



CAMPER PARK RULES



Acceptance of the Rules

Access to and stay within the camper area imply **full** acceptance of these rules. Please read them carefully before making a booking. Anyone who does not comply with the rules may be asked to leave the area with no right to a refund.

1 Bookings and payments

- Bookings are made exclusively online through the website and are considered valid only once our confirmation email has been sent.
- Payment is made in advance and is compulsory at the time of booking.
- If the stay is cancelled, any penalties or refunds are determined solely by the date on which written notice of cancellation reaches us by e-mail at info@rivacoghinas.it:
 - If cancellation is notified more than 30 days before the scheduled arrival date, a refund of 80% of the amount paid will be granted.
 - If cancellation takes place between 30 and 10 days before arrival, the refund will instead be 50% of the sum paid.
 - For cancellations notified less than 10 days before the arrival date no refund is due and the amount paid will be retained in full.
- In the event of a "No-Show" (failure to arrive without notice) or of early departure during the stay, no refund is given.
- In order to give guests the fullest protection in the case of bookings made by mistake or unintentionally, cancellation is allowed no later than 48 hours after the booking is confirmed. Cancellation must be sent by e-mail to info@rivacoghinas.it.
- If cancellation is notified within that time limit, the amount paid will be refunded in full, less only a charge of € 2.00 to cover the administrative and transaction handling costs.

2 Check-in and Check-out

- **Check-in:** from **14:00 on the day of arrival**.
- **Check-out:** by **11:00** on the day of departure: the pitch must be vacated by that time. Departures after that time will be charged as an additional day of stay (subject to availability).
- Outside these hours, arrival and departure must be agreed **in advance** with the management.
- Every guest must register the details of the travel party on arrival.

3 Parking and Pitches

- Every vehicle must park within the space assigned to it, so as not to obstruct other guests.
- Leaving the engine running during an extended stop is prohibited.

4 Quiet Hours

To ensure peace and quiet for all guests, the following quiet hours must be observed:

- **From 13:00 to 15:00**
- **From 23:00 to 08:00**

During these periods shouting, loud music and disruptive noise are prohibited.

- Radio and TV may be used at a moderate volume, respecting the privacy of others.

5 Grey and Black Water Disposal

- The **disposal of grey water and toilet cassettes** is permitted **only at the designated drainage points**.
- The disposal area (Camper Service) is intended solely for the disposal of grey water (sinks/showers) and black water (marine or cassette toilets). Disposing of unsuitable chemicals or solid waste is strictly prohibited.
- To preserve decorum and quiet, disposal is permitted during the following **hours**:
From 08:00 to 22:00
- Guests must leave the station clean after each use, rinsing the area thoroughly. Any accidental spills must be removed immediately by the person carrying out the disposal.

6 Outdoor Cooking

- Tables and chairs may be placed within the perimeter of your own pitch.
- It is permitted to use **portable stoves and to cook outside** the camper on condition that:
 - they do not disturb other guests,
 - they are kept under constant supervision,
 - no smoke or odours are produced that could be a nuisance.

7 Barbecue

- **Barbecues are permitted** only when carried out with safe and stable equipment (e.g.: gas barbecues or charcoal barbecues with a base), provided that there is no strong wind.
- Wood is prohibited for reasons of safety and excessive smoke; lighting fires **directly on the grass or on the ground** is prohibited.
- Use of the barbecue must comply with fire safety and must not create any risk for people or vehicles nearby.
- The management reserves the right to prohibit barbecues in the event of adverse weather conditions or for reasons of environmental safety.

8 Pets

- Pets are **allowed** but must be **kept on a leash at all times**.
- Owners must pick up and dispose of their pets' waste immediately in the designated areas or in the organic waste.
- Owners must make sure that their animal does not disturb the peace of other guests.
- The area accepts no responsibility for any incidents or fights between animals.

9 Waste and Cleanliness

- The area operates **separate waste collection**. All waste must be placed **in the designated containers** in accordance with the separate collection rules and following the instructions provided.
- Do not abandon bulky waste.
- Leaving waste or discharges of any kind outside the containers is prohibited.

10 Obligations and Prohibitions

It is prohibited to:

- Discharge liquids or waste outside the drainage points.
- Wash vehicles or equipment on the parking areas.
- Occupy areas outside the assigned space with tents, tables or bulky accessories.
- Behave noisily outside the permitted hours

11 Extraordinary Events, Force Majeure and Limitation of Liability

The Management accepts no liability for disruptions, interruptions or reductions of the services arising from causes beyond its own will or management. This includes, purely by way of example, events of force majeure such as: unforeseen interruptions of the water or electricity supply, weather phenomena of exceptional intensity, sudden technical failures of the installations, as well as measures or orders adopted by the competent authorities.

In such circumstances, no claim for indemnity, compensation or refund may be made. The Management undertakes in any case to act promptly to restore the services and return to normal operating conditions in the shortest possible time.