



**Marina di Venezia**

CAMPING VILLAGE



# the Camping Guide

**PER UNA  
VACANZA  
PERFETTA**

**FÜR EINEN  
PERFEKTEN  
URLAUB**

**FOR A  
PERFECT  
HOLIDAY**

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# Welcome to vacation.

## We remind you:



### REGISTRATION AND IDENTITY DOCUMENT

UPON ARRIVAL - Page 46, paragraph 1

UPON DEPARTURE - Page 47, paragraph 7 and 9



### ON LINE DECLARATION OF ARRIVAL

Don't forget to fill in the Declaration of Arrival on line  
and download the digital camping passes.

Page 46, paragraph 4



### DRIVING INSIDE THE CAMPSITE

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### SIESTA TIME

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# Check-In and Check-Out.



Welcome to MARINA DI VENEZIA.

## UPON ARRIVAL

1. Check in takes place from 7.00. to 22.00. Pitches in the reserved area can be occupied from 11.00. It is compulsory to hand in an identity document for each person and dog valid for registration under current legislation. Driving licences will not be accepted as documents. The document will be kept after completing registration until check-out at the cash office **€**. For Guests staying with a tour operator, documents will be kept at the Exit in the tour operator office. **E** Identity documents can be picked up if necessary at the relevant office after registration has been completed.
2. You will be provided with an **entry bracelet**, which you must wear around your wrist for the duration of your stay.
3. A **Car Pass** must be displayed in a visible position on your car's windscreen.
4. You will receive personal credentials to complete the online declaration of arrival. Please be reminded that the person indicated on the Declaration of Arrival, the group leader, will be held personally and criminally responsible for failure to complete said registration.
5. Once your registration is complete, your digital camping pass—serving as your personal identification during your stay—will be sent via email and must be presented upon request by our staff
6. We kindly ask you to check that registration details are correct and to notify the cash office of any changes or if anyone should arrive or leave.

## UPON DEPARTURE

7. You can pay for your holiday at the **Cash Office** € (8.00-13.00 and 16.00-19.00) up to one day before you leave. Payment by cheque or bank transfer is not accepted. Payments in cash are accepted up to a maximum of € 4.999,99  
You should hand in:
  - The **Car Pass**
  - All **entry bracelets**
8. Once you have handed in your entry bracelet after the payment, you will no longer be able to access AquaMarina Park.
9. At the **Tour operator office** € (7.00-12.00), all guests staying with a tour operator can collect their documents, handing in: the **Car Pass**, all **entry bracelets**.
10. €10 will be charged for each car pass and bracelet that is not handed in.
11. Please be reminded that you must **leave the camping village by 11:00**. Should you leave any later, you will also be charged for the departure day.
12. **Living units** must be vacated **by 10.00**.

Together on  
the campsite

## UNDER-18s

1. Under-18s are allowed to enter the camping village only if they are accompanied by a parent and they cannot stay on a pitch or in a living unit alone, even if a parent is present on the campsite.
2. It is forbidden to sell and give alcoholic beverages to children under 18.

## VISITORS

At the discretion of the Management and after providing an identity document, it is possible:

- to visit the camping village free of charge, entering before 19.00, for a maximum of one hour.
- to buy a day pass in order to visit friends or relatives guest at the Camping Village. Entrance is only allowed on foot before 19.00 and visitors must leave by 23.00. **Access to AquaMarina Park is forbidden.**

- to stay with our Guests for a **minimum of 2 nights in a row**. Please be reminded that you must leave the site by 11:00. Should you leave any later, you will also be charged for the departure day.
3. Please be reminded that our Guests are under the obligation to ensure that their visitors have duly registered and they are also responsible for the latter's behaviour inside the camping village.
  4. Individuals accessing and remaining in the camping village without due authorisation from the Management represents:
    - a violation of art. 614 of the (Italian) Penal Code (breach of domicile)
    - a violation of art. 633 of the (Italian) Penal Code (trespassing)
    - a violation of art. 624 of the (Italian) Penal Code (theft of services)
    - a violation of Public Safety Regulations



The Management reserves the right to limit or block access to visitors in the event that the accommodation capacity is close to the limit, to ensure maximum service to regularly registered customers.

The above rules are intended to protect the peace, serenity and safety of camping guests.



## PETS

It is compulsory to provide notification of any dogs upon arrival to the camping village (max 3 dogs for each pitch and Rex Lodge).

All dogs must comply with health regulations, as shown by the health booklet. A valid passport and rabies vaccination, made at least 20 days before arrival, is required for all dogs of guests living outside Italy. Other pets are only allowed at the discretion of the Management and according to the existing legislation.

5. All animals must be kept in such a way as to ensure that other people or belongings are not disturbed or harmed in any way. Owners will be held responsible for any damages to people or belongings caused by their animals.
6. Dogs must always be kept on a lead and the person taking the dog must always carry a muzzle. Dogs on a leash can move anywhere in the campsite with the exception of the supermarket, the AquaMarina Park, the sanitary blocks and everywhere it is expressly stated.
7. "Marina 8000", pitches 71/72.. and the Rex Lodges are exclusively reserved for Guests with dogs. For the safety of the dog, it is possible to fence off a small area, as long as an appropriate distance is kept from neighbouring pitches to ensure free passage, easy access to utilities and a clear escape route in case of an emergency.
8. The pitch and all areas used by the dog must be kept clean, using the biodegradable dog waste bags provided free of charge, which must be thrown into the brown organic waste bin.
9.  and  (Gate 0) services are available to shower and clean animals.
10. Owners are invited to take their dogs to the **Dog Area** to do their business and are asked to remove any excrement immediately.
11. Access to the beach and to the sea is allowed in the authorised areas only with dogs on a leash.

# Offices



## RECEPTION **R** (7.00-23.00)

Guaranteed to be manned at night. A **safety deposit box** service is also available for a fee, every day from 8.00 to 9.00 and from 18.00 to 19.00. There is also a **lost and found** service.

## CASH OFFICE **€** (8.00-13.00 and 16.00-19.00)

You can pay for your holiday up to one day before you leave. Payments by cheque or bank transfer are not accepted. Payments in cash are accepted up to a maximum of €4.999,99. You must hand-in: the **Car Pass** and all **entry bracelets**.

## TOUR OPERATOR OFFICE **E** (7.00-12.00)

The Guests staying with a tour operator can collect their documents, handing in: the **Car Pass** and all **entry bracelets**.

## INFORMATION OFFICE & INTERNET CORNER

**i1** From 18.04 to 10.05 and from 14.09 to 12.10: **8.00 - 21.00**;

From 11.05 to 13.09: **8.00 -22.00**

Guests can collect any post addressed to them, buy tickets for the boat, rentals, excursions and events and get information on markets and the local area.

Bus tickets are available from the end of May to the beginning of September.

Marina di Venezia gadgets are for sale.

A Help Desk service is available.

**i2** INFO POINT IN MARINA 2000 WITH HOURS DISPLAYED ON-SITE.



# Accommodation



## CAMPING & CARAVANING

'Groups' are defined as: guests with a car and caravan / a car and tent / a camper van. Overnight stays in cars or vehicles that are not registered and equipped as camper vans are not permitted.

Without a reservation, you are free to choose your pitch, taking the following into consideration:

1. A maximum of 7 people is allowed on each pitch, including children of all ages.
2. There is a minimum stay for the pitches and for people, according to the periods indicated in the price list.
3. It is not allowed to occupy a pitch whose number is preceded by the letter «R» **RESERVED**.
4. Each pitch is clearly marked and numbered. Guests and equipment must stay within the limits of the pitch, keeping a suitable distance from neighbouring pitches to ensure free passage, easy access to utilities and a clear escape route in case of an emergency. Any mobile or fixed structure to enclose the pitch is prohibited, with the exception of the dog area, as described on page 48 in point 7.
5. It is only possible to have one group per pitch. Any equipment exceeding the standard 'group' shall be subject to an additional fee.
6. Each group has the right to only one drinking water outlet and one electricity socket (10A), Pitch SUPER (16A) and water drainage.
7. The pitch can be occupied with cars and caravans, cars and tents and motorhomes. It cannot be occupied with just a car, tables and chairs, bicycles, etc.
8. Every change of pitch has to be authorised by the Management.
9. The pitch must be kept perfectly clean and tidy.

## LIVING UNITS

10. All living units are numbered. **Living units and their related facilities are only available after 17.00 and must be vacated by 10.00 on the day of departure.**
11. Access to the living units and its appurtenances is only permitted after reception has handed over the keys. Car parking within the camp site and use of the facilities is only permitted with prior authorisation from the staff.
12. Animals are not allowed, not even occasionally or temporarily, even if they are kept inside or outside of the properties. This does not apply to the REX LODGES which are dedicated exclusively to Guests with dogs.
13. It is not allowed to install anything between the living units (tents, canopies, caravans, fences, etc.). Any mobile or fixed structure to delimit or enclose the perimeter of the housing unit is prohibited.
14. Cars must be parked in the assigned space, marked with the letter P and the number of the living unit, taking care not to occupy other parking spaces or obstructing the traffic flow of emergency vehicles. Only one car per living unit is permitted.

- 
15. It is not permitted to change the arrangement of furniture.
  16. Bed linen and one KIT SERVICE PLUS (face and body towels for each person) are provided with each living unit. Please be reminded that all bed linen, including the covers, may only be used inside the living units. Bed linen will only be changed upon request, by asking at reception, excluding Saturdays and Sundays. **For bookings of 8 nights or more, a free change of towels can be requested half-way of your stay. Any additional KIT SERVICE PLUS extra (for a fee) can be requested at the reception.**
  17. Out of respect for the environment, we kindly ask you only to use air-conditioning when you are inside the living unit, keeping doors and windows closed.
  18. Upon departure, the living unit must be left clean and tidy, free from any rubbish and with all kitchenware clean. Should this not be the case, a cleaning fee (€100) will be charged, along with any expenses for damages or missing items. The Management reserves the right to request higher amounts if the accommodation is particularly dirty or with damaged or missing equipment, objects or parts of furniture.
  19. In the accommodation units provided with JACUZZI it is recommended to keep the bathtub closed when not in use.

## GENERAL RECOMMENDATIONS

In all areas of the campsite, including the beach, it is not allowed to:

- leave naked flames unattended (candles, mosquito repellents, torches, etc.)
- light fires within the campsite or on the beach
- pour boiling or waste liquids down drains, on the ground or on plants
- use the water columns for washing up
- wash using the pitch's drinking water outlet, wash dishes and laundry away from the dedicated sinks and use water inappropriately
- wash cars and camper vans outside of the dedicated area **T<sub>1</sub>**
- flush chemical toilets of camper vans and caravans outside of the dedicated spaces provided in each toilet area or in the area **T<sub>1</sub>**. There is a CamperClean station **T<sub>2</sub>** (automated cleaning system for the chemical toilet against a fee) at the sanitary service **WC<sup>6</sup>** and **WC<sup>9</sup>**
- dispose of waste outside the designated containers
- dig holes or gullies in the ground and planting plants
- tie or anchoring verandas, tarpaulins, shades, ropes and electrical cables in general to plants, street lamps, the structures of living units, pulling ropes at eye level or installing other items that may constitute a potential hazard or be an obstacle to free passage
- use stoves, electric ovens, water heaters or other electrical appliances with power exceeding the pitch's plugs or sockets in the living unit
- smoke inside living units, toilets and public premises throughout the campsite, in compliance with Article 51 of Law No. 3 of 16/01/2003
- use washing machines or dishwashers other than those already present on the campsite
- play football, volleyball, tennis, or other activities outside the designated spaces and times



# Life on the Campsite

## THINK GREEN

**YES!**

Marina di Venezia sorts more than 70% of its waste for recycling purposes. We kindly invite our Guests to sort their waste, using the containers provided throughout the camping village, as follows:

### GREY BIN

**Dry residual waste (non-recyclable):** glass and crystal glasses, plastic-coated paper, ceramics, porcelain, pens and pencils, erasers, plastic cutlery, nappies and sanitary towels, small wooden objects, vacuum cleaner bags, rags, syringes and needles with caps, heavily soiled food trays

### GREY BIN WITH MAGENTA LID

**Glass:** bottles, jars, containers, flasks

**Tins and metals:** food tins, cans, lids, caps, tubes, trays, aluminium foil for food

**Plastic:** bottles, dispensers, bags, envelopes, fruit and vegetable nets, packaging, jars, tubes, clean trays, disposable plates and cups

### BROWN BIN

**Organic waste:** food scraps, eggshells, flowers, coffee grounds, paper napkins, compostable litter, cork stoppers

### GREY BIN WITH BLUE LID

**Paper:** photocopy paper, pizza boxes (if clean), newspapers, magazines, packaging, paper bags

**NO!**

**Dry residual waste:** paper, cardboard and Tetra Pak, organic waste, heavily soiled pizza boxes, bulky items, glass, plastic, tins and metals

**Glass:** porcelain, ceramics, crystal, mirrors, light bulbs

**Tins and metals:** dirty containers, toxic or hazardous containers

**Plastic:** plastic cutlery, toys, rubber items, dirty trays and containers

**Organic waste:** packaging and wrapping, nappies and sanitary towels, rags

**Paper:** heavily soiled paper and cardboard, plastic-coated paper, disposable tissues and napkins, nappies and sanitary towels

### OTHER WASTE

**Empty batteries:** there are specific containers provided at the shops, tobacconist, photographer and reception. **Bulky waste:** Reception must be notified of any small electrical appliances, old furniture, furnishings and garden equipment to be thrown away. **Charcoal:** to be thrown away with organic waste after making sure it has been correctly put out. **Oil used for frying:** there are specific containers provided in the camping village's toilet facilities. **Expired pharmaceuticals:** to be handed in to the nearest pharmacy.

- DO NOT POUR SUBSTANCES SUCH AS OIL OR PAINT DOWN THE DRAINS.
- ALWAYS USE THE ASHTRAYS PROVIDED.
- WHEN SHOPPING, USE MATERIAL BAGS OR RECYCLED PLASTIC BAGS.

## WE WOULD LIKE TO REMIND YOU THAT IT'S ALSO IMPORTANT



### To save energy

Marina di Venezia opts for an energy supply that contributes to reducing pollution, with resources coming from renewable sources (the campsite's solar panels and suppliers of hydroelectric power).

**We invite you** to turn off lights and electrical equipment when they are not in use. Only use air-conditioning when necessary, closing all doors and windows.

### To reduce water consumption

The camping village saves water by recycling water for non-potable uses: for example, more than 20,000 cm of water are recycled from the AquaMarina Park swimming pools and are used for non-potable purposes with a network that connects 300 toilets.

**We invite you** to use drinking water responsibly, even through small gestures such as turning taps off while you brush your teeth or shave. Always turn off the pitch's water outlet after use. Should you notice any water leaks, please notify a supervisor who will ensure the damage is repaired as soon as possible.

### To protect green areas and respect the local area

As well as safeguarding its protected surroundings, Marina di Venezia respects and enhances the natural environment, carefully choosing tree and shrub essences and using insecticides and mosquito repellents that have a low environmental impact.

**We invite you** to respect trees, plants, flowers and to report wounded animals or birds fallen down from their nest, without moving them. We also invite you to discover the local area with our guided tours, allowing you to learn about locally-grown seasonal produce.

### To reduce CO<sub>2</sub> emissions

The camping village constantly monitors its systems and promotes the use of public transport or low-polluting vehicles. It has 15 electric cars for internal transport and 4 charging stations for electric cars. 300 bicycles are also available for hire. When visiting the local area, **we invite you** to use bicycles or public transport. Never leave your car parked with the engine running.

### Treatments against mosquitoes

During the week during the evening hours, treatment against mosquitoes is carried out (approximately from 20.00 to 23.00). The treatment is communicated by information displayed on the notice boards and is announced by a loudspeaker message on the same day. The product used is environmentally friendly, non-toxic and does not harm the health of persons or property. If you have any particular allergies, please contact the Reception to consult the product safety data sheet.

# THE SEA



Supervision of the bathing area (lifeguard) is provided on the beach but this service is subject to seasonal limitations. Behaviour on the beach is regulated by the Harbour Master's Office Ordinance and Cavallino-Treporti Municipality Ordinance on the "Disciplina delle attività balneari" (bathing activities regulations) in force. Guests are invited to take note of the ordinances at the lifeguard towers on the beach and at the Information Office, paying particular attention to the prohibitions to enter the water when the sea is rough, during storms, at night, in the exit and/or entry corridors of sailing and windsurfing boats. Bathing is not recommended when the red flag is raised. Guests are asked to follow the lifeguards' instructions.

For safety reasons, it is forbidden to bring glasses and glass bottles onto the beach.

## Watercraft

Watercraft (rowing, sailing, motor-driven vessels) must head out to sea following their dedicated sailing lanes. **C** Bathers are not allowed to enter these lanes. Motor boats (including jet skis) must sail at least 500 metres away from the shore, other boats must keep a distance of at least 200 metres.

The owners shall be entirely responsible for the use and safekeeping of their boats and equipment.

Boats may not be moored at sea and may not stop off at the water's edge. Mooring is only allowed in the dedicated area and is unattended. **V**



# ON THE BEACH WITH YOUR DOG

1. Marina di Venezia camping village has a well-equipped and marked area for Guests with dogs.
2. It is compulsory to enter with a water bowl, a sun umbrella leash and a muzzle if necessary.
3. On the beach, dogs must always be kept on a lead and must never be left unattended. The companion must prevent their dog from barking for a prolonged amount of time and from behaving in an excessively lively manner.
4. Excrement must be immediately removed and disposed of in the dedicated bin. Urine must be washed away with plenty of sea water.
5. The bathing area reserved for dogs is marked by dedicated floats. Access to the beach is only allowed for a number of dogs that will guarantee mutual safety.



# DRIVING INSIDE THE CAMPSITE

## By car

For the peace and safety of campsite guests, we recommend to use motorised and electric vehicles to enter or leave the camp site during permitted hours and never to travel inside the camping village.

All vehicles must drive at a walking pace (max. 10 km/h) and respect the signs.

The circulation of motor vehicles is prohibited from 13.00 to 15.00 and from 23.30 to 7.00.

The Management reserves the right to keep the entrance gates open from 13.00 to 15.00 if necessary.

## Scooters/skateboards/hoverboards

The use of electric scooters on the campsite is prohibited! The use of other electric mobility devices is only permitted for persons with mobility concerns, subject to authorisation by the Management.

The use of non-electric scooters and hoverboards is permitted. Children under 14 may use them only under strict surveillance of an adult.

We recommend caution when using scooters/skateboards/hoverboards to ensure everyone's safety. Their use is not allowed: in the subway leading to the Marina 2000 area, in pedestrian areas and walkways, inside shops, offices and toilets.

## Bicycles / E-bikes

Cycling is permitted throughout the campsite, with the exception of the pedestrian area (Listón), the subway leading to the Marina 2000 area and the walkways on the beach. Children under the age of 12 must be accompanied or supervised by an adult and a helmet is recommended. In the case of bicycles are found not in the designated parking spaces and abandoned along the pedestrian walkways, access to the beach or swimming pool will be moved by the staff of Marina di Venezia.

Please respect the speed limits and turn on the lights during the hours of darkness.

In order to make orientation easier, above all for young children, all areas of the campsite are marked with animal symbols.

# SIESTA TIMES

1. To ensure everyone has a pleasant holiday, we kindly invite you to maintain the utmost silence from 13.00 to 15.00 and from 23.30 to 7.00. During these times the entrance and exit gates of the camping village are closed.
2. During these times, it is forbidden:
  - to assemble and disassemble tents and verandas
  - to make noise and disturb neighbours
  - using radios, televisions and electrical devices at high volume

The Management reserves the right to change the siesta time in the event of exceptional and/or emergency situations.

3. At the discretion of the Management, the use of very noisy air conditioning units may be forbidden during siesta times.



## PLAY AREAS

1. The use of play areas  is at the user's own risk. These facilities are not supervised and parents are advised to watch over their children. Use of the facilities must be made in accordance with the regulations and safety prescriptions for games displayed at each area.
2. Leo Park is open daily with displayed hours.
3. Sporting equipment may only be used following the safety instructions provided in the set of rules displayed near to the equipment.
4. Ball games are not allowed inside the camping village.
5. The use of drones is prohibited in the entire camping area, including the beach.

## WI-FI AND TV

The campsite is covered by a Wi-Fi signal, which can vary according to the vegetation and weather conditions. Wi-Fi use is free all day and without restrictions. All living units have 60 international, pre-set television channels, which are listed on our website. Super pitches have a digital TV connection, with 60 pre-set channels. Just connect the television directly to the socket on the column and launch an automatic channel search (a decoder is not necessary).

# Aquamarina Park

1. Only Guests staying in the camping village with entry bracelets are allowed to enter Aquamarina Park, where they are required to comply with the pool and waterslide regulations displayed at the entrance and within the water park area, and to observe the indicated times and the instructions of the lifeguards.
2. The Management reserves the right to close the pool due to bad weather conditions or dangerous weather situations, for reasons of extraordinary maintenance or hygiene without this giving rise to claims for compensation.
3. It is obligatory children under the age of 12 are always accompanied by an adult, responsible for their behaviour and protection.
4. Before entering the pool area, it is necessary to pass your feet through the special footbaths and shower before entering the pools.
5. Swimming costumes must be worn in the pools. Children under 4 years of age must wear a restraining costume or water-resistant nappies.
6. It is forbidden for children under 12 to enter pools for adults.

7. It is forbidden for children under 12 to enter the whirlpools.
8. Apnoea in any form is prohibited.
9. It is forbidden to dive, climb on the rocks, run and push other people and disturb the peace of other people.
10. It is forbidden to use inflatables, balloons, noisy games, swimming accessories like masks and flippers.
11. It is forbidden to install and/or use one's own equipment such as deckchairs and parasols, shade curtains, sunshades, etc.
12. It is forbidden to enter the pool with trolleys, carts, mats, or other bulky equipment that is not strictly necessary.
13. It is forbidden to bring in glass objects (glasses, bottles, etc.) and food.
14. It is forbidden to drink alcohol outside the refreshment areas.
15. Dogs and other animals are not allowed to enter.
16. Please remember to always throw any rubbish in the bins provided.
17. The management shall not be held liable for any accidents or damages to people or belongings inside AquaMarina Park that have been caused by bathers' careless behaviour.
18. Deckchairs and parasols are available at a charge.
19. At the Management's or the lifeguard supervisor's discretion, access to the slides or to the entire pool area will be banned for a fixed or indefinite period of time for anyone who does not comply with the Swimming Pool Regulations and the Rules on the Use of the Slides.
20. Smoking is prohibited throughout the entire park, including electronic cigarettes.



# Sport and Entertainment



The entertainment service is available at the campsite from Sunday 19 April to Sunday 11 October.

## Leo Baby Dance

Baby Dance will always take place in **Piazza Marina!**

From 18/04 to 22/05, it will start at 8 p.m.

From 23/05 to 04/09, it will start at 8.15 p.m.

From 05/09 to 11/10, it will start at 7.30 p.m.

During the low season, a "soft" entertainment programme will be provided. Information and registration at the **entertainment office and My MarinApp**.

The entertainment office is open at the following times:

From 19/04 to 22/05 from 9.30 a.m. to 11.30 a.m. and 3.30 p.m. to 6 p.m.

From 23/05 to 12/09 from 09:30 to 12:00 and 15:30 to 18:00, 7 days a week.

From 13/09 to 11/10 from 09:30 to 11:30 and 15:30 to 18:00.

## Closing days:

From 27/04 to 18/05 and from 21/09 to 11/10 every Monday

From 23/05 to 12/09 the office is open every day

The closing day may vary in the event of special activities or events. On the closing day, daytime activities are suspended.

**For all information regarding the activities offered during your stay and registration for our courses, please visit the entertainment office in Piazza Marina with your digital camping pass, or consult our information boards inside the campsite or My MarinApp.**

Activity start and end times vary according to the season.

TICKETS & TOURS

Boat tours & transfers

BOATS TO VENICE & ISLANDS TOURS

TICKETS & TOURS

Local attractions

DISCOUNT TICKETS & ATTRACTIONS

TICKETS & TOURS

SCAN QR

OR VISIT:

[marina.tickets-tours.com](https://marina.tickets-tours.com)

# Safety

## FIRE PREVENTION

Fires in holiday resorts can also be caused by guests' behaviour and equipment. For everyone's safety, the Management invites guests to behave carefully when using equipment, to follow the instructions in the internal rules and to follow staff's recommendations. The operators of the Marina di Venezia Camping Village are trained and instructed to deal with emergencies. Marina di Venezia's facilities and equipment comply with safety regulations and are subject to preventive maintenance and continuous monitoring by staff.

### Gas cylinders

Gas cylinders are particularly hazardous equipment, as they are both a source of fire and a highly explosive material. Therefore:

1. It is the guest's responsibility to check that the cooker is equipped with a thermocouple and that the connection hose to the gas cylinder is correct, undamaged and in compliance with the manufacturer's deadline.
2. It is allowed to keep gas bottles on the pitch for a maximum of 20 kg in total.
3. Keep gas cylinders in the shade, away from heat sources and placed stably away from shocks that could cause it to tip over.
4. Avoid using chains, padlocks or locks which could hinder their removal by staff should this become necessary.

### Use of cables and electrical equipment

5. Guests are responsible for connecting their equipment to the socket on the camp site or to those in the accommodation unit and must check that the cables used are intact.
6. The connection to the pitch column must be made using plugs in accordance with CEI EN 60309-2 (industrial-type socket) and the flexible cable type H07RN-F or H07BQ-F with a maximum length of 20 metres.
7. The use of non-standard electrical appliances/equipment or equipment with a higher power rating than indicated (cookers, heaters, air conditioners) is not permitted.
8. It is not permitted to obstruct the paved roads or inner roads of the campsite with cables and/or other electrical equipment including satellite dishes or antennas.
9. It is not permitted to connect the cable for charging electric cars to the pitch column or sockets in the living unit.
10. The Management urges you to promptly report any problems in the use of the electrical system.
11. The staff of Marina di Venezia Camping Village is authorised to detach any cable and/or equipment connected in violation of the regulations and not authorised by the Management immediately and without notice. Immediate detachment by staff is always permitted in the case of electrical connections that do not comply with current legislation.

## Grills, barbecues and open flames

12. It is permitted to use grills/barbecues while keeping a distance of at least 2 metres from the living unit (tent, camper van, veranda or accommodation), hedges or trees and in weather conditions that do not constitute a danger or disturbance.
13. The grills/barbecues must be placed in an area free of dry vegetation (leaves, pine needles, poplar fluff, etc.).
14. Barbecue/grill coals should only be disposed of in the waste after they have been completely extinguished; if necessary, wet the coals before disposing of them.
15. It is forbidden to light fires inside the living units as well as in any area of the campsite, including the beach
16. It is forbidden to leave naked flames unattended (use adequate support for candles and mosquito repellents, torches etc.) and leave grills/barbecues unattended.

The management authorises staff to put out flames, grills or barbecues if they are left unattended or in case of dangerous situations. Please take care when using flammable materials. Park your vehicle inside your pitch in order to allow the transit of rescue vehicles in case of emergency.



## EMERGENCY MANAGEMENT

In the event of a serious fire within the facility, notice will be given over the camp loudspeakers. Guests must reach the temporary assembly points indicated by signs in an orderly manner. At these points, the emergency team will be there to give the necessary instructions to reach the escape routes indicated in the Emergency Plan, which is hung inside the living units, toilets, offices and shops.

In the event of other emergencies (health, serious natural events or public safety situations), contact the campsite staff via the SOS columns, telephone, or go to Reception.

**In case of emergency, immediately raise the alarm by  
calling**

**+39 041 5302555.**

## CAMPSITE DOCTOR

17. The camping village has a Doctor's Surgery.  The service is provided at a charge (fees are on display). The Doctor is present 24 hours a day in the high season and will see outpatients during the times indicated.
18. The camping village has a landing pad for the emergency helicopter.
19. WARNING: infectious diseases or suspected infectious diseases must be immediately reported to the doctor or to the campsite Management!
20. In the Camping Village there is a parapharmacy.
21. Pharmacies are located in Ca' Savio, Treporti, Ca' Ballarin and Cavallino.
22. In Ca'Savio there is a first aid station.

## VET

23. The camping village has a Veterinary Service  for a fee.
24. The vet is present from Monday to Saturday at the  during the times indicated on the notice boards. If necessary, please contact the Reception

## SECURITY

25. Security is guaranteed by a surveillance service that is present 24 hours a day.
26. During the high season, a daytime security service is also guaranteed along the shore to avoid guests being disturbed by pedlars.

## FIELD CHECK CONTROLLERS (STAFF)

Field check controllers must ensure that Guests correctly follow the Rules. Staff can also be contacted for any emergency or notification and are on hand to provide information.

# Responsibility

The very nature of the camping village and the characteristics of its surroundings imply that the area is naturally fragmented. Should anything happen as a result of this circumstance, the Management declines all responsibility.

1. If lost property is found on the campsite, it must be handed in to Reception for processing.
2. A safe deposit box can be hired at Reception.
3. You are advised to take care of your personal belongings and to take the necessary precautions by not leaving money, documents and/or valuables unattended in the accommodation or on the verandas/terraces of the accommodation units/camper/caravan, in the common areas of the campsite (swimming pool, playground, etc.).
4. While guaranteeing the continuous surveillance of the camping village, the

Management declines all liability for damage caused by other guests, vandalism, disturbances, theft, loss, damage to persons or property caused by force majeure and natural causes, fires, insects, epidemics, diseases, including plant diseases, etc., for damage not due to the direct negligence of the staff. Damage caused by hail, resin flow, falling branches and pine cones to persons and/or property shall be considered damage due to natural causes.

5. It is advisable to take out insurance for theft or damage, whether to equipment or natural causes.
6. As guaranteed by Regulation (EU) 2016/679, we hereby inform you that personal data will be processed lawfully and correctly, fully protecting the rights of Guests and, in particular, their privacy. The privacy policy is available from Reception.

The interpretation of the regulations is the sole prerogative of the Management, which reserves the right to modify it whenever it deems necessary. The regulation is distributed at check-in and an extract of the same is displayed at the Reception. Check-in implies the acceptance of all its points by guests and visitors, who are also required to observe any recommendations which, in particular situations, can be formulated by the campsite staff.

The Management of the camping village has the right to expel anyone who doesn't respect the regulations or disturbs the harmony and spirit of the camping village and disturbs the smooth running of life at the campsite. Guests who have already been expelled or recalled will not be able to access the camping village without specific authorization from the Management.



# Certifications

Marina di Venezia is committed to creating the right conditions to make each Guest's stay a truly unique experience, in a place that combines relaxation and well-being with respect for the environment and sustainable development. This also allows for improvements in terms of service quality: at Marina di Venezia, an integrated Quality-Environmental Management System has been created and implemented, in accordance with the international standards ISO 9001, ISO 14001 and ISO 45001.

## AWARDS

Marina di Venezia camping village has received international awards from ADAC, ANWB and DCU, in recognition of the high quality of its facilities and its constant commitment to improving its range of services. The main web portals class Marina di Venezia as being a top destination in terms of high levels of customer satisfaction.



**QUALITY MANAGEMENT SYSTEM**  
Certificate No. H 002  
UNI EN ISO 9001:2015

**ENVIRONMENT MANAGEMENT SYSTEM**  
Certificate No. AH 001  
UNI EN ISO 14001:2015

**HEALTH & SAFETY MANAGEMENT SYSTEM**  
Certificate No. S 086  
UNI ISO 45001:2018



# YOUR OPINION IS IMPORTANT TO US

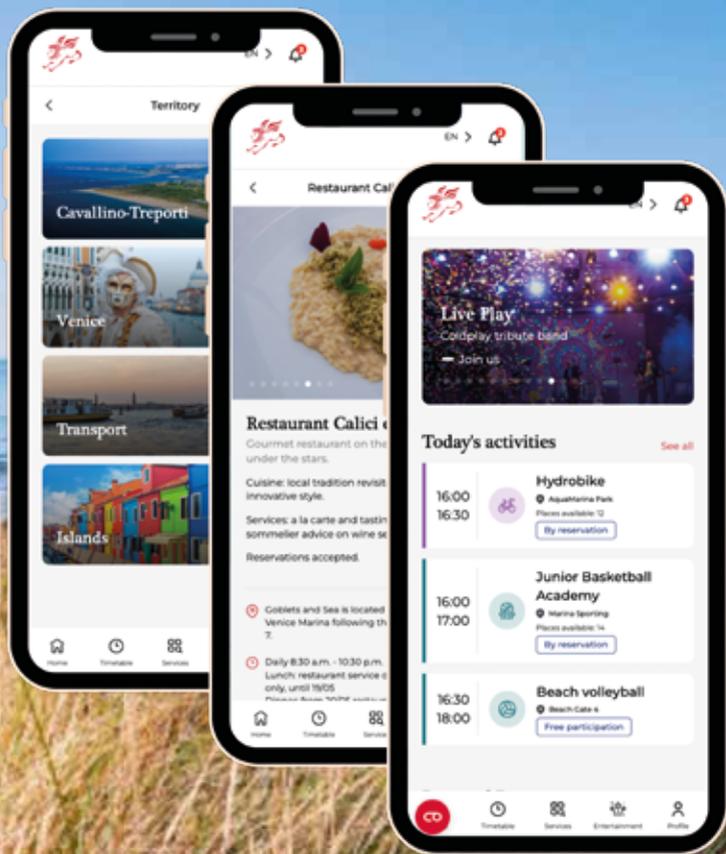
Please fill in the brief questionnaire that you'll receive via email. It's very important to us and it will allow us to pay increasing attention to your needs, meeting your expectations all the more.



## GADGETS

You will find our gadgets at the information office.





SCOPRI LA NOSTRA My MarinApp  
DISCOVER OUR My MarinApp  
ENTDECKEN SIE UNSERE My MarinApp