

## GENERAL TERMS AND CONDITIONS

### GUESTS ON CAMPSITE PITCHES

#### UNRESERVED PITCHES:

##### **Arrivals**

from 8:00 am to 1:00 pm and from 3:00 pm until dusk.

##### **Departures**

from 7:00 am to 1:00 pm and from 3:00 pm to 8:00 pm

**In high season, minimum stay of 1 week.**

**For afternoon departures, payment is required for another night.**

Caravans or tents which are left in place and are found to be uninhabited without the prior authorization of the Management will be considered to be abandoned and will be removed by campsite personnel.

#### RESERVED PITCHES:

##### **Arrivals**

from 3:00 pm until dusk.

##### **Departures**

from 7:00 am to 12:00 am.

##### **Payment**

All UNION LIDO passes must be presented at the time of payment for the stay. We recommend settling the bill at the Cashier's Office on the day prior to departure.

##### **Cashier's Office hours:**

**8:00 am - 12:00 am / 4:00 pm - 7:00 pm.**

### CAMPSITE RESIDENTIAL UNIT GUESTS

##### **Arrivals**

from 3:00 pm until dusk.

##### **Departures**

from 7:00 am to 9:00 am.

##### **Payment**

All UNION LIDO passes must be presented at the time of payment for the stay. We recommend settling the bill at the Cashier's Office on the day prior to departure.

##### **Cashier's Office hours:**

**8:00 am - 12:00 am / 4:00 pm - 7:00 pm.**

**IMPORTANT!** Guests who turn up before the arrival time may not enter the campsite for any reason. They must wait until their accommodation is ready.

Therefore, we recommend you organise your travel plans accordingly. In mid and high season, **the residential units** are rented for **full weeks only, some from Saturday to Saturday and some from Friday to Friday.** In low season they are available for a minimum of three nights. They can be occupied by as many people (adults or children) as there are bed spaces.

**The daily rate** includes the price for the residential unit, parking for one car and the fee for the people staying, based on the number of occupants.

#### **Equipment in campsite accommodation**

The accommodation is equipped with pans, dishes and blankets. **Guests must provide their own sheets, pillowcases and towels (when not included), or hire them from the campsite.**

### GUESTS IN THE HOTEL, THE DEPENDANCE AND THE TORCELLO AND MURANO APARTMENTS

**Check in** from 3:00 pm to 11:00 pm

**Check out** from 7:00 am to 10:00 am  
(9:00 am for Torcello and Murano apartments)

Reservations of rooms in the hotel and dependance: During high season, the minimum stay is one week. During mid season, the minimum stay is three nights. Reservations for the Torcello and Murano apartments: During mid and high season for full weeks only, from Saturday to Saturday. During low season, for a minimum of three nights.

### RESERVATION CONDITIONS

**For the campsite pitches and residential units, the hotel and dependance rooms, and the Torcello and Murano apartments.** Reservations must be made directly by the guests who will be staying in the accommodation. They will only become binding once a deposit for an amount established by the Management has been paid and written confirmation has been sent. We reserve the right to change the number of the accommodation or of the pitch assigned at any time we consider it necessary, even after the deposit has been paid and confirmation has been sent.

The reservation may not be transferred to a third party without the authorization of UNION LIDO. Subsequent requests for changes, such as extensions or reductions to the length of the stay, will result in the original reservation being officially cancelled. If the new period is available, a new reservation will be made.

#### **For reservable pitches.**

**Reservations and/or reservation date changes may be made up to one month prior to the arrival date, according to availability.**

The full amount must be paid for the entire period reserved, even in the event of late arrival or early departure. If the reserved accommodation or pitch is **not occupied within 3 days** of the expected arrival date, UNION LIDO reserves the right to give it to another guest. Guests are responsible for any damage to the accommodation and furnishings caused by carelessness.

### CANCELLATION

Guests who cancel their booking only have the right to a refund for the deposit paid if written notification is sent to UNION LIDO via letter, fax or email at least **30 days** before the date of arrival stated on their booking. UNION LIDO will nonetheless have the right to retain the sum of €100.00 to cover reservation costs.

Guests who cancel their booking with written notification sent to UNION LIDO between **29 days and 15 days** before the date of arrival stated on their booking have the right to a refund of 50% of the deposit paid. The remaining 50%, with a minimum amount of €100.00, will be retained by UNION LIDO as penalty.

Guests who cancel their booking with written notification sent to UNION LIDO **14 days or less** before the date of arrival stated on their booking and guests who do not turn up will have no right to a refund and UNION LIDO will keep the deposit paid as penalty.

**We recommend that you take out insurance with a company of your choice beforehand, in case you have to cancel your booking.**

**Confirmation of the booking implies acceptance of the General Terms and Conditions.**

### INSURANCE

**The Management will not be held liable for theft, accidents or damage to property or persons, nor will it be held liable for damage caused by storms, hail, falling trees, branches or pine cones, illness, including that of plants, epidemics, fire, force majeure, etc. Guests are advised to take out insurance covering both their equipment and campsite risks.**

**UNION LIDO's internal regulations are an integral part of these General Terms and Conditions.**

## REGULATION

These regulations are presented to guests when they arrive. They are displayed in the Arrivals Office and inside UNION LIDO. By entering the campsite, guests accept them in their entirety.

**1**

#### **ARRIVAL**

Upon arrival, each guest is requested to hand over valid proof of identity for the legal registration procedure. As a receipt, they will be given a numbered, personal and non-transferable UNION LIDO pass. Guests are asked to ensure that the check-in information is correct and matches the equipment and number of people. The pass allows guests to enter and stay in the campsite. It must be shown without prompting upon entry and given to campsite personnel upon request.

The gates are open to vehicles during the following hours:  
08:00 am - 1:00 pm and 3:00 pm - 11:00 pm  
(11:30 pm during high season).

**Only the vehicles of guests who have checked out the previous evening are allowed to leave between 7:00 am and 8:00 am** (see rule 15 below).

**2**

#### **PITCH NUMBER REGISTRATION**

Guests choose their own pitches in the campsite according to instructions from the arrivals personnel (excluding those in the reservable area, which are marked with the letter R). Please set out everything within the marked and numbered boundaries are intended for the different types of equipment. **Ensure that the entrance is facing the road.**

Please use the special "registration points" inside the resort to register your pitch number (see map). Take your bar coded pass with you and follow the instructions provided. Any subsequent pitch changes must be immediately registered at the Arrivals Office at the entrance to the campsite.

**3**

#### **CARE FOR THE GROUND**

The soil at UNION LIDO is sandy and highly permeable. Guests are asked to help us to protect the grass by not digging furrows or holes, especially along the internal roads.

**4**

#### **VEHICLE TRAFFIC**

To ensure quiet and safety for all guests, **cars must be used as little as possible.** When their use is absolutely necessary, please use the surfaced roads and travel at walking pace, never exceeding 10 km/hour. **Vehicles must not be used during the afternoon rest period or at night.**

**5**

#### **SIESTA TIMES**

**Afternoon rest: from 1:00 pm to 3:00 pm.**  
**Night rest: from 11:00 pm to 7:00 am.**

The peace and tranquillity of others must be respected during the rest periods. This applies inside the campsite, on the seafront promenade and on the beach. To ensure that your neighbours are able to rest, air conditioners may not be used during these times. The Management reserves the right to open the entrance gates from 1:00 pm-3:00 pm if needed.

**6**

#### **MINORS**

**Minors (children under the age of 18) must be accompanied by and stay with their parents or legal guardians, who are responsible for ensuring that they observe and respect the campsite rules.** Adults are directly responsible for the behaviour of their children. They must ensure that they do not disturb other campers. Young children must always be accompanied by an adult to the washrooms and must always be supervised when bathing in the sea.

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#### **BOATS**

For the safety of bathers, no motor boats of any kind or size are permitted (this means inboard and outboard motors, even auxiliary ones). For motor boats, we recommend using the "Marina del Cavallino" and "Marina Fiorita" Terminal Treporti. Sailing boats, rowing boats, etc., are permitted provided they are no more than 5 metres long. Boats and windsurfers may only leave and approach the beach in the clearly marked lanes. Boats are not permitted to enter areas frequented by bathers.

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#### **SAFETY IN THE SEA**

For their own safety, when in the sea guests must obey the rules of the port authorities, which are displayed in various locations around the campsite. **We remind guests that bathing is not permitted in the lanes reserved for sailing boats and windsurfers, when the sea is rough, during storms, at night, or beyond the bathing safety limit.** Bathing is not recommended when red flags are flying, indicating that there are no lifeguards present. Guests are kindly requested to follow the lifeguards' instructions.

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#### **PROHIBITED BEHAVIOUR**

In the campsite and on the beach, guests must not:

- Listen to radios or play musical instruments at any time of the day. Televisions may be used as long as the sound is not audible outside the accommodation.
- Play football or sports that may disturb the other guests (use the Parco Union areas).
- Have barbecues (use the specific barbecue spots: see number 25 on the campsite map).
- Attach shade-providing awnings of any kind or size or washing lines to the trees.
- Use bicycles (including children's bicycles) or electric bikes. These may only be used on the following roads: Via Bologna, Via Verona, Via Torino and Via Cavallino (see campsite map).
- Use roller skates, skateboards or similar equipment (use the "Pista Verde": see campsite map number 22).

When using **kick scooters**, please take great care to avoid accidents.

**They may not be used** in the pedestrian area, along the seafront promenade, in the shops, bars and restaurants or in the washrooms. They may not be used anywhere on the campsite during rest periods. **In particular, it is forbidden to:**

- Bring any non-registered person into the campsite without permission.**
- Bring dogs or other pets into the campsite.**
- Light fires on the beach.**
- Enter the pools without a swimming cap. Caps, bandanas and other forms of headwear are not accepted.**
- Make noise during rest periods (from 1:00 pm to 3:00 pm and from 11:00 pm to 7:00 am) in the campsite, on the seafront promenade, on the beach or on the piers.** **The Management of UNION LIDO reserves the right to immediately remove any guests who, in their opinion, are disturbing the tranquillity of others or breaking the rules above.**

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#### **CLEANLINESS**

Cleanliness is a top priority for UNION LIDO. We ask our guests to kindly cooperate in keeping everything in a good state. In the washrooms, the sinks and washbasins should be used according to the instructions. Chemical toilets must be emptied at the appropriate disposal points, which are located near the washrooms. **Please remember that:**

- It is strictly forbidden to empty any liquids into the drains on the roads.**
- People found throwing paper, cigarette butts or chewing gum on the ground may be asked to leave the resort.**

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#### **TOILET BLOCKS**

The washing and toilet facilities for campers are opened and closed according to the number of people present. This is done at the discretion of the Management, whose decision cannot be challenged. The opening and closing dates are given in each washroom. Guests are kindly asked to check these dates when selecting their pitch.

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#### **ELECTRICAL POWER SUPPLY**

The pitches are supplied with minimum 6A of electrical power. This is based on the energy consumption of low-powered appliances. As a result, equipment such as heaters, hobs, water heaters, etc. must not be used.

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#### **SEPARATED WASTE COLLECTION**

Union Lido takes particular care over separated waste collection. Throughout the resort there are recycling areas and numerous bins, which guests are kindly asked to use correctly.

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#### **LOST PROPERTY AND STORAGE OF VALUABLE GOODS**

Guests who find lost items on the beach or in the campsite are kindly asked to take them to the Secretary's Office immediately. We recommend that you take care of your personal effects and take appropriate precautions. Cash and valuable objects should not be left unattended inside caravans, tents or accommodation. Safety deposit boxes are available in our cashier's office for a small fee. We recommend that you do not leave valuable objects such as cameras, video cameras, etc. inside your cars, especially at night. The Management will not be held liable for loss, theft or damage caused by force majeure, disasters or public disorder, etc.

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#### **DEPARTURE**

Upon departure, guests are asked to leave their pitch or accommodation clean and tidy. To avoid any delays on the day of departure, guests are advised to settle their bill on the previous day. Guests who have reserved and already paid for their stays through tour operators must check out and ask for a receipt with a balance of zero on the day prior to their departure. **Cashier's Office hours: 8:00 am - 12:00 am and 4:00 pm - 7:00 pm.** Payment may be made in cash or by credit card (CartaSi, MasterCard, Eurocard or Visa). Guests can collect their proof of identity documents at the time of departure by showing the receipt for payment and handing in the UNION LIDO passes.

Thank you for your cooperation.  
Enjoy your holiday at UNION LIDO.

