



Via alle Zappe di Sopra
28040 Lesa (NO) Italy
0322 45290
info@solciovillage.com
www.solciovillage.com

SOLCIO VILLAGE REGULATIONS

ENGLISH

CHECK-IN: 15:00 - 21:00

CHECK-OUT: 8:00 - 10:00

GATE OPENING: 8:00 - 22:00

The accommodation is available to you from 15:00 hours on the day of arrival (arrival before this time does not guarantee early availability of the accommodation) until 10:00 hours on the day of departure. In the event of late arrival, or no-show, the booked accommodation will be available until 15:00 hours on the day following the start of the booking, unless prior notice is given.

Late arrival or early departure shall entail payment of the entire period booked.

BOOKING CONDITIONS

Reservations can be made using the online enquiry form on the website. It must be completed in its entirety and is valid for a reservation for a single family.

The collection of the customer's data is carried out based on and in compliance with the law of 31 December 1996 No. 675 on the 'Protection of persons and other subjects with regard to the processing of personal data'. The customer has the right to exercise the rights recognised in Art. 13 of Law no. 675/1996. By completing the registration form and accepting these terms and conditions, the customer consents to the processing and disclosure of their personal data for the above-mentioned purposes. Once Solcio Village gets the acceptance from the customer of the proposed offer, the customer will be asked to confirm the booking by transferring € 310.00 for each reserved accommodation, of which € 300.00 as deposit and € 10.00 as non-refundable booking fees and costs, due within 3 working days.

The booking is personal and non-transferable. For organisational reasons, the management reserves the right to replace the reserved accommodation number with another of similar characteristics.

Deposit and Balance: To confirm the booking, a deposit of € 300.00 plus € 10.00 as non-refundable booking fees and costs for each reserved accommodation must be paid within 3 days.

The balance for the entire booked period is due no later than 30 days prior to arrival.

Cancellations: Booking changes or cancellations will only be accepted in writing by e-mail to info@solciovillage.com. Any change to the booking is subject to availability and authorisation by the management.

Cancellation policy:

- In the event of cancellation of the reservation, for part or the entire stay, received within 45 days prior to the expected date of arrival, 100% of the deposit will be refunded.
- In the event of cancellation of the reservation, for part or the entire stay, received between 44 and 30 days prior to the expected date of arrival, 50% of the deposit will be refunded.
- Requests to cancel the reservation, for part or the entire stay, made after the above deadline, will be subject to a penalty equal to the full amount of the deposit requested and the amount paid will not be refunded.
- Booking fees and costs for the reservation will not be refunded under any circumstances.



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CHECK-IN

Upon arrival each guest and anyone else willing to enter the Solcio Village must check-in at the reception identifying themselves and each member of their household with a valid identity document with picture to complete the registration as required by law. Registered guests will receive an identification wristband which they must wear for the duration of their stay.

The management reserves the right, at its own discretion, to refuse undesired or surplus guests.

The wristband is personal and non-transferable, must be worn for the entire duration of the stay, and is made of a non-toxic and anti-allergic material. It allows immediate identification of the guest and can avoid annoying checks by our staff, who are responsible for your safety. It reduces abusive behaviour and unauthorised use of the services you have paid for, and which are intended exclusively for you.

ADOLESCENTS, MINORS AND CHILDREN

Minors are only permitted to enter the Village when accompanied by adults who are legally responsible for them.

It is recommended that young people, who have different needs and behaviours than the majority of the quieter guests, express their exuberance outside the Village, never during rest period and in any case only to a limited extent and in a restrained manner. Exaggeration and vulgarities won't be tolerated. If it won't be possible to identify the single responsibility, the whole group will be expelled.

Adults are held as responsible for the behaviour of their children, whose exuberance and needs must not compromise peace, safety and hygiene of all other guests. Furthermore, children must always be accompanied by an adult to the toilet and be supervised while bathing and while using the leisure facilities. The guest is liable to compensate third parties or the Village's properties for any damage caused by minors.

ACCOMODATION AND VEHICLES

The number of the accommodation is assigned by the Management. For organizational reasons, the Management reserves the right to change the number of accommodation (with the same features) without prior notice and it is forbidden to move without authorisation.

Vehicles may transit and be parked only in the designated parking area and not in proximity to the accommodation.

Guests are obliged to check the correctness of bookings, to inform the management of any discrepancies and to notify of any variations, such as a change of pitch, the arrival and departure of people and expected period of stay.

ARRIVAL, CHECK-OUT AND DEPARTURE

Arrival: The booked accommodations can be occupied from 15:00 to 21:00.

The booked accommodation remains available until 15:00 of the day following to the expected arrival date. An earlier arrival doesn't imply an earlier departure.

Departure: The customer is obliged to vacate the accommodation by 10:00 am on the departure day.



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VISITS

Day visitors are not allowed. Additional guests, who have not been previously confirmed in the reservation, are not accepted. Please notify family and friends in advance that visits are not permitted.

The Management reserves the right to take legal actions, in accordance with Article 614, against unauthorized people staying in the Village.

Persons caught in the Village without authorisation will be reported to the judicial authorities for violation of private property under Article 614 of the Italian Penal Code.

If authorised guests of the Village allow the entrance of unauthorized people, they will pay a fee equal to the amount of the stay increased by 50% as penalty.

CLEANLINESS, HYGIENE, DECENCY AND INFECTIOUS DISEASES

For reasons of hygiene and safety, to avoid proliferation of insects and other animals, as well as for reasons of decency, we ask our guests to keep their accommodation clean and tidy. Guests are obliged to use the sanitary facilities in a civilized and orderly manner and to leave them in the same condition they would like to find them.

Any contagious disease must be reported immediately to the Management.

REST PERIODS

Guests are kindly asked to avoid behaviours, activities, games or the use of equipment that can disturb other guests at any time.

During the rest period (22:00 - 8:00 am) the use of sport or leisure facilities and equipment is not permitted.

PETS

Pets are never admitted in the accommodations and in the Village.

PROHIBITIONS

The following is forbidden:

- Smoking inside the accommodation.
- Introducing animals into the accommodations and, in general, in the Village.
- Making modifications of any kind to the accommodation.
- Lighting fires in any part of the Village.
- Using a barbeque of any kind.
- Altering the nature of the ground, digging holes, gullies and burying poles or other objects.
- Wasting or misusing water (water guns, water balloons etc.).
- Damaging the vegetation or equipment and facilities.
- Transiting with the vehicles on the roads of the Village: the accommodations cannot be reached by one's own vehicle. Vehicles must be left in the designated parking area.
- Using trees and boundary fences as anchors for tension poles, tarpaulins, etc. and tighten ropes at eye level and attaching other things that could pose a potential danger and hinder the passage.
- Throwing away garbage without separating it properly accordingly to the rules of the Village.



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RESPONSIBILITY, SAFETY, SAFEKEEPING OF EQUIPMENT AND VALUABLES, CORRESPONDENCE

Each Guest is obliged to take care of their belongings because, as in any other place, even in the tranquility of the village, there is the possibility of inconveniences such as theft of objects, valuables or money, vandalism, damage to property by third parties, lost objects or objects carelessly left unattended. The Management declines all responsibility in the event of such unfortunate occurrences.

Any objects found in the Village must be handed over to the Management for the fulfilment of legal requirements..

Access to the Village is subject to acceptance of and full compliance with these regulations, which may be supplemented separately by additional rules that the Management deems appropriate for the best operation of the facility. The Village staff is authorised to enforce the regulations and to report to the Management those who do not comply with them. Defaulters will be immediately expelled from the Village. A regulation by its nature is always conditioned by the individual's freedom, which it aims to harmonise with the collective freedom. The general rules are restrictions that are fully justified by the aim of creating the best conditions for a richer and more humane coexistence in terms of education, respect and mutual appreciation. We therefore rely entirely on the awareness and agreement of our welcome guest to comply with these modest restrictions, which will allow them to enjoy a serene, peaceful and relaxing stay and avoid the unfortunate intervention of staff to restore the disrupted order.