

GENERAL TERMS AND CONDITIONS

CAMPSITE AND PITCHES GUESTS

UNRESERVED PITCHES:

Arrivals

from 8:00 AM to 1:00 PM and from 3:00 PM until dusk.

Departures

7:00 AM - 1:00 PM and 3:00 PM – 8:00 PM

In high season minimum stay 1 week.

For afternoon departures, in high season payment is required for another night. Caravans or tents left set up, which are found to be uninhabited without the prior authorisation 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 until 12:00 PM.

Payment:

All UNION LIDO passes must be presented at the time of payment. We recommend that the account be settled the day prior to departure at the Cashier's office.

Office and Cashier's hours:

8:00 AM - 12:00 PM / 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:

We recommend that the account be settled the day prior to departure at the Cashier's office.

All UNION LIDO passes must be presented at the time of payment.

Office and Cashier's hours:

8:00 AM - 12:00 PM / 4:00 PM - 7:00 PM.

IMPORTANT! Guests arriving prior to the arrival time may not enter the campsite for any reason. They must wait until their accommodations are ready. Therefore, we recommend you organise your travel plans accordingly. In mid and high season, the residential units are rented for full weeks only, from Saturday to Saturday in low season for a minimum of three nights and can be occupied by as many people (adults or children) as there are beds. The daily rate includes the price for the residential unit, as well as parking for one vehicle, and the fee for the people based on the number of occupants.

Accessories of campsite accommodations

The accommodations are equipped with pots and pans, dishes and blankets. Guests must provide their own sheets, pillowcases and towels, or rent them from the campsite.

HOTEL –DEPENDANCE AND

TORCELLO AND MURANO APARTMENTS GUESTS

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 for 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.

Reservations of rooms in Hotel and dependence:

During high season minimum one week, during mid season minimum three nights.

RESERVATION CONDITIONS

For the campground residential units and pitches and for the hotel/Dependance rooms, Torcello and Murano apartments Reservations must be made directly by the Guests who will occupy the accommodation and will become binding only once a deposit set by the Management is paid and written confirmation is sent. We reserve the right to change the number of the accommodation or of the pitch assigned at any time we see fit, even once the deposit and confirmation have been sent.

The reservation may not be transferred to a third party without the authorisation of UNION LIDO. Subsequent requests for changes such as extensions or shortening of the stay, will result in the original reservation being cancelled. A new reservation will be made only if the new period is available.

For reservable pitches:

Reservations and/or reservation date changes may be made up to one month prior to the arrival date and based on availability.

The full amount, for the entire reserved period, must be paid, even in the event of late arrival or early departure. If the reserved accommodations or campsite are not occupied within 3 days of the expected arrival date, UNION LIDO reserves the right to rent it to another client. The Guest is responsible for any damage to the accommodations and its furnishings caused by carelessness.

CANCELLATION

The guest has the right to the refund of the deposit paid, exclusively when written communication is given to Union Lido either via fax, letter or email, at least 30 days before the date or arrival indicated on the booking. Even so, Union Lido has the right to keep the sum of € 100,00 to cover cancellation costs.

Guests who cancel their booking and send their cancellation to Union Lido between 29 days to 15 days before the date of arrival stated on their booking have the right to 50% of their deposit paid. The remaining 50% with a minimum of € 100,00 will be kept by Union Lido as penalty.

Guests who cancel their booking and send their cancellation to Union Lido less than 14 days before the arrival stated on their booking, or Guests who do not show up, will have no right whatsoever to a reimbursement and Union Lido will keep the deposit paid as penalty.

We advise you to take out an insurance beforehand in case you have to cancel, with a company of your own choice.

Confirmation of the booking means acceptance of the General Terms and Conditions.

INSURANCE

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 thunderstorms, hail, falling trees, branches or pine cones, illness, including that of plants, epidemics, fire, natural disasters, etc. Guests are advised to take out insurance covering both their equipment and campsite risks.

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

REGULATION

These rules are presented at the guest's arrival. They are displayed at the entrance and inside UNION LIDO. Guests' entrance into the campsite signifies their complete acceptance.

1 CHECK-IN

Upon arrival, guests are requested to submit valid proof of identity as required by law for registration. 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 grants guests access to the campsite; it must be shown unasked upon entry and must be submitted to campsite personnel upon request.

Gates are open to vehicle traffic during the following hours:
08:00 AM-1:00 PM and 3:00 PM-11:00 PM (11:30 PM during high season). Only vehicles of guests having checked out the previous evening are permitted to leave between 7:00 and 8:00 AM (see rule 14).

2 PITCH NUMBER REGISTRATION

Guests choose their own pitches in the campsite according to indications from reception personnel (excluding pitches for reservation in the area marked by letter R). Please arrange your equipment within the limits and numbered spaces intended for various types of equipment pointing the entrance towards the street. Please use the appropriate "registration points" inside the Resort to register your pitch number, always carrying your bar code Pass and following instructions accordingly. Any subsequent pitch change must be immediately registered and notified at the Reception office at the entrance of the Campsite.

3 SOIL CARE

The soil at UNION LIDO is sandy and highly permeable. We ask that our guests help us protect the grass by not digging ruts or holes, especially along the internal streets.

4 VEHICLE TRAFFIC

For the peace and security of all guests, cars must be used as little as possible. When their use is absolutely necessary, please use the paved streets, at walking pace, never exceeding a speed of 10 km/hour. Vehicles must not be used during the afternoon rest period or at night.

5 REST 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 rest periods, inside the campsite, on the beach promenade and on the beach. In the respect of your neighbours' rest, air conditioners may not be used during these times.

6 MINORS

Minors (children under the age of 18) must be accompanied by, and must reside with, their parents or legal guardians, who are responsible for ensuring they observe and respect the campsite rules.

Adults are directly responsible for the behaviour of their children. They must ensure that their children's behaviour does not disturb other campers. Young children must always be accompanied by an adult to the washrooms and must always be supervised when bathing at the beach.

7 BOATS

For the safety of bathers, no motor boats of any kind or size are permitted (inboard, outboard, even if auxiliary). Motor boats should be kept at the "Marina del Cavallino", tel. +39 041 968 045.

Sailing boats, rowing boats, etc, are permitted provided they are no more than 5 metres long.

Boats and windsurf boards may leave and approach the beach along the clearly marked lanes only.

Boats are not permitted to enter areas frequented by bathers.

8 SAFETY AT SEA

For their own safety, when at the seashore, we ask that our guests respect the safety rules established by 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 windsurf boards, in rough seas, during thunderstorms, at night, or beyond the bathing safety limit. Bathing is not recommended when the red flags are raised indicating the absence of lifeguards. Guests are kindly requested to respect the lifeguards' instructions.

9 PROHIBITIONS

In habited areas of the campsite and on the beach, it is not permitted to:

a) play radios or musical instruments at any time of day.

Televisions may be played as long as the sound is not heard outside the lodging.

b) play football or rough house (use the Parco Union areas).

c) barbecue (use the specific barbecue spots; see number 25 on the campsite map).

d) attach any type of shade or wind break

e) use bicycles (including children's bicycles) or electric City Rollers.

These may be used only on the following streets: Via Bologna, Via Verona, Via Torino and Via Cavallino (see campsite map).

f) use roller skates, skateboards or similar equipment (use the "Pista Verde"; see campsite map).

When using scooters, we ask that great care be taken to avoid accidents. Scooters may not be used in the pedestrian area, along the beach promenade, in the shops, bars or restaurants, or the rest of the campsite during rest periods and at night.

In particular, it is forbidden to:

1) bring any non-registered person into the campsite without permission.

2) bring along dogs or other pets into the campsite.

3) light fires on the beach.

4) bathe in the pools without the necessary swimming caps.

Caps, bandanas and other hats are not allowed.

5) 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 promenade, on the beach or on the piers.

The Management of UNION LIDO reserves the right to immediately remove any client who, in their opinion, through unruly behaviour, disturbs the tranquillity of others or fails to observe the rules above.

10 CLEANLINESS

Cleanliness is of particular concern to UNION LIDO. We kindly ask for our guest's cooperation in keeping it so. In the washrooms, sinks and washbasins should be used as indicated. Campers' chemical toilets must be emptied into the appropriate dump stations, which are located near the washrooms.

Please remember that:

-it is strictly forbidden to empty any liquids into the street storm drains

-People found throwing paper, cigarette butts or chewing gum on the floor may be asked to leave the Resort

11 ELECTRICAL POWER SUPPLY

The pitches are supplied with minimum 6A of electrical power, calculated on the basis of low-powered appliances.

So, appliances such as heaters, ovens, water heaters, etc. must not be used.

12 SEPARATED WASTE COLLECTION

Separated waste collection is of particular concern to Union Lido. Guests are kindly requested to use the different bins located in the disposal areas accordingly.

13 LOST AND FOUND PROPERTY

We ask that guests finding lost objects on the beach or within the campsite bring them immediately to the secretary's office. We recommend that you take care of your personal effects and take appropriate precautions. Cash and valuable objects must not be left unattended inside campers, tents or bungalows. Cash must always be kept on one's person, divided among family members whenever possible. A safety deposit box is available in our office for a small fee. We recommend that you do not leave valuable objects such as cameras, video cameras, etc. inside your cars, especially overnight. Management will not be held liable for loss, theft or damage caused by natural causes, calamities, or disturbances, etc.

14 DEPARTURE

Upon check-out, we ask that guests leave their pitch or lodging clean and tidy.

To avoid possible delays on their departure date, guests are advised to settle their account the previous day.

Guests of tour operators having reserved and pre-paid their stays must check out and claim a zero balance receipt the day prior to their departure.

Cashier's hours: 8:00 AM - 12:00 PM and 4:00 PM - 7:00 PM

Payment may be made in cash or by credit card (CartaSi, MasterCard, Eurocard or VISA). Personal documents will be returned at departure upon presentation of the tax receipt, receipt and return of the UNION LIDO passes.

We thank you for your cooperation
"Happy camping at UNION LIDO".