



These Regulations, which can be downloaded online, are given to our guests upon arrival and are posted both at the entrance and inside the tourist facilities. The act of entry implies complete acceptance and observance of them on the part of the guest. In the interest of everyone concerned, the Management reserves the right to expel and prosecute those who fail to comply with them or whose behaviour compromises the maintenance of order and peace. The collaboration of our guests is essential to ensure a peaceful and pleasant stay for everyone.

#### **ART. 1: ACCESS TO THE VILLAGE**

1. The authorisation of the Management and full legal registration is mandatory for entry. For faster and easier identification, all guests from will be provided with a plastic, light and non-toxic identification bracelet that must be worn visibly for the duration of the stay, and which will be cut upon departure. Supervisory staff are authorised to stop and check people who do not have one;
2. The arrival of a number of people greater than the maximum allowed, including children, will result in the cancellation of the reservation and the loss of the deposit paid.
3. The Management reserves the right, at its sole discretion, not to accept unwanted holidaymakers/visitors.

#### **ART. 2: MOVEMENT AND PARKING OF VEHICLES**

1. Only one car/motorcycle is allowed per accommodation unit and it must be parked in the specific areas indicated by the Management. Any other car/motorcycle belonging to the guests or friends/day visitors must be parked outside the perimeter.
2. If the vehicle is parked outside the areas specifically identified, the Management is authorised to remove and charge the relative cost.
4. Cars/motorcycles allowed inside will be provided with an identification pass which should be visibly displayed. Cars/motorcycles without a proper pass cannot access the facilities and, if found inside, they will be taken outside at the owners' expense, without any liability for any damage caused.
5. The Management is not responsible for any damage or theft caused to cars/motorcycles in the facilities/parking area as the car parks are not guarded.



6. The main entrance of the village is closed from 13:00 to 14:30 and from 21:00 to 08:00. It is highly recommended to use the second entrance, which offers access through a magnetic card, for the entire stay.

7. Cars/motorcycles are not allowed to come up to or go away from the accommodation unit

### **ART. 3: STAY**

1. The village accommodation units will always be assigned by the Management, whose dispositions must be followed by the guests.
2. Guests must take care of the objects they own; the Management is not responsible for any theft or damage. The facilities are exempt from any custody and/or storage obligations.
3. It is strictly forbidden to bring furniture and equipment outside the accommodation.
4. During the time of silence, from 13.30 to 15.30 and from 24:00 to 08:00, radios, TVs and other devices making sound must not be audible outside the accommodation units.
5. It is forbidden to bring bicycles or similar vehicles into the accommodation units.
6. Adults are responsible for the behaviour of their children, whose liveliness may not come at the expense of the peace and safety of the other guests.

### **ART. 4: SWIMMING POOL**

The Management sets the opening and closing times of the swimming pool, which everyone is obliged to follow. The staff have the right to intervene and remove those who do not respect the obligations and prohibitions.

- The use of slippers is mandatory throughout the solarium area and at the bar
- The use of a towel is mandatory on chairs and sun loungers
- It is mandatory to take a shower before entering the water
- The use of a swimming cap is mandatory
- It is compulsory to reserve a space within the perimeter of the pool using the dedicated "LA CECINELLA" app.
- It is mandatory for small children to wear a nappy swimming costume or waterproof nappy
- It is absolutely forbidden for those with wounds, skin lesions, plasters and/or bandages to enter the pool, unless they have a specific medical certificate showing that they are compatible with swimming in the pool
- It is forbidden to enter the pool if one or more body parts are covered with non-water-soluble oils, creams, bronzers and/or similar substances
- It is forbidden to throw clothes and objects of any kind into the water

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- It is not permitted to bring mattresses, balls, rubber boats and the like into the pool (it is possible to use armbands, life jackets and goggles)
- It is forbidden to play ball games, dive from the edge, run on the edge of the pool, push other people into the water, joke roughly in or out of the water, spit or disturb other guests in any way.
- It is forbidden to swim in clothes except for religious reasons (a technical or white cotton t-shirt is allowed for children)
- Parents must supervise their children, especially near the slide or while they are using the facility's equipment.
- It is forbidden to introduce dangerous materials such as glass or ceramics into the swimming pool area
- It is forbidden to consume food and drinks by the pool and in the water
- It is forbidden to bring animals into the swimming pool area.
- The poolside equipment is free to use until maximum capacity is reached; the Management does not guarantee availability to all users.

In particular conditions such as exceptional events, adverse weather conditions or for extraordinary maintenance, the pool can be closed at the Management's discretion. For anything not specified, please refer to the signs posted in the pool area.

It is highly recommended to carefully read the swimming pool regulations at the entrance to the aforementioned area or ask the staff on site for information

#### **ART. 5: TEMPORARY GUESTS**

1. Temporary guests (people hosted for 1 or more nights by the owners of the accommodation units) are admitted with the authorisation of the Management and must provide their identity documents in order to complete the legal registration. They will be provided with a bracelet for easier identification.
2. If undeclared presences are found, the guest is required to pay for the entire stay for all extra persons from the day of their arrival until the time of the check.

#### **ART. 6: DAILY VISITORS**

1. Daily visitors are allowed, subject to the authorisation of the Management. They must provide a valid identity document, which will be returned upon leaving.



## **ART. 7: DEPARTURE**

1. The accommodation units must be vacated by 10:00, unless otherwise agreed directly with the Management. Any departure after the aforementioned time will result in an additional day being charged. Ask the Management for changes to the check-out time.
2. The accommodation unit is checked during check-out. In the event of damage, missing items and/or particularly disorderly conditions, the Management is required to withhold part of the security deposit. The guest is responsible for cleaning the kitchenette. In case of non-compliance, the relative amount will be charged.
3. Keys, passes and identification bracelets must be returned at the time of departure.
4. No reductions are made if the arrival does not conform to the reservation date, nor in the event of departure before the end of the period booked. In case of early departure with a booking, the price for the entire booked period will apply, while the charge for people will be counted up to the actual day of departure.

## **ART. 8: PAYMENT**

1. The balance of the stay must be paid upon arrival, resulting in the consequent handing over of the keys. In case of any other indications from the Management, the balance must be paid no later than 2 days from arrival at the facilities.
2. A security deposit of € 200 is required for the accommodation units. Upon arrival, holiday makers are required to check the equipment in place; any flaws found in the final equipment check or any damage to the facilities or part of them will be charged.
3. Payment can be made by: cash, debit card, credit card (excluding American express and Diners).

## **ART. 9: DAMAGES - LIABILITY - LOST OBJECTS - THEFT**

1. The Management is not liable for damage caused by: the conduct of other guests, force majeure, natural disasters such as falling trees or branches, or other causes not dependent on the negligence of the facility staff.
2. The Management is not responsible for lost and/or stolen objects or valuables.
3. Objects found within the facilities must be handed over to the Management.
4. The use of the swimming pool, the playground, the sports field and all the facilities and equipment is at the guest's own risk.



5. Participation in all sporting and non-sporting entertainment activities is to be considered a free choice on the part of the guest. Any harmful consequences deriving from the guest's conduct cannot be attributed to the Village.

6. In the event of suspension of the supply of electricity or water due to the managing body or due to force majeure, the Management declines all responsibility and is not required to make any refunds.

#### **ART. 10: ANIMALS**

1. Pets are permitted for a fee. Their presence must always be reported at the time of booking and on arrival and authorised by the Management.
2. Dogs must be identifiable by presenting a health card showing their vaccinations or a passport.
3. Properly trained dogs with a gentle disposition can freely access some of the village's common areas. They must always be kept on a leash no longer than 1.50 metres. Please note that by law it is essential to be in possession of a rigid or soft muzzle.
4. The owner must ensure the timely removal of waste, which must be disposed of in the appropriate bins. If this does not happen, the Management reserves the right to deduct part of the deposit.
5. It is not permitted to wash dogs in the common showers or in the accommodation.
6. It is not possible to leave pets that are not used to being alone in the accommodation and in the private gardens.
7. The owner/keeper of the dog is liable both civilly and criminally for damage or injury to people, animals and things caused by their own animal.

#### **COMPLAINTS**

According to the new regulations on tourist packages introduced with legislative decree 21 May 2018, no. 62, which applies to all contracts concluded starting from 1 July 2018, the tourist has the duty to immediately contest any shortcomings in the execution of the contract so that the organiser, their local representative or the accompanying person can immediately remedy it.

The tourist must make a **written complaint no later than ten working days** from the date of returning to their place of departure.

#### **PLACE OF FULFILMENT AND COMPETENT COURT**

For all obligations and/or disputes arising from this residence contract for any reason, the Court of Livorno has exclusively jurisdiction.



This regulation may be modified on site based on any sanitation regulations in force at the time of the guest's arrival.

The Management