



HOW TO ACCESS THE CAMPER AREA



Access is automated

Access to the area is automated. Just follow the simple instructions below.

If you do not have a booking

If you arrive at the camper area without a booking, stop your camper in front of the barrier and complete all the entry steps by scanning the QR Code displayed there.

Please note: the barrier opens immediately after all the details have been entered and the payment has been sent.

Follow these steps:

1 Scan the QR Code

Point your phone at the QR Code on the sign at the entrance to the camper area. Choose the **ENTER WITHOUT BOOKING** mode or, alternatively, **CAMPER SERVICE** if you only need to load/unload (maximum 1 hour).

2 Enter your details

Complete the booking procedure, providing:

- Dates of your stay
- Number of people travelling
- First name and surname
- Telephone number
- E-mail
- Number plate of the camper

3 Make the payment

Complete the payment directly online.

4 Register the guests' details

Complete the registration by providing the required details and the guests' identity documents, such as an identity card or passport.

5 Enter the area

Once the procedure is complete, the barrier will open and you can drive straight into the camper area.

If you already have a booking

If you would like to book in advance, follow these steps:

1 Enter your details

Complete the online booking procedure on our website, providing:

- Dates of your stay
- Number of people travelling
- First name and surname
- Telephone number
- E-mail
- Number plate of the camper

2 Receive your confirmation

Once you have entered the details required for the booking and completed the payment, you will receive a confirmation e-mail containing your **access PIN**.

3 Register the guests' details

Complete the registration by providing the required details and the guests' identity documents, such as an identity card or passport.

4 Come to the barrier to check in on the day of arrival

When you reach the entrance, scan the QR Code on the sign.

5 Enter the access code

You can enter using:

- the number plate of the camper given in the booking, or
- the PIN received by e-mail.

6 Enter the area

The barrier will open and you can drive to your pitch.

If you only need the Camper Service (unloading/loading)

If you arrive at the camper area only to unload and load (Camper Service), stop your camper in front of the barrier and scan the QR Code displayed there.

Please note: the barrier opens immediately after all the details have been entered and the payment has been sent.

Follow these steps:

1 Scan the QR Code

Point your phone at the QR Code on the sign at the entrance to the camper area. Choose the **CAMPER SERVICE** mode if you only need to load/unload (maximum 1 hour).

2 Enter your details

Complete the booking procedure, providing:

- First name and surname
- Telephone number
- E-mail
- Number plate of the camper

3 Make the payment

Complete the payment directly online.

4 Enter the area

Once the procedure is complete, the barrier will open and you can drive straight into the camper area.

If you are leaving for good, or leaving and coming back

You may leave the area temporarily and come back later.

Before leaving:

1 Scan the QR Code

Point your phone at the QR Code at the exit.

2 Select the mode

Choose the “EXIT AND RE-ENTER” option.

3 Complete the procedure

Follow the procedure through to the confirmation.

In this way you can leave the area and come back later during your stay.

Important: if you select “EXIT AND RE-ENTER”, your stay in the area remains active.

Leaving for good?

If your stay is over and you will not be coming back into the camper area:

1 Scan the QR Code

Point your phone at the QR Code at the exit.

2 Select final departure

Choose the option for final departure.

3 Enter the number plate

Enter the number plate of the camper.

The procedure will record your final departure from the area.

If you run into difficulties

If you have any problems with the access, booking or exit procedure, contact the camper area staff:

- WhatsApp: **+39 350 122 3804**
- E-mail: **info@rivacoghinas.it**