

REGULATIONS

The regulations are handed over at the time of arrival and are also affixed at reception and inside UNION LIDO.

Entry into the campsite constitutes full acceptance of the regulations.

1- CHECK-IN

Upon arrival, Guests are kindly requested to show a valid identity document - one per person - for identification purposes. After the compulsory registration procedure, these identification documents will be returned, at Customer's request from the "Cash Office". At this stage, Customers will be asked to allow their credit card to be registered by way of guarantee for the duration of their stay (only credit cards from the Visa and MasterCard circuits are accepted).

Guests will be handed a check-in form containing details of their stay and the privacy disclosure they may have completed in the Fill & Go or in the "MYUNIONLIDO" Restricted Access Area.

Please check that everything is correct and matches the type of equipment and the number of people. Every person is matched with a numbered bracelet, which is personal and non-transferable and which must be worn for the duration of your stay and returned upon your departure. The bracelet grants access to the campsite and must be worn throughout the duration of your stay in a visible location. Should you fail to return your bracelet upon departure, a penalty payment of €uro 15,00 is envisaged.

The presence of dogs and their quantity (maximum 3) must be reported upon your arrival.

Dogs must have their health records with them which must show that all vaccinations envisaged by the Italian Law have been carried out. For Italian residents, dogs must be microchipped by the National Canine Records Office.

Minors (< 18 years of age) must be accompanied by and must stay in the same accommodation as their parents or legal guardians (prior to written authorisation from their parents), who are liable for the observation and abidance of the campsite rules.

Adults are directly responsible for the conduct of their minors.

Younger children must always be accompanied by an adult to toilets and be supervised when swimming in the sea.

Any other species of animal, except dogs, are forbidden.

FOR NON-BOOKABLE PITCHES:

Check-in from 8 am to 1 pm and from 3 pm to 8 pm.

In season V and VI, minimum stay of 1 week.

Caravans or tents left installed that are proven to be uninhabited without the prior authorisation of Management will be considered abandoned and will be removed by campsite staff.

FOR BOOKABLE PITCHES:

Check-in from 3 pm to 8 pm.

FOR BOOKABLE LODGINGS:

Check-in from 10 am to 1 pm and from 3 pm to 9 pm.

Access guaranteed from 4 pm.

Pitches can be occupied by a maximum of 6 people (adults or children).

Up to 8 people are permitted only for Lido Suite pitches.

Lodgings may be occupied by as many people (adults or children) as there are beds.

FOR HOTEL AND PARK ROOMS:

Check-in from 3 pm to 11 pm

FOR TORCELLO AND MURANO FAMILY HOME:

Check-in from 4 pm to 11 pm.

Please check that the details of all the components of your group are registered correctly. You must promptly inform the departments in charge of people's movements in and out of the campsite (entries, departures and any changes to your stay). Should you fail to do this, the price per person and tourist tax will be calculated for the entire duration of your stay. It is strictly forbidden to allow unregistered people to enter the campsite!!

2- NON-BOOKABLE PITCH REGISTRATION

Non-bookable pitches are occupied according to the indications of check-in staff. Upon arrival, customers are obliged to state an approximate date of departure. You can use the MyUnionLido App to register your pitch number or contact the "Guest Assistants" directly. You must immediately inform our check-in staff at the entrance of any subsequent pitch changes.

3- POSITIONING

Please arrange your equipment in the spaces delimited, numbered and intended for the various types of equipment, keeping the entrance side towards the street.

Fire prevention regulations force us to prohibit different layouts from standardised equipment, which envisages:

1 caravan with veranda + 1 car

1 tent + 1 car

1 campervan + 1 car

The installation of a gazebo measuring a maximum of 3 m x 3 m is permitted, or alternatively a small additional tent (children's tent), but in the absence of an additional car.

An additional tent plus an additional car constitute a second piece of equipment and must therefore be registered on an additional pitch, as in the case of a campervan towing a caravan. A trailer (large-size) is also considered as a supplementary piece of equipment.

Every pitch must retain free space for the correct parking of the car, keeping all escape routes clear at all times.

4- DAILY VISITORS of present-paying guests

We consider daily visitors those visitors to guests staying at Union Lido who have agreed to be contacted during their stay.

Access to the campsite is permitted subject to handing over a form of identification and with the obligation to wear the Union Lido bracelet. Registration of daily visits is possible from 10 am until 8 pm, and such visitors may stay until 10 pm. For stays of more than two hours, the advance payment of the visitors rate per person is envisaged.

For those wishing to get to know the facility, a visit of less than two hours' stay is

2020	Season 1 03.04. - 16.05	Season 2 16.05. - 23.05	Season 3 23.05. - 30.05	Season 4 30.05. - 20.06	Season 5 20.06. - 27.06	Season 6 27.06. - 29.08	Season 7 29.08. - 05.09	Season 8 05.09. - 12.09	Season 9 12.09. - 19.09	Season 10 19.09. - 28.09
Children aged between 0 and 2	Free of charge	Free of charge	Free of charge	Free of charge	Free of charge	Free of charge	Free of charge	Free of charge	Free of charge	Free of charge
Children aged between 2 and 6	5,00 €	5,00 €	10,00 €	10,00 €	10,00 €	12,00 €	10,00 €	5,00 €	5,00 €	5,00 €
From 6 years of age	12,00 €	12,00 €	18,00 €	18,00 €	18,00 €	20,00 €	18,00 €	12,00 €	12,00 €	12,00 €

permitted, subject to handing over a form of identification and with the obligation to wear the Union Lido bracelet.

In both cases, access to the facility is not permitted with any means of transport, whether a motor vehicle, a bicycle, a child's scooter and the like.

Entrance of visitors with dogs is permitted, subject to the authorisation of Reception staff and in accordance with the provisions set out above. Visits to the Dog Camp are permitted using the secondary access from Via Fausta, in front of the Sports Center area and only and solely along the designated footpaths marked for guests with dogs. Visits to other areas of the Resort outside the Dog Camp area are not permitted.

5- CHECK OUT

PAYMENT:

The cash office is open every day from 8 am to 1 pm and from 3 pm to 7 pm. It is advisable to pay 1 day before your departure.

Tour operator guests also have to check out, preferably the day before their departure, paying any extras, additional people and additional cars along with tourist tax.

At the time of payment, the bracelets will be read and disabled for the purchase of services charged to your account, such as entrance to W10, the purchase of Beach Cards or internet codes. However, they will remain in operation to open the gates until the day of your departure.

Payments can be made in cash (according to the legal limits) or by debit card and credit cards from the VISA and MasterCard circuits.

DEPARTURES:

Upon departure, Guests are kindly asked to leave their pitch or lodging clean and tidy. At the time of your departure, you must stop at the exit and show staff your fiscal receipt of payment and return your bracelets and your car pass. If you are leaving with your own means of transport, please drive along the lane dedicated to departures at the exit and await instructions from the departure staff.

. DEPARTURES FOR NON-BOOKABLE PITCHES: from 7 am to 1 pm. and from 3 pm to 8 pm. For afternoon departures, the subsequent night will also be calculated (excluding any special offers). Departures from 7 am are permitted only for Guests who checked out previously.

. DEPARTURES FOR BOOKABLE PITCHES: from 7 am to 11 am. If the pitch is available, an afternoon departure is possible until 8 pm, but the subsequent night will also be calculated. Departures from 7 am are permitted only for Guests who checked out previously.

. DEPARTURES FOR LODGINGS: from 7 am to 10 am. Keys must be returned to the departure office.

DEPARTURES FOR TOUR OPERATOR GUESTS: from 7 am to 10 am. Keys to the lodgings must be handed back to the tour operator reception.

Departures for HOTEL ROOMS AND PARK ROOMS: from 7 am to 10 am.

Departures for TORCELLO AND MURANO FAMILY HOME: from 7 am to 9 am.

6- VEHICLE TRAFFIC AND DISTURBANCE OF THE PEACE

For the peace and safety of everyone, cars should be used as little as possible, only to enter and exit and not for internal movements around the Resort. Drive at a crawl, never more than 10 km per hour.

Circulation of all motor vehicles is prohibited during the afternoon siesta-time (1 pm to 3 pm) and at night (from 11 pm to 7 am).

Management reserves the right to keep the entrance gates open from 1 pm to 3 pm if necessary.

Bicycles can be used to circulate around the campsite, except in the pedestrian area and on the seafront, inside shops and buildings and the toilets.

Leaving bicycles unattended in the Resort is forbidden, as dedicated parking spaces are provided.

Please observe the road signs, ride at a crawl and turn on your lights in the evening. Children's bicycles must be marked by a flag and children must wear a protective helmet and are not allowed to ride their bikes alone around the Resort. Parents are directly responsible for the proper conduct of their children on bicycles.

The use of roller skates, skateboards, city rollers, hoverboards and the like is forbidden. Only children's scooters with rubber wheels and front brakes are permitted. Their use is nonetheless prohibited during siesta times, between 1.00pm and 3.00pm and between 11.00pm and 7.00am, and along the paths between the housing units.

Please take care to ensure the safety of everyone. If you ride your bike or any other vehicle in a dangerous manner, continue to do risky manoeuvres or don't have appropriate safety lights – in violation of road traffic regulations – then the Management reserves the right to confiscate your vehicle until the end of your stay.

Siesta-time: from 1 pm to 3 pm

Night-time: from 11 pm to 7 am

During siesta-time and at night, silence must be observed and the peace of others must not be disturbed, both in the campsite and on the seafront, on breakwaters and on the beach.

To avoid disturbing the peace of others and for peaceful coexistence, the operation of radios and air conditioners is permitted, provided this does not cause a nuisance to neighbours. Their use is not permitted during siesta-time and at night, nor is the playing of musical instruments.

It is also forbidden to play football or other sports along the streets of the campsite. Use the dedicated spaces.

7- ENVIRONMENTAL FRIENDLINESS

Union Lido cares particularly about separate waste collection. Throughout the entire Resort, we have arranged ecological islands and bins; we invite our Guests to use them correctly.

UNION LIDO prides itself on cleanliness.

The collaboration of our Guests is therefore essential to ensure the Resort remains clean. In the toilets, the sinks and washbasins must be used according to the instructions. Chemical toilets must be emptied in the appropriate drains, located near the toilets. Do NOT wash dishes in the private bathroom washbasins.

The soil at Union Lido has a sandy base that is highly permeable. We kindly ask Guests to help us to safeguard the turf, by refraining from digging holes or grooves, especially along the narrow streets.

Please also remember that it is absolutely forbidden to:

- pour any liquid into the street gutters;
- discard paper, cigarette butts and chewing gum onto the ground
- smoke anywhere on the beach, inside the lodgings, in the toilets, in the water parks and in public premises throughout the campsite (in compliance with Art. no. 51 of Italian Law no. 3 of 16/01/2003)

8- PREVENTION AND SAFETY

Gas bottles must conform to the directives issued by the UNI CIG regulations in force in Italy. In particular, the bottles must be protected against accidental impact and from sunlight and located in a safe place. The maximum weight permitted is 5 kg.

It is forbidden to barbecue using embers anywhere on the campsite; please use the the dedicated barbecue area (see no. 24 on the campsite map). You can use an electric or gas grill on your pitch, but all types of barbecue are forbidden in all Lodging Union Lido housing units. Only MV and WILD TENTS are equipped with a gas barbecue.

The equipment and all its contents must be type-approved and comply with all legal requirements or regulations, in particular in terms of conformity to fire prevention regulations.

If you are allowed to install a gazebo, this must have maximum dimensions of 3mx3m; a screen can be installed inside the pitch, with a maximum height of 1.80 metres and a maximum length of 3 metres, but all escape routes must be kept clear at all times.

For safety reasons, you cannot attach to trees sun awnings of any shape or size or cables at man-height. All tents and awnings must be secured only to the ground.

To dry your clothes, we advise that you use the clothes horses provided.

Ropes cannot be tied to the campsite numbering tables, which must always remain visible, or to the power supply columns.

Tents and gazebos CANNOT be installed between Union Lido Lodgings and Tour Operator Lodgings.

The supply of electricity to the pitches is a minimum of 6 A and it is calculated on the basis of the consumption of equipment with low absorbency and conforming to EC legislation.

The use of multiple devices on a single electricity socket is not permitted and adapters should be used appropriately.

Do not leave open flames unattended and in the vicinity of flammable materials and draughts of air. Pay particular attention to the proximity of children and pets.

Do not leave candles near sources of heat; we recommend you store them in suitable containers.

It is forbidden to use drones in any area of the campsite and on the beach.

A free 24-hour medical service is available throughout the entire period that the campsite is open, and a paediatrician is also present during peak season. In the event of an emergency use the SOS telephones (see map) to contact the resort surveillance or reception staff who will send the doctor for assistance.

The medical surgery located near the cash office is marked by a red cross and has the following opening hours: 9-10:30 am; 6-7:30 pm.

Priority of access: young children (under 3 years of age), the elderly and pregnant women.

Any infectious illnesses, or indeed any suspected of being so, must be notified immediately to the doctor and to the campsite management!

9- BEACHES AND WATER PARKS

At the beach, for your own safety, we advise Guests to observe the rules envisaged by the Harbour Office regulations, which are on display in various locations throughout the campsite.

Please remember that it is forbidden to swim in the sailing boat and windsurf exit corridors, when the sea is rough, during storms, at night as well as swimming in the open water beyond the safety limit.

Swimming is prohibited when the red flags have been hoisted due to lack of supervision. Guests are respectfully requested to adhere to the advice of the bathing attendants.

For the safety of bathers, motor boats of any type and size (inboard, outboard engine, even if auxiliary) are not permitted. For motor boats, we suggest the "Marina del Cavallino" Dock and "Marina Fiorita" Terminal Treporti.

Sailing boats, rowing boats, etc. are permitted only if they do not exceed 5 metres in length. Sailing boats and windsurf boards can approach or move away from the beach only along the dedicated and marked transit corridors. Boats are forbidden from sailing across areas frequented by bathers.

It is forbidden to light fires on the beach. There is strictly no smoking on the entire beach; we invite guests to move towards the water's edge or seafront to do so.

There is strictly no smoking in all water parks

Access to water parks as well as to W10 and to Marino Wellness (at a fee) is guaranteed if you wear your bracelet.

10- DOG CAMP REGULATIONS

The presence of dogs and their quantity must be reported at the time of booking and upon arrival.

When checking in, dogs must have their health records with them, which must show that all vaccinations envisaged by the Italian Law have been carried out. For Italian residents, dogs must be microchipped by the National Canine Records Office.

Pets are only allowed in the pitches and lodgings of the dedicated area. A maximum of 3 dogs are permitted per pitch. A larger quantity of dogs is only permitted subject to authorisation by Management.

Dogs must be kept on a lead, of a maximum length of 1.5 m (Italian Ministerial Order 03.03.2009), and a suitably-sized muzzle must be available for use when necessary or upon request, along with poop bags and a scoop.

The municipal regulations prohibit strolling along the water's edge on the beach where access with dogs is not permitted. We recommend you take care to abide by this rule. Beach access for dogs is only permitted between 7 am and 9 pm.

Dogs must be accompanied to their dedicated "toilet" area and all poop must be collected using the purpose-designed bags and disposed of in the dedicated bins.

Bringing dogs into the toilets and showering them there is forbidden; please use the dedicated external showers (for their location, see the icons on the map). Before entering the pool, dogs must be washed and cleaned and must walk through the dedicated "paw wash" reserved for them.

For safety reasons and for the safety of the animals themselves, dogs can only enter their dedicated swimming pool one at a time and, in any case, following the instructions from the members of staff present.

Dogs must not disturb other Guests and must not enter their pitches or lodgings.

Any cruelty to dogs will be reported to the relevant authorities. Any damage caused to others or to Resort facilities by dogs lies under the full responsibility of their owner. Dogs are permitted only in their dedicated area within the Resort. For the pedestrian exit from the campsite and to reach the beach reserved for dogs, guests must

only use the designated footpaths. Use of other areas of the Resort for whatever reason is expressly forbidden.

11- USEFUL TIPS

Any guests who find lost items, either on the beach or in the campsite, are kindly requested to hand them over to Lost & Found at the Booking Office. We recommend you take care of your personal belongings and take appropriate precautions.

Money and valuables should not be left unattended inside caravans and tents or lodgings. For a minimum fee of €uro 0.50 per day, you may use a safety deposit box at the Booking Office from 8 am to 8 pm.

We recommend you do not to leave valuables such as cameras, camcorders, etc., in your car, especially at night.

Management will not be held in any way liable for the theft, loss and damage caused by third parties and natural disasters, disorder etc. we therefore recommend our guests take out an insurance policy for both their equipment and campsite risks before departure.

The central toilets for camper use are opened and closed according to the number of guests present, at the sole discretion of Management. The opening and closing dates of each toilet will be specified. Guests are obliged to find out these dates (which can also be consulted on the Union Lido website) also in relation to the pitch allocation.

UNION LIDO Management reserves the right to expel without delay those customers whose conduct, in its opinion, disturbs the peace of others or contravenes the above regulations.