

REGULATIONS

These regulations define the rules of conduct that Guests and Visitors ("**Guests**") of the Union Lido Complex ("**Complex**") are required to observe ("**Regulations**"). The regulations are handed over upon arrival and are also displayed at Reception and in other points of interest throughout the Complex; it is shown on the official website www.unionlido.com ("**Website**"). Entry into the Complex entails full acceptance of the Regulations.

1. CHECK-IN

- 1.1. Registration - Upon arrival, Guests are kindly requested to go to Reception for the compulsory registration procedure. They will need to show a valid identity document - one per person - for identification purposes. After the compulsory registration procedure, these identification documents can be collected by Guests at the Cash Office. During registration, Customers will be asked to allow their credit card to be registered as guarantee for the entire duration of their stay (only credit cards from the Visa and MasterCard circuits are accepted). After registration, Guests will be handed a check-in form containing all the details of their stay and the privacy policy they may have filled-in on the "Fill&Go" area or in the "MYUNIONLIDO" website's Private Access Area. Guests are asked to check that all the given data are correct and match the type of equipment and the number of people registered. Any new arrival, departure or change during the stay must be promptly notified to the dedicated offices. Otherwise, the price per person and the tourist tax will be calculated for the entire duration of the stay. **It is strictly forbidden to allow unregistered people to enter the Complex.**
- 1.2. Union Lido bracelet - Every registered Guest is handed a numbered bracelet, which is personal and non-transferable, and which must be worn for the duration of their stay and returned upon departure. The bracelet grants access to the Complex and must be worn in a visible way throughout the duration of the stay; the bracelet itself can be used to charge some extra services on payment requested by each Guest. Should Guests fail to return their bracelet upon departure, a penalty payment of €uro 15.00 (fifteen/00) will be imposed.
- 1.3. Animals - The presence of dogs (maximum 3) is only permitted inside the Dog Camp and must be reported upon arrival. Dogs must have their health records with them, showing that all vaccinations requested by the Italian Law have been carried out. For Italian residents, dogs must be microchipped and registered in the National Canine Registry. **Any other species of animal, except dogs, are not allowed in the Complex.**
- 1.4. Minors - Minors (< 18 [eighteen] years of age) must be accompanied by and must stay in the same accommodation as their parents or legal guardians (with written authorisation from their parents), who are liable for the observation and abidance of the Regulations herein. Adults are directly responsible for the conduct of the minors under their responsibility. Younger Guests must always be accompanied by an adult to the sanitary blocks and supervised when swimming in the sea, in the swimming pools and water parks.

- 1.5. Non-bookable pitches registration - Non-bookable pitches are occupied on indication of the Reception staff. Upon arrival, Guests are obliged to provide an approximate date of departure. You can use the MyUnionLido App or contact the "Guest Assistants" directly to register your pitch number. Guests must immediately communicate to our "pitches" desk at the Reception any subsequent pitch change.
- 1.6. Occupation - Pitches can be occupied by a maximum of 6 (six) people (adults or children). Up to 8 (eight) people are permitted only for Lido Suite pitches. Lodgings may be occupied by as many people (adults or children) as there are beds. Caravans or tents left installed on the pitches that are proven to be uninhabited without the prior authorisation of Management will be considered abandoned and will be removed by the staff.
- 1.7. Check-in times - Guests can check-in during the following hours:
 - 1.7.1. NON-BOOKABLE PITCHES: from 8 am to 1 pm and from 3 pm to 8 pm.
 - 1.7.2. BOOKABLE PITCHES: from 3 pm to 8 pm.
 - 1.7.3. HOUSING UNITS (LODGINGS): from 10 am to 1 pm and from 3 pm to 9 pm. Access guaranteed from 4 pm.
 - 1.7.4. TOUR OPERATOR ACCOMMODATION: from 10.00 am to 1 pm and from 3 pm to 8 pm. Each Tour Operator regulates its own accommodation access mode.
 - 1.7.5. HOTEL AND PARK ROOMS: from 3 pm to 11 pm
 - 1.7.6. TORCELLO AND MURANO FAMILY HOMES: from 4 pm to 11 pm.

2. POSITIONING

- 2.1. Guests are requested to arrange their equipment in the spaces delimited, numbered and intended for the various types of equipment, keeping the entrance side towards the street.
- 2.2. Fire prevention regulations force us to prohibit different layouts from standardised equipment, which involves:
 - (a) 1 caravan with veranda + 1 car
 - (b) 1 tent + 1 car
 - (c) 1 campervan + 1 car
- 2.3. The installation of a gazebo measuring a maximum of 3 m x 3 m or alternatively a small additional tent is permitted, 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.
- 2.4. Every pitch must retain free space for the correct parking of the car, keeping all escape routes clear at all times.

3. DAILY VISITORS

- 3.1. We consider daily visitors those visitors to Guests staying at the Complex who have agreed to be contacted during their stay.
- 3.2. Access to the Complex is permitted subject to handing over a form of identification for each visitor 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 on the day of the visit. For stays longer than 2 (two) hours, the advance payment of the visitors' rate per person is requested.
- 3.3. For those wishing to visit the Complex, a stay of less than 2 (two) hours is allowed, providing an identification document for each visitor to the Daily Visitors desk and with the obligation to wear the Union Lido bracelet.
- 3.4. In both cases, access to the facility is not allowed with any means of transport, whether a motor vehicle, a bicycle, a child's scooter and similar.
- 3.5. Entrance of visitors with dogs is permitted, subject to the authorisation of Reception staff and in accordance with the above mentioned conditions. Visits to the Dog Camp are permitted using the secondary access from Via Fausta, in front of the Sport Center area and only along the designated footpaths marked for Guests with dogs. Visits to other areas of the Complex outside the Dog Camp area are not allowed.

4. SPEEDY CAMP

- 4.1. Guests staying at the Speedy Camp with a dog are requested to comply with the regulations given in point 11 (Dog Camp - Speedy Camp Regulations).
- 4.2. Guests staying at the Speedy Camp must be aware that guests with or without a dog can stay together in this area.

5. PAYMENT AND CHECK-OUT

5.1. Payment:

- 5.1.1. The Cash Office is open every day from 8 am to 1 pm and from 3 pm to 7 pm. It is recommended to pay 1 (one) day before departure;
- 5.1.2. Tour Operator Guests also have to check out, preferably the day before departure, paying any extras, additional people and additional cars along with the tourist tax;
- 5.1.3. During the payment, the Union Lido bracelets will be read and disabled for the purchase of services charged to Guest's account (such as entrance to the W10, Beach Card or Internet codes). However, they will remain active to open the gates until the departure day.
- 5.1.4. Payments can be made in cash (according to the legal limits) or by debit cards and credit cards from the VISA and MasterCard circuits.

- 5.2. Departures - Upon departure, Guests are kindly asked to leave their pitch or lodging clean and tidy. Before leaving the Complex, you must stop at the exit and show Complex staff your fiscal receipt of payment and return your Union Lido bracelets and 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.

5.3. Departure times:

- 5.3.1. NON-BOOKABLE PITCHES:** from 7 am to 1 pm and from 3 pm to 8 pm. For afternoon departures, the following night will also be calculated (excluding any special offers). Departures from 7 am are allowed only for Guests who checked out in advance. In some periods of low season, departures may be allowed until 11 pm, subject to confirmation by the staff in charge. At other times, you may use the fee-paying late check-out service, subject to advance request at the Cash Office.
- 5.3.2. BOOKABLE PITCHES:** from 7 am to 11 am. If the pitch is available, an afternoon departure is possible until 8 pm, in this case the following night will also be calculated. Departures from 7 am are allowed only for Guests who checked out in advance. In some periods of low season, departures may be allowed until 11 pm, subject to confirmation by the staff in charge. At other times, you may use the fee-paying late check-out service, subject to advance request at the Cash Office.
- 5.3.3. HOUSING UNITS (LODGINGS):** from 7 am to 10 am. Keys must be returned to the departure desk. Departures from 7 am are allowed only for Guests who checked out in advance. In some periods of low season, departures may be allowed until 11 pm, subject to confirmation by the staff in charge and delivery of the lodging keys by 8 pm. At other times, you may use the fee-paying late check-out service, subject to advance request at the Cash Office.
- 5.3.4. TOUR OPERATOR ACCOMMODATION:** from 7 am to 10 am. The lodging keys must be handed back to the tour operator reception. Departures from 7 am are allowed only for Guests who checked out in advance.
- 5.3.5. HOTEL ROOMS AND PARK ROOMS:** from 7 am to 10 am. **TORCELLO AND MURANO FAMILY HOMES:** from 7 am to 9 am.

6. **VEHICLE TRAFFIC**

- 6.1. Motor vehicles - For the quiet and safety of every Guest, cars should be used as little as possible, and only to enter and exit the Complex – please avoid any unnecessary transfer around the Complex. In any case, please drive slowly and never more than 10 (ten) 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. Electric motor vehicles (excluding any service vehicle) are equated to motor vehicles. For this reason, they are required to comply with the rules mentioned above.
- 6.2. Bicycles - Bicycles can be used to ride around the Complex, except through the pedestrian area and on the beach promenade, inside shops, buildings and the sanitary blocks. Leaving bicycles unattended in the Complex is forbidden, as dedicated parking spaces are provided. Cyclists are required to observe the road signs and ride slowly. 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 Complex. Parents are directly responsible for the proper conduct of their children on bicycles.
- 6.3. Roller skates, skateboards and similar - The use of roller skates, skateboards, city rollers, hoverboards and similar is forbidden in the Complex. Only push scooters with rubber wheels fitted with front brakes are permitted. Their use is nonetheless prohibited during the

afternoon siesta times, between 1 pm and 3 pm, during the night and along the paths between the housing units.

- 6.4. Safety - Guests are required to take care and ensure the safety of everyone. If you ride your bike or any other vehicle in a dangerous manner, perform hazardous manoeuvres or do not have appropriate safety lights – in violation of road traffic regulations – Management reserves the right to confiscate your vehicle until the end of your stay. The use of bicycles, push scooters and similar is forbidden from dusk until 7am.

7. RESPECT FOR THE PUBLIC PEACE

- 7.1. During siesta-time (from 1 pm to 3 m) and at night (from 11 pm to 7 am), silence must be observed, and the quiet of others must not be disturbed, both in the Complex and on the promenade, on jetties and on the beach.
- 7.2. 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 allowed during siesta-time and at night, nor is the playing of musical instruments.
- 7.3. It is also forbidden to play football or other sports along the streets of the Complex. Guests are required to use the dedicated spaces.

8. RESPECT FOR THE ENVIRONMENT AND CLEANLINESS

- 8.1. The Complex cares particularly about waste sorting and recycling. Recycling depots and dedicated bins have been arranged throughout the entire Complex; we invite our Guests to use them correctly.
- 8.2. The Complex cares greatly about tending to green areas. Plants, trees and flowers are chosen carefully. We would like to inform our Guests that all the ornamental plants of the Complex are NON-edible.
- 8.3. The Complex prides itself on cleanliness. The collaboration of our Guests is therefore essential to ensure the Complex remains clean.
 - 8.3.1. In the sanitary blocks, the sinks and washbasins must be used according to the instructions.
 - 8.3.2. Do NOT wash dishes in the private bathroom washbasins.
 - 8.3.3. Chemical toilets must be emptied in the appropriate drains, located near the sanitary blocks.
 - 8.3.4. The soil of the Complex 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.
- 8.4. Please also remember that it is absolutely forbidden to:
 - (a) pour any liquid into the street gutters;
 - (b) throw paper, cigarette butts and chewing-gum onto the ground;
 - (c) smoke anywhere on the beach, inside the lodgings, in the toilets, in the water parks and in public premises throughout the Complex (in compliance with Art. no. 51 of Italian Law no. 3 of 16/01/2003).

9. HEALTH AND SAFETY

- 9.1. Gas bottles - 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 (five) kg.
- 9.2. Barbecues - Charcoal grills and barbecues are not allowed in the Complex outside of the designated barbecue area (see the map of the Complex). However, the use of electric and gas grills is allowed on pitches. Only the MV and Wild TENTS are equipped with a gas barbecue.
- 9.3. Equipment:
 - 9.3.1. The camping 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.
 - 9.3.2. If the installation of a gazebo has been allowed, its maximum dimensions are 3mx3m; a wind screen can be installed inside the pitch, with a maximum height of 1.80 metres and a maximum length of 3 metres, and all escape routes must be in any case always kept clear.
 - 9.3.3. For safety reasons, you cannot attach sun awnings of any shape or size or cables at man-height to trees. All tents and awnings must be secured to the ground only.
 - 9.3.4. We suggest using drying racks to dry your clothes.
 - 9.3.5. Ropes cannot be tied to the campsite numbering tables, which must always remain visible, along with the power supply columns.
 - 9.3.6. Tents and gazebos CANNOT be installed between Union Lido Lodgings and Tour Operator Lodgings.
- 9.4. Electricity - 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. Guests are kindly asked to use adapters appropriately.
- 9.5. Flames – It is forbidden to 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. It is forbidden to leave candles near sources of heat and we recommend you store them in suitable containers.
- 9.6. Drones - The use of drones is prohibited in any area of the Complex and on the beach.
- 9.7. Medical service:
 - 9.7.1. A free 24-hour medical service is available from the middle of May to the middle of September. In the event of an emergency use the SOS telephones (see map) to contact the Reception Office / Porter's Lodge who will send the doctor for assistance.

- 9.7.2.** 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.
- 9.7.3.** Young children (under 3 years of age), elderly and pregnant women will be given priority access.

9.8. Epidemiological emergency:

- 9.8.1.** Guests must strictly follow all health, hygiene and social distancing rules imposed by the law and by current mandates, as well as all Complex regulations.
- 9.8.2.** The following individuals are forbidden from entering the Complex:
- (a) people who are positive for COVID-19;
 - (b) people who are subjected to quarantine obligations;
 - (c) people who present a body temperature over 37.5° or other flu-like symptoms (including, but not limited to, coughing, breathing difficulties, headache, loss of their sense of taste and/or smell);
 - (d) people travelling from at-risk areas, as designated by the guidelines issued by the WHO and national authorities.
 - (e) people who, in the last 14 (fourteen) days, have come into contact with a COVID-19 positive individual;
 - (f) people who, in the last 14 (fourteen) days, have come into contact with someone coming from an at-risk area, as designated by the guidelines issued by the WHO and national authorities.
- 9.8.3.** Once they have entered the Complex, Guests are obliged to inform the doctor and the Complex Management immediately should any of the circumstances described in point 9.8.2. arise, even if they only suspect that they may have contracted the disease.
- 9.8.4.** Each Guest acknowledges and accepts that, should any checks show that they have a body temperature above 37.5°, and whenever the Complex Management believes that a health risk may exist, Guests with virus symptoms must immediately isolate themselves, including isolation from any family members (who may no longer stay in the same accommodation or mobile home) and must leave the Complex as soon as possible. Similar measures may be applied in the case of Guests who have come into contact with the infected Guest.
- 9.8.5.** Guests take responsibility for all risks connected with any diseases or infections that Guests or their pets may contract during their stay in the Complex and, notwithstanding cases of wilful misconduct or gross negligence, they exempt the owners of the Complex and related staff from any and all related responsibility, also hereby waiving any claims against them for compensation or indemnity of any kind.

10. BEACHES AND WATER PARKS

- 10.1. For safety reasons, we advise Guests at the beach to observe the rules established by the Harbour Office regulations, which are on display in various locations throughout the Complex.
- 10.2. 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.
- 10.3. 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 lifeguards.
- 10.4. For the safety of bathers, motorboats of any type and size (inboard, outboard engine, even if auxiliary) are not permitted. Sailing boats, rowing boats, etc. are permitted only if they do not exceed 5 (five) 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.
- 10.5. 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).
- 10.6. There is strictly no smoking in the water parks.
- 10.7. Access to water parks as well as to the W10 and to the Marino Wellness (at a fee) is allowed by enabling and wearing the Union Lido bracelet.

11. DOG CAMP – SPEEDY CAMP REGULATIONS

- 11.1. The presence of dogs and their quantity must be reported at the time of booking and upon arrival (see point 1.3).
- 11.2. Pets are only allowed in the pitches and lodgings of the dedicated area. A maximum of 3 (three) dogs are permitted per pitch or lodging. A larger quantity of dogs is only permitted subject to authorisation by Management.
- 11.3. Dogs must be kept on a lead, of a maximum length of 1.5 (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.
- 11.4. The municipal regulations prohibit walking dogs along the water's edge on the beach where access to 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.
- 11.5. To fulfil their bodily needs, dogs must be accompanied to the dedicated area. All dog waste must immediately be collected using the purpose-designed bags and disposed of in the dedicated bins. Offenders will be fined a minimum fine of €50.00.
- 11.6. Bringing dogs into the sanitary blocks and showering them there is forbidden; please use the dedicated external showers (for their location see the icons on the map of the Complex).

- 11.7. Before entering the pool, dogs must be washed and cleaned and must walk through the dedicated "foot wash" reserved for them. For safety reasons and for the safety of the animals themselves, dogs can only enter the dedicated swimming pool one at a time and, in any case, following the instructions provided by the staff members present.
- 11.8. Dogs must not disturb other Guests and must not enter their pitches or lodgings.
- 11.9. Any cruelty to dogs will be reported to the relevant authorities. Any damage caused to others or to Complex facilities by dogs must be paid for in full by their owner.
- 11.10. Dogs are permitted only in their dedicated area within the Complex. For the pedestrian exit from the Complex and to get to the dedicated beach, Guests must only use the designated footpaths. Use of other areas of the Complex for whatever reason is expressly forbidden.

12. SANITARY BLOCKS AND PRIVATE BATHROOMS

- 12.1. The central sanitary blocks 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 sanitary block will be specified. Guests are expected to find out these dates (which can also be consulted on the Website) also in relation to the pitch allocation.
- 12.2. Private bathrooms are located in sanitary blocks no. 7/8/15 (see their location on the map) and can be booked for a fee. During the check-in procedure, the assigned bathroom number will be given to Guests and will be accessible using the identification bracelet. Private bathrooms are available from 3 pm on the day of arrival until 11 am on the day of departure. In case of late check-out, the access times cannot be changed.

13. USEFUL ADVICE

- 13.1. Any lost items retrieved either on the beach or in the Complex should kindly be handed in at Lost&Found at the Booking Office.
- 13.2. 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. We recommend you do not to leave valuables such as cameras, camcorders, in your car, especially at night.
- 13.3. For a minimum fee of €uro 0.50 (fifty cents) per day, you may use a safety deposit box at the Booking Office from 8 am to 8 pm.
- 13.4. 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.

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.