CAMPING VILLAGE
PARCO DELLE PISCINE SINCE 1952

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RULES

23 April – 26 September 2027

BOOKING

Directly through our **web site** (**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.° IT50Q0100525600000000001010, swift/bic: BNLIITRR).
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 8 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 free 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

Registered customers can enter the campsite **from 7:00 a.m**. **to 1:00 a.m. After 1:00 a.m**., the entrance gate will be opened every 30 minutes.
The barrier that allows access to the pitches will be closed every day **from 11:00 p.m. to 7:00 a.m. of the following day**, and, only in high season, **from 2:00 p.m. to 4:00 p.m.**
Customers who wish to leave the pitch with their vehicle outside these hours must park in the Reception car park

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 of vehicles, bicycles, and electric scooters cannot exceed **20 km/h.**
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 8:00 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 - 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 8 p.m**.

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 pool with waterfall**, located in the park, is open throughout the campsite's opening period with continuous hours **from 9:00 AM to 7:00 PM**.

The **small pool** is opened during the month of May and will close during the month of September with continuous hours **from 9:00 AM to 7:00 PM**.

The **third pool**, located inside the campsite, is reserved exclusively for campers and open from the **end of June until beginning of September**, with dates and times that will be indicated at the entrance.

The use of swimming caps is mandatory in all three pools.

SERVICES FOR CAMPERS INCLUDED IN THE PRICE LIST

- WI-FI Internet access over the entire area
- Hedge-screened pitches of at least 110 m^2, or a pitch in an open space of area 9
- Mobile-homes in hedge-screened pitches, all furnished and fully equipped for comfort - bedding and towels included
- Use of the three swimming pools, during the established hours, 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)
- 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
- 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 (€ 24,00 per hour during the day and € 34,00 per hour with night-illumination). Reservations at Reception
- Football field (€ 50,00 per hour during the day and € 65,00 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

PERSONAL DATA

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

SAFETY RULES FOR CAMPSITE GUESTS

NOT ALLOWED

- Barbecues and GAS stoves (LPG, propane, butane)
- Fires outside authorized areas
- Cigarette butts or litter on the ground
- Unauthorized generators

ETIQUETTE

We invite our customers to:

- respect quiet hours
- keep the pitch clean
- follow staff instructions

IN CASE OF FIRE

- Immediately notify reception or a staff member
- Circumstances permitting, use the fire extinguisher if it is safe to do so
- Do not use water on electrical fires
- Follow the escape routes to leave the area
- Do not re-enter tents, campers, or caravans to retrieve personal items

WHAT TO DO IN AN EMERGENCY

- Follow staff instructions
- Keep access routes clear for emergency vehicles
- Go to the marked ASSEMBLY POINTS
- Keep your phone and essential documents with you