

RESIDENCE CONTRACT
PRELIMINARY PROVISIONS

1. **Property and items**

1. The Etruria Camping is managed by the company, Camping Internazionale Etruria di Ceni Simonetta & C S.A.S. with registered office in Via A. Giani 16 50062 Dicomano (FI), VAT and Tax Code 04839410489, hereinafter referred to as Camping Etruria.
2. Camping Etruria delivers camping service on behalf of its customers as defined by the LR Toscana n. 42 dated 23 May 2000 and subsequent implementations and amendments.

PROVISION OF SERVICE

2. Admissions

1. The camping service is offered to nuclear families consisting of 1 to a maximum of 6 members.
2. The Management reserves the right to admit larger groups.

3. Guests

1. Customers are allowed to receive guests in the accommodation.
2. Access shall be granted to guests and they shall be admitted during the reception's opening hours upon payment of the specific rate after a two-hour stay.

4. Booking restrictions

1. Reservation for mobile home spaces, except in case of special offers and during the lean season, is not permitted for periods of less than 7 nights.
2. Mobile Homes stays begin on Saturday.
3. For each empty accommodation (caravan, tent, trailer tent, camper vans), the expected rate for a minimum of 2 people will be charged for the equipment.

5. Advance and balance payments

1. The balance amount **should be paid** within 7 days of check-in
A deposit of 30% of the cost of living in mobile homes and 20% of the cost of living for camping is charged at advance.

6. Right of cancellation

1. The customer may cancel the booking at any time by notifying Camping Etruria.
2. Upon termination, the repayment of the advance paid as deposit shall be made as per the following slabs: No show 100% penalty on 100% deposit for cancellations made within 6 days before arrival. Penalty of 30% of the deposit for cancellations made within 30 days before arrival. Penalty of 15% of the deposit for cancellations made within 60 days before arrival. A penalty of 2% of the deposit for cancellations

prior to 90 days before arrival. No penalty in any other case of cancellation.

7. Length of Stay

1. The reservation is binding, personal and cannot be sold to third parties.

At the beginning of the stay the client shall pay the full price even in the event of foregoing a part of it.

2. In the event of early departure the full amount will be charged. CHECK-IN

8. Arrival and registration

1. Camping: The reception of the client and the completion of the registration formalities at the Reception are allowed between 9 a.m. 8 p.m.

2. Mobile Home: The reception, the completion of the formalities of registration and **handing over the keys for access to facilities takes place at the reception from 4 p.m. to 8 p.m.**

3. Upon registration, the customer and his guests must leave their documents. In the event of subsequent changes pertaining to people in the group of the customer, they agree to immediately surrender their identity papers at the Reception.

9. Late arrivals

1. In case of delay in the arrival at the Camping site, the rate for days that were originally booked and not used is still due. Upon prior notice, the customer is allowed to delay their scheduled arrival by no more than 48 hours. In the absence of notice, or even telephonic intimation, the campsite will regain the availability of the accommodations assigned to the customer, if the latter does not reach before 8 p.m. on the scheduled day of arrival.

10. Camping Pitch Assigned to the Customer (Camping Customers)

1. The customer is obliged to occupy the accommodation assigned by the management. The occupation of a pitch other than which has been assigned and allowed is possible only after the express permission of the management.

11. Check-out

11. The customer must **leave the accommodation on the last day of residence before 12 noon** (campers, caravan tents); **within 10 hours if you are staying in the Mobil Home.**

12. Payment for the stay

1. The payment for the stay, as well as any other service accessed during the stay for which no immediate payment is made, shall be processed at the reception during the working hours.

The payment of the stay and any extra services should be made on the day of departure.

13. Deposit

1. Upon registration, the customer occupying the mobile home is required to make a **payment of EUR 150.00 by way of security** for any damage caused to property during the stay. This sum, which is not subject to earning interest, will be returned on departure after checking the status of the accommodation.

2. Subject to the right of Camping Etruria to claim additional damages.

RULES OF CONDUCT FOR CUSTOMERS AND THEIR GUESTS

RESPECT OF VEGETATION

It is forbidden to alter the flora placed inside the structure in any way and by any means such as placing nails, damaging the trees and tying ropes, cables etc.

LIGHTING FIRES

It is forbidden to ignite fires in the pine forest and on the beach.

It is forbidden to light barbecues.

The use of gas stoves inside accommodations is allowed at a distance greater than 1 meter from the surrounding vegetation.

WASTE DISPOSAL

It is forbidden to dispose of waste outside of the designated collection points reported in accordance with local regulations regarding the recycling waste disposal practices. Please refer to the Internal Rules for the explanation of disposal procedure.

It is forbidden to dispose of wastewater of any type and origin, on the outside of the dedicated points inside the camp as maybe duly reported.

USE OF CABLE AND ELECTRICAL EQUIPMENT

It is forbidden to use electrical connections not resulting in conformity with the current regulations.

TIME OF SILENCE

The time of silence shall be in force from 02:00 p.m. to 04:00 p.m. and from 11:00 p.m. to 7:00 a.m. During quiet hours and after closing the main gate it is forbidden to engage in conduct which will create disturbances to the public peace. The use of radios, televisions, stereos and musical instruments is allowed only if used at very low volume. During the above-mentioned time, it is also forbidden to set up and fold equipment. During all other hours, however, the utmost respect should be paid to maintain peace around.

PETS

No pets are allowed inside the mobile homes and the campground.

PLAYGROUND

It is forbidden to use the playground by children over the age of 10. Children under 10 must be accompanied by parents or

persons authorised by them when they use the services of the campsite.

ACCESS AND USE OF TRANSPORT INSIDE THE STRUCTURE

The use of cars and motorcycles, is allowed only for unloading (on arrival) and loading (at time of departure) of the tent, of camping equipment and baggage for stays in mobile homes. It is prohibited to use the car for unloading shopping bags or similar items.

For loading and unloading operations, vehicles cannot be used for more than 2 hours at one time, unless authorised by the Management.

Inside the camping site, all vehicles must be driven at a walking pace.

Minors have to use the bike at such a rate as not to create danger to others.

It is forbidden to obstruct the emergency exits by any means.

EMERGENCY MANAGEMENT

In the event of health emergencies, severe natural events, situations where there is danger to public security, fire, you should contact the staff at Camping Etruria, or consult the information bulletin board located at the reception, where all telephone numbers are reported for each type of request for help.

WITH PAYMENT OF DEPOSIT AND WITH
CONFIRMATION OF RESERVATION, THE CUSTOMER ACKNOWLEDGES
TO HAVE READ THE CONTRACTUAL RULES GOVERNING THE RESERVATION ITSELF
AS WELL AS THE STAY AT THE
CAMPING INTERNAZIONALE ETRURIA AND FULLY ACCEPTED
THE CONTENTS.

Customer Signature