



## **BOOKING TERMS AND CONDITIONS**

- 1) The **booking** is **personal** and as such, it is considered valid only for the person under whom the booking has been made. The **name changing** of the booking is not allowed once the deposit has been paid
- 2) The guest who receives the booking offer and/or confirmation must check its content and immediately inform the booking office in case of mistakes especially regarding arrival and departure dates, accommodation type, extra services and amount of people
- 3) Upon receipt of the deposit a **booking confirmation** is issued and sent
- 4) The **balance** must be paid before the arrival date by bank transfer or credit card or at latest on the arrival day at the cash desk. Guests are required to take note of the reception and cash-desk hours. The count of the days of stay is based on the number of nights, regardless of the time of arrival. The payment receipt must be displayed to the control personnel at the time of exit
- 5) The **tourist tax** is not included in the quotation of the booking
- 6) The total amount of the reserved period is due even in case of **delayed arrival** and/or **early departure**. If you leave your accommodation earlier than booked, Malibu Beach reserves the right to rent your place without any right to compensation
- 7) With no communication of **delay**, the reservation will be automatically cancelled at 12:00 pm on the following day of the scheduled arrival, the deposit withheld and the accommodation will be no more be available
- 8) **Cancellations** notified in writing at least 15 days before the scheduled arrival date entitles you to the deposit's return, net of booking fees. After this time, the deposit will be withheld in full and any further down payments made (in addition to the deposit) will be refunded net of booking fees
- 9) **Pets** are not allowed
- 10) The maximum **capacity** of the booked accommodation, or pitch, cannot be exceeded. Children of any age are included in the calculation of this number
- 11) **Minors** are not allowed if they are not accompanied by an adult for the entire duration of their stay. For minors without parents, a delegation of trust is required with the parents' signature and a copy of their document (ask for the form at our booking office)
- 12) **People who join the accommodation, or pitch**, later than check-in can *only* be registered if authorized by the holder of the reservation by communication to the reception staff
- 13) In order to enter and stay at Malibu Beach all guests must be **registered**. Upon arrival, each guest is required to provide a valid identity document for the legal registrations, which he will verify and promptly notify any discordance or variation. Each guest will be given a **bracelet** that will be worn for the entire stay and returned at departure.
- 14) On the day of arrival, **pitches** can be occupied from 12 noon and the day of departure must be vacated by 12 noon. Later departures will be charged a further day. Guests are allowed to choose their own pitch following the personnel's directions. Pitches may only be changed with the Management's permission. Pitches may not be occupied by more than six people and only one tent/camper/caravan may be placed on one pitch. Campers are not entitled to a parking spot, unless prior permission is obtained from the Management
- 15) On the day of arrival, the keys of the **lodgings** are guaranteed within 5.00 pm and the day of departure the accommodation must be vacated by 10.00 am otherwise one extra night will be charged. The reservation holder must check if all the equipment in the accommodation is properly kept; any fault must be promptly communicated to the Reception for maintenance purposes. The reservation holder shall be liable for any faults and must pay for damages in the event of breakages or shortages
- 16) For each lodging, there is one **parking lot** inside the resort and is included in the price. **Trolleys, trailers and the like** must be parked outside, in a designated area
- 17) The **number** of the **assigned accommodation**, or **pitch**, is not guaranteed and will be communicated at check-in. For organizational reasons the booking office reserves the right to change the accommodation number and its position within the village at any time without previous notice



- 18) **The sending of the deposit on the part of customers implies acceptance of the booking, of the booking terms and conditions, of the camping regulations and of the price**

## **MALIBU BEACH RULES**

- 1) **PETS** are not allowed.
- 2) The assigned **PITCH** cannot be changed without the permission of the Management. Tents should be set up immediately after arrival. For hygienic reasons, guests are requested to keep their pitches clean and in order. Guests are required to place their tent, caravan or camper and car within the boundaries of the assigned pitch.
- 3) For the peace and safety of all, **CARS**, motorbikes or any other vehicle must be used as little as possible. The max speed allowed is 10 km/h.
- 4) Motor vehicles are not allowed to circulate inside the village during the **REST HOURS** from 1 to 3 pm. and from midnight to 7 am. During these times, tents cannot be either set up or dismantled and the maximum silence must be respected. At any time of the day all guests must **RESPECT** other guests' **QUIET**. Guests are asked to avoid shouting and any other behavior that may cause annoyance to other guests. Radio and television equipment must be used at a volume that does not cause any disturbance and should remain off from 24.00 to 7.00.
- 5) **CHILDREN** must always be supervised. Parents are directly responsible for their children and must accompany them when using showers, toilets, beach, swimming pool and the playground. The Management has no liability.
- 6) Despite the campsite is always under surveillance, the Management shall not be liable for any thefts or losses. **GUESTS MUST LOOK AFTER THEIR OWN PERSONAL PROPERTY.**
- 7) The Management shall not be liable for any vandalism or accidents caused by third parties and **DAMAGE** to things or people deriving from natural disasters.
- 8) It is strictly **FORBIDDEN**:
  - to use the **SWIMMING POOLS** during closing time
  - to erect fences; any **UNAUTHORIZED EQUIPMENT** will be removed without prior notice
  - to use **TENTS** of any size near the accommodation and on any area outside the perimeter of the pitches
  - to hang **ROPES** at head height, tie sheets or any type of cover to trees
  - to **DAMAGE** trees, plants or equipment belonging to the campsite
  - to **DIG** pits
  - to **POUR** hot, salty or waste **LIQUIDS** onto the ground
  - to light **FIRES** or use any naked flames (candles, etc.)
  - to damage **ELECTRICAL SYSTEMS**
  - Introduce **FIREARMS** of any kind and other offensive objects to the campsite
  - **EXHIBIT** banners, posters, or other material that may affect the susceptibility of others.
- 9) All **RUBBISH** must be disposed of in the recycling containers.
- 10) The **WASHING** and the **WASHING UP** must be done in the designed washbasins and sinks.
- 11) **WASHBASINS, SINKS** and **SHOWERS** should be used and left in the conditions you would like to find them.
- 12) It is forbidden to **WASH CARS** inside the resort.
- 13) According to the new regulations for environmental safety, wood and/or charcoal **BARBECUE** is not allowed. Only the use of electric or gas barbecue (max 5 kg.) is permitted. In any case, the use of the grill is only allowed in the atmospheric conditions such that it does not represent danger and annoyance.
- 14) The **USE OF ANY EQUIPMENT** will be at risk and danger of the users.
- 15) To avoid unnecessary waste, it is recommended not to run the **WATER** for domestic purposes unless strictly necessary.



- 16) Every **INFECTIOUS DISEASE** must immediately be notified to the Management or the doctor.
- 17) The personnel can check the **ELECTRICAL SYSTEM** at all times. It is mandatory the use of a triple water cable with grounding (according to C.E.E. rules)
- 18) The Management reserves the right to have campers' **AIR CONDITIONERS** switched off if they cause annoyance to other guests.
- 19) If the **NUMBER OF PERSONS** staying in the lodging or pitch exceeds the number stated at check-in, the Management will apply the daily rate, increased by 100%, to any unrecognized person, starting from the day of registration and consequently the entire group will be forced to leave.
- 20) Anyone who has to **COMPLAIN ABOUT THE BEHAVIOR OF OTHER GUESTS** is asked to report to the Manager who will respond appropriately. The Management reserves the right to force to leave any person liable for acts of vandalism, harassment or breach of this regulation. Offenders will be reported to the Public Authorities when necessary.
- 21) **OBJECTS FOUND** in the campsite must be delivered to the Police or to the Campsite Management so that they can be returned to the legitimate owner.
- 22) It is forbidden to **PARK MOTOR VEHICLES** near the restaurant and outside the designated areas.
- 23) Access to the **SWIMMING POOL** is allowed only without shoes and after walking through the foot washbasin.
- 24) In order to maintain an orderly and clean condition and allow everyone to enjoy a pleasant view of the **COMMON SPACES**, we kindly ask you to respect the following guidelines:
  - Do not **PLANT** umbrellas or any other shady structure
  - **PARK** your car in the assigned parking lot marked with the number of your accommodation
  - **DO NOT BRING OUTSIDE** any items of **FURNITURE** (benches, armchairs, tables, sofas, etc.)
  - On the common space **GRASS** only towels, sunbeds and inflatable mattresses are allowed, which, like any other object, should be removed when not in use and overnight to allow the maintenance of greenery
  - **HAMMOCKS** are only allowed if, according to the unquestionable opinion of the personnel, they do not imply any danger. In no case may the hammocks be fixed to the structures of the accommodation
  - Do not **TIE** any kind of **ROPE** to plants, poles or other types of support. A stretched string at any height is a danger and if not seen it can cause serious injury to people.
- 25) The Management reserves the right to have **MODIFIED OR REMOVED ANY EQUIPMENT** if not in compliance with the Camping rules or the safety rules. The village staff is entitled to remove the customers' property also.
- 26) Access to the campsite involves the **ACCEPTANCE AND FULL OBSERVANCE OF THESE RULES** that may be supplemented by additional instructions that the Management will consider fit for a better functioning of the resort.

These rules enforce restrictions, which are fully justified by their purpose, which is to create better conditions for civilized coexistence inside the resort. We are confident that compliance with this regulation will ensure that all our guests enjoy a holiday lived in mutual respect.