



Camping Rules

These rules cancel the previous version and are furthermore displayed at the entrance of Vela Blu Camping Village. Entering the Vela Blu Camping Village automatically means full acceptance of its rules. **Upon arrival all guests must provide an identity card for the registration. We advise our Guests to carry out the Web Check-in before arriving in the village.** Each guest will receive an ID bracelet that must be worn.

VISITORS: Visitors are only admitted after Management's authorization and after having provided their ID; their stay is free for the first hour, after this the current rate will be charged (visits to the campsite are only admitted between 8.00 a.m. and 1.00 p.m. and 3.00 p.m. and 8.00 p.m. Out of these periods, it will be only possible to visit the people who stay in their accommodations and in any case not later than 11.00 p.m.

SILENCE TIME: From 11.00 p.m. to 7.00 a.m. and from 1.00 p.m. to 3.00 p.m. the campsite entrance will be closed to traffic. For this reason, no vehicles can enter or exit, except for motorcycles with their engine switched off and electric vehicles. During these hours we kindly ask you to respect silence. At all times you should avoid behaviors, activities, games, and each kind of equipment that disturb the other guests of the campsite. In the respect of the other guests' peace, we kindly ask you to keep radio and television volumes as low as possible and to use the air conditioning during the silence hours as short as possible. The beach gate is closed from 11.00 p.m. to 06.00 a.m.

OFFICE AND SHOPS HOURS: The opening hours of the offices, cashier and various services are those shown in the individual rooms. Payments can be made in cash, up to a maximum of **4.999,99 €** or with Mastercard, Eurocard, American Express and VISA credit cards. **Bank checks are not accepted.**

DEPOSIT: Each guest is obliged to take care of his/her own property. Management declines all responsibility for any losses, deterioration or thefts occurred at the Vela Blu Camping Village. We remind you that the safety box service is available at the reception, at the season daily rate. Guests that find lost property, whether on the beach or on the campsite, are requested to deposit them immediately at the reception. Guests are advised not to leave valuables in the car. It is advisable to lock the bicycles if not supervised. Management declines all responsibility for any losses, thefts caused by force majeure, disaster, disorders, etc.

PROPERTY AND CASUALTY: We remind you that the use of sport and entertainment equipment is at user's own risk. The Management is not responsible for accidents, injuries, damages in general (caused by storms, hailstorms, falls of trees, branches or cones, sport activities, force majeure, etc.) for causes not chargeable to the Management. In case of any legal dispute the only place of jurisdiction is Venice.

BANS: The speed limit in the campsite is strictly 5 km/hour. It is also forbidden to circulate using electrical city rollers. Bicycles, City Rollers, and electric scooters must follow the same circulation methods as cars. For behaviors that do not comply with the regulations, the Management has the right to keep the city roller until the Guest leaves. Parents are responsible for the behavior of their children.

It is strictly forbidden to pick flowers, damage plants, dig holes or drainage ditches, damage the grass and vegetation in general, play with stones on the roads. It is furthermore forbidden to lay down or build fences, to drive in a nail or anchor anything on the plant or their roots, to pull ropes at man's height and install anything that could be a potential danger and create an obstacle to the transit. Kitchenware and linen, as well as fruits and vegetables can be only washed in the appropriate sinks. It is forbidden to wash the vehicles. It is forbidden to pour oils, fuels, hot, salty or rubbish liquids on the ground. It is strictly forbidden to pour any liquid in the drains in the streets. It is not permitted to play football or boisterous games in the campsite. It is absolutely forbidden to make campfire on the campsite or beach. The Management declines all responsibility. **For more information on what to do in the event of a fire, see our Bibo Fire brochure.** Guests who do not respect these rules, as well as the subsequent details, in addition to reimbursement of any damages, must leave the campsite at the request of the Management.

Charging of electric vehicles is permitted exclusively at the charging stations located in the car park at the entrance to the village. It is forbidden to connect electric vehicles to the sockets of the pitches or mobile homes. In case of non-compliance with the regulation, a fine of 50.00€ will be applied.

ENVIROMENT: Water is a precious good. We kindly recommend you not to waste it or use it in an improper way or to play with it. According to the environmental protection. We kindly ask our Guests to separate the waste according to the type. Cleanliness is for the good of everybody. We appreciate our guests' collaboration to ensure the success of waste separation. **For more information and on separate waste collection, guests are invited to consult our Green Book.**

BEACH: The beach of Vela Blu Camping Village is for the exclusive use of the guests and is supervised only in 200 square meters in front of the campsite. Guests are asked to respect the rules laid down by the Harbormaster's office which are displayed in various parts of the campsite and on the beach. Bathing should be avoided when the red flag is flying on the beach. Please always follow the advice of the lifeguards. It is forbidden to put beach umbrellas and/or tents in the area occupied by the umbrellas of the camping. It is forbidden to put beach umbrellas and/or tents in the zone between the sea and the first row of the camping's umbrellas. The guest declares to be informed of the harbor-master's order that rules the behavior on the beach. He/she then takes note of the prohibitions concerning the bathing when the sea is rough, during storms, at night, in the exit areas of sailing boats and windsurfs. In any case bathing should be avoided when the red flag is flying on the beach. Please always follow the advice of the lifeguards. The private beach equipment (deckchairs, umbrellas, etc.) can be only used in the areas were indicated by Management, while the campsite beach equipment can only be used after authorization.

WATERPARK: We kindly recommend our Guests to read and respect the regulations regarding the pool and the water games and to follow the advice of the lifeguards. The Management reserves the right to close the pool for extraordinary maintenance or for hygienic reasons, without any right of refund.

MINORS: Minors must be accompanied and will be accommodated together with their parents or the adults who have the parental authority, who are responsible for them to respect the campsite rules.

Children must be always supervised; parents are therefore asked to accompany them to the playground, pools, showers, and toilets. Management declines all responsibility.

PETS: Pets are allowed in all areas of the campsite (including accommodation) except for the pool area, beach, and market.

MAXICARAVAN, BUNGALOWS & RESIDENCE: All accommodations are delivered furnished and equipped with a fully equipped kitchen. It is forbidden to move furniture and furnishings from the housing units. The description of the composition of the furniture is shown in each housing unit. We inform our Guests that the authorized personnel can enter the unit for carrying out any fixings or maintenance works even when the guests are not inside. On the day of departure, guests are asked to leave the accommodation by 10.00 a.m.; the new guests on arrival will not be admitted into the accommodation before 4.00 p.m. In case of late arrival, we kindly ask you to immediately inform the Management. **Otherwise, the accommodation will be kept available until 10:00 the following day, after this time the "No Show" will be considered, therefore the booking will be canceled, and the deposit will be kept 100%.** Smoking is forbidden inside the accommodations. **At check-in a credit card will be requested to guarantee the stay. Communication of missing objects inside the accommodation is accepted only if it is made within 3 hours of receiving the keys.** We kindly invite all Guests to announce any break or damage of the equipment in the accommodation unit. Any breaks or damage to the equipment must be refund at the going rate. It is always recommended to leave the accommodation free of rubbish and to empty the refrigerator before departure. All accommodation includes final cleaning. During the stay, extra cleaning can be requested at the price fixed for the season. **The control of the accommodation on departure can be done at the discretion of the Management. A departure at night or outside the usual time must be previously authorized and confirmed by the Management, in this we kindly ask our Guests to park their car in the external parking of the campsite by 11.00 p.m.** For the mobile homes the payment of the total bill must be made within 3 days of arrival. Guests of tour operators are also recommended to go to the cash office for legal obligations and / or to pay any extras within the day before departure.

CAMPING: The pitches are always decided by the Management, whether for the parking or for the pitch. The pitch can contain only one tent or one caravan or one camper. Additional tents are subject to charges as the current rate. On day of departure, the guests are kindly asked to leave the pitch clean and in good condition. The calculation of the days will be made according to the number of nights (starting from 11.00 a.m.). On the day of departure, guests must leave until 11.00 a.m., after this time, the guests will pay one day more. During June, July, and August we only accept campers for a minimum stay of 7 days. An advance payment should be requested. The payment of the remaining amount of the stay for the pitches must be made withing 3 days before departure. Guests of tour operators are also recommended to go to the cash office for legal obligations and / or to pay any extras within the day before departure. Guests who do not respect these rules, as well as the following details, in addition to the reimbursement of any damage, must leave the campsite at the request of the Management.

BOOKING REGULATIONS: Our correct company name and address are **VELA BLU CAMPING VILLAGE Via Carlo Alberto Radaelli, 10 – 30013 CAVALLINO-TREPORTI (Venezia) Italy.**

- GPS: N 45°27.28 e 12°30.23 E
- Telephone number: 0039 041 968068 • Fax number: 0039 041 5371003
- E-mail address: info@velablu.it Payments can be made on the following bank account:

- Banca Intesa San Paolo - Agenzia di Cavallino Treporti IBAN: **IT23 H030 6983 2101 0000 0005 552** - Swift BIC code: BCITITMM.
- Payment by credit card: Please ensure you always include your booking reference number, your full address, telephone number, e-mail as well as the booking period and the type of camping pitch or mobile home you require.
- **For those who book online, it is possible to pay by credit card through our booking portal, by accessing the Personal Area.**

The booking must be carried out by the guests that will live in the unit. We reserve the right to change the assigned unit number (mobile home or pitch), even after having received the confirmatory deposit and the confirmation letter. Any requests of change as the extension or reduction of the stay produce the cancellation of the original booking. Should the booking for the new period be possible, a new reservation will be carried out, but the previous unit number cannot be guaranteed. The amount of the confirmatory deposit to be paid is established based on the period of the holiday and the total amount of the holiday itself.

It is possible to make a booking during the summer season, for the following year, by paying a booking deposit equal to half of the entire amount of the holiday. The reservation is to be considered final only after the total payment of the deposit and the receipt of our confirmation e-mail. (Section 1385 Italian Civil Code). If the amount is not received by the date indicated in the offer, the reservation is considered canceled. The cancellation of the reservation will be accepted only in writing by e-mail, indicating a bank IBAN as well as the relative holder to refer to, no later than the date indicated in the offer. In case of cancellation, the sum of 20.00€ will be retained as a penalty. If the cancellation is received after this date, the full amount of the deposit will be retained.

PAYMENTS: Mobile Homes, Bungalows & Residence. The balance of the stay must be paid within 3 days of arrival. Departure before 10:00 a.m. - Arrival from 4:00 p.m. Please note that the number of beds indicated, by type of accommodation in our e-mail offer, cannot be exceeded. Show up on arrival with your booking confirmation. The reserved period will be counted in full even in case of late arrival or early departure with the amount indicated in the booking confirmation. In case of **No-Show** by 10:00 a.m. the following day without notice, the booking is considered canceled, and the deposit will be kept 100%. No refunds are made for early departures for any reason. Upon arrival, a credit card is required as a guarantee.

Camping. The balance of the stay must be paid 3 days before departure. Departure before 11:00 a.m. - Arrival from 12:00 p.m. Show up on arrival with your booking confirmation. The reserved period will be counted in full even in case of late arrival or early departure with the amount indicated in the booking confirmation. In case of **No-Show** until 11:00 a.m. the following day without notice, the booking is considered canceled, and the deposit will be withheld at 100%. No refunds are made for early departures for any reason. Departure must take place before 11:00 a.m., after this time another day will be counted. **Arrivals to the pitch are not accepted after 11.00 p.m.**

CANCELLATION: Cancellation must always be made by letter or e-mail. The confirmation deposit (section 1385 of the Italian Civil Code) paid for the confirmation will be refunded if the cancellation is notified to the Vela Blu Camping Village up to 14 days before arrival. 20.00 € as booking fee will not be refunded. Should the cancellation be submitted after the above-mentioned date, no refund will be given.