



CAMPING VILLAGE  
PARCO DELLE PISCINE SINCE 1952



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## RULES

01 April – 01 October 2023

## BOOKING

Directly through our **web site** ([www.parcodellepiscine.it](http://www.parcodellepiscine.it)), or by checking availability with our reservations office by means of **phone** or **e-mail**. After determining availability, booking must be made with a deposit equal to 30% of the total cost your stay, on C/C of Bagno Santo Srl, Sarteano at the Banca Nazionale del Lavoro – Piazza Savonarola 13 – 53045 Montepulciano (IBAN n.° IT50Q010052560000000001010, swift/bic: BNLITRR).

You will receive confirmation of your booking only after the deposit has been received.

### How to cancel your booking

To cancel your booking, you must send a written communication at least 4 weeks before your scheduled arrival date. 50% of the deposit will be refunded, while after this deadline you will not be entitled to any refund.

## RECEPTION: VIA CAMPO DEI FIORI 30

Check-in **from 8 a.m. to 1 p.m.** and **from 4 p.m. to 11 p.m.**

Minors must be accompanied by an adult. Reception procedures are as follows:

- registration of an identification document
- an adhesive label will be stuck to the windscreen of the car, mandatory to allow free access
- a copy of the "Rules and price list" and a map of the Camping Village will be provided
- delivery of the code to access the Wi-Fi network

**Mobile homes** are available to our guests **from 4 p.m.** the day of arrival.

## ANIMALS PROHIBITED

## OPENING TIMES TO THE CAMPING - VILLAGE

The main **entrance gate** is open from **7 a.m. to 1 a.m.**, after which it will be opened every half hour: at 1.30 - 2.00 - 2.30 a.m. etc.

The **barrier to the campsite**, which allows vehicles access to the pitches, is situated after Reception and is open **from 7 a.m. until 2 p.m.** and **from 4 p.m. to 11 p.m.**

Customers who wish to leave the pitch with their vehicle outside these hours must park in the Reception car park

## ADMINISTRATION AND RECEPTION

In case of need, our guests can contact:

-Administration office: Roberto and Paolo

-Reception: Cinzia and Alessandra

## MOTOR VEHICLES - PEACE AND QUIET

All motor vehicles and motorbikes can't circulate during the **two quiet periods: from 2 p.m. to 4 p.m.** and **from 11 p.m. to 7 a.m.**

The **speed** may not exceed **20 km** per hour.

During hours not covered by the designated quiet periods, radios, television sets and musical instruments are tolerated as long as they are set to low volume and do not disturb the other camping guests nearby.

## RATES - DEPARTURE – PAYMENT AND GUESTS

The rates shown on our price-list include all the free services listed on the next page, and refer to one night's stay until 10.00 the next day. Staying on the pitch after 10 a.m. is therefore subject to payment.

**Any change in the number of persons or vehicles must be communicated to Reception the same day that the change occurs.**

Campers who intend to receive guests must inform Reception. The guests must be registered as visiting the host and can stay within the Campsite **from 9:00 a.m. to 10:00 p.m.** If guests stay overnight then they will be subject to the registration procedure for Campers, and the rate will be charged to the hosting Camper.

## TELEPHONE – INTERNET POINT - TOBACCO - POSTCARDS

Internet access and a photocopy machine are available at the Reception, where guests may also book our sport facilities and get information on events, transport services and museums.

The Reception is open continuously **from 8 a.m. to 11 p.m.**

Tobacco sales are available at the Bar

## SWIMMING-POOLS

The three swimming pools at "Parco delle Piscine" are fed by running thermal water at a constant temperature of approximately 24 °C. Smoking is prohibited in the three swimming-pools.

- The **large swimming pool with a waterfall**, situated in the park, is open **from 01 April to 01 October**, continuously **from 9 a.m. to 7 p.m.**
- The **small swimming pool** will be opened **during the month of May** and will remain open **until 11 September**, continuously **from 9 a.m. to 7 p.m.**
- The **third swimming pool, located in the campsite** is only available to our campers. It is open **from the beginning of July until end of August**, non-stop **from 8 a.m. to 8 p.m.**

Wearing of swimming caps is mandatory

### SERVICES FOR CAMPERS INCLUDED IN THE PRICE LIST

- WI-FI Internet access over the entire area
- Hedge-screened pitches of at least 110 m<sup>2</sup>, or a pitch in an open space
- Mobile-homes in hedge-screened pitches, all furnished and fully equipped for comfort - bedding and towels included
- Use of the three swimming pools with solarium, lawn chairs and umbrellas
- Use of the sanitary facilities, showers, hot and cold water
- Use of the sport facilities: table tennis, volley-and basketball
- Use of the large playground for children
- Use of the vita gym equipment
- Use of the vast and equipped park grounds for games and picnics (where it is not permitted to install tents)
- Entertainment for adults, children and teenagers is scheduled between the end of June and the beginning of September
- Daily waste collection in the recycling centres
- Aqua-gym and stretching courses may be organized in high season (July and August)
- Access to the big TV room (Home Theatre and large screen, with satellite connection)
- Use of the camper service
- Defibrillator
- Delivery of messages and letters to reception or to the pitches
- Custody in safe of money and small valuables, at the management office
- Excursions (historical, cultural or wine and food) in July and August, organized by Parco delle Piscine
- Rollerblade running track of 350 mt. (at 300 mt distance from the camping)

### EXTRA SERVICES NOT INCLUDED IN THE PRICE LIST

- Parking lot in each pitch
- Internet Point, telephone and photocopiers are located at the Reception
- Hydro-massage (close to the large swimming pool in the park) fed by thermal water at approximately 24 °C
- Use of washing machines and dryers (tokens available at Reception)
- Set-up and dismantling of verandas
- Transport of caravans from the deposit to the pitch and vice versa
- Rental of pillow cases, sheets and towels at Reception
- Rental of baby equipment: cot, pushchair and bath with changing mat at Reception
- Private bathroom, if available
- Tennis court (€ 16 per hour during the day and € 20 per hour with night-illumination). Reservations at Reception
- Football field (€ 50 per hour during the day and € 65 with night-lighting). Reservations at Reception
- Bar

### INFORMATION ON ENVIRONMENTAL MANAGEMENT

The campsite was the first in Italy, since 2005, to be enrolled in the EMAS Register (Eco-Management and Audit Scheme, registration no. I-000275), in accordance with European Regulation (EC) No. 1221/2009. Compliance with the requirements laid down in the EMAS Regulation is verified annually by an independent third body. We therefore ask to our guests the utmost cooperation and, in particular, we remind you that:

- it is forbidden to spill products or hazardous substances in the environment, in drains and sewers and in toilets
- if there is any accidental spillage of these substances, immediately notify the campsite staff
- it is forbidden to throw any kind of waste outside the containers, litter bins or ashtrays

### IN THE EVENT OF FIRE

The entire campsite is well-equipped with a water-based fixed fire-prevention system. Firehoses are located on red columns throughout the park. The layout of the numerous fire extinguishers and collection points in the event of fire can be found on the plan located on the notice boards at the campsite, e.g. at Reception.

Rules to remember **in the event of emergency**:

- All vehicles should either be driven to their designated parking spaces as indicated on the maps, or if moving, must immediately park at the side of the road.
- Obey instructions from the staff, given over the loudspeakers.

### PERSONAL DATA

The personal data of the camping guests are treated according to Italian Law (D. Lgs. 196/03).