches, to install fences or enclosures, to rope them off at eye level and to light open fires.
- It is strictly forbidden to use waterproof sheets on grassy pitches.
- The charging of electric cars via the connections of the pitches is not permitted. Only the official charging stations of the facility may be used for the charging process.
- Sanitary blocks will be opened progressively in ratio to the number of guests and their needs.
- Showers are free of charge and free to use but are on timers.