

BOOKING AND USE CONDITIONS

"PRIVATE BATHROOM" SERVICE — SANITARY FACILITY NO. 5

These conditions govern the access, booking, use, and cancellation of the paid "Private Bathroom" service located within Sanitary Facility No. 5 (hereinafter the "Service"), offered by Marina di Venezia Camping Village (the "Campsite") to guests who meet the requirements set out in Point 1.

These conditions supplement, without replacing, the current General Booking Conditions and the Camping Guide of the Property published on www.marinadivenezia.it/en. They remain applicable unless express derogations or clarifications are specified herein. In the event of a conflict between these conditions and the General Booking Conditions regarding the Service, these conditions shall prevail.

Requesting and confirming the booking of the Service implies full knowledge and acceptance of these conditions.

1) REQUIREMENTS AND SCOPE OF APPLICATION

1.1 Reference Pitch

The Service is strictly reserved for guests staying on a pitch, or who hold a confirmed and valid booking for a pitch. Booking the Service is not permitted for guests who are staying or booked in other types of accommodation within the Property (bungalows, lodges, etc.).

1.2 Limited Availability of the Service and Match with the Pitch Booking

Booking a pitch entitles the guest to request the booking of a private sanitary service. This request is subject to the availability of the Service at the time of the request.

In the event of simultaneous requests that cannot be fulfilled immediately due to exhausted availability, the Campsite will allocate the available bookings according to the chronological order in which the requests were received. If a request cannot be fulfilled, the Campsite will inform the guest.

Only one private bathroom can be reserved per booking. Accumulating multiple private bathrooms on the same pitch booking is not allowed.

Subject to the provisions of the following paragraph for requests made after the stay has already begun, the duration of the Service booking must exactly match the arrival and departure dates of the reference pitch booking; periods shorter or longer than this duration are not permitted.

If a guest who is already staying at the Campsite and holds a valid booking for a pitch requests the Service during an ongoing stay, the duration of the Service booking will correspond to the remaining period of the stay. This will be considered the reference period in all respects for the purposes of the previous paragraph, without prejudice to the provisions of the first paragraph of this point regarding availability. If the remaining stay is 7 (seven) nights or more, the request will be accepted according to the standard procedures of these conditions and subject to the availability of the Service. If the remaining stay is less than 7 (seven) nights, acceptance of the request will depend on current operational availability.

1.3 Accessibility

The private bathroom is not designed or equipped for use by persons with reduced mobility or other forms of disabilities that require specific aids or barrier-free spaces. Guests with specific needs are requested to contact the Reception before booking: the Campsite undertakes to check the compatibility of the Service with the reported needs and, where possible, to find alternative solutions practically available within the Campsite.

2) BOOKING, CONFIRMATION, AND PAYMENT

2.1 Booking Channels

The booking request for the Service can be submitted as follows:

- (a) by e-mail, writing to camping@marinadivenezia.it;
- (b) on-site at the Booking Office or at the Reception after arrival at the Campsite.

In both cases, the request is subject to availability as set out in Point 1.2 and will be finalized according to the procedures in Point 2.3.

2.2 Nominative Nature

The booking of the Service is nominative and reserved for the holder of the reference pitch booking. However, the Service can be used by all members of the travel group (as defined in the General Booking Conditions) who are properly registered on the reference pitch, in accordance with the provisions of Point 4.2. It is not permitted to book the Service on behalf of third parties who are not staying or booked on the same pitch.

2.3 Confirmation and Payment

The booking of the Service is considered confirmed at the moment the guest expressly accepts these conditions.

The price of the Service is displayed at the end of the booking process, in accordance with the current price list on www.marinadivenezia.it/en, and will be communicated to the guest in any case before the booking confirmation under this point.

Payment of the amount due will be made exclusively on-site at the cash desk together with the final settlement of the stay. No down payment or deposit is due during the booking phase, without prejudice to the provisions under Point 3.2 in the event of late cancellation or no-show.

3) WITHDRAWAL AND CANCELLATION

3.1 Cancellation Procedures

The cancellation of the Service booking must be sent via email to camping@marinadivenezia.it, exclusively from the email address of the booking holder, stating: the booking number of the pitch and of the Service, as well as the period of the stay.

3.2 Cancellation Terms and Consequences of Non-Compliance

No booking fees or cancellation charges apply if the cancellation is communicated at least 14 (fourteen) days prior to the arrival date specified in the booking confirmation. The date of receipt of the cancellation email shall be decisive.

In the event of a cancellation made less than fourteen days prior or in case of a no-show without cancellation, the full price of the Service according to Point 2.3 must be paid, as if it had been regularly used for the entire booked duration.

3.3 Relationship to the Pitch Booking

It is possible to cancel the booking of the Service within the terms and notice periods set out in Point 3.2 while leaving the booking of the reference pitch unchanged. Conversely, it is not permitted to change only the duration of the Service booking by shortening or extending it compared to the duration of the pitch stay, without prejudice to the provisions under Point 1.2.

The cancellation of the pitch booking results in the automatic cancellation of the Service booking. In the event of a change to the pitch booking (change of dates, change of pitch, etc.), the availability of the Service for the new period is not guaranteed and is subject to verification by the Campsite in accordance with the provisions under Point 1.2.

3.4 Reductions, Early Departures, Late Arrivals

In the event of a reduction in the period of use of the Service, an early departure, or a late arrival compared to the confirmed dates, no refunds or credits will be granted.

4) CONDITIONS OF USE OF THE SERVICE

4.1 Timing

The private bathroom is accessible from 1:00 PM on the day of arrival via a personal numerical code, which will be communicated by email before arrival. It must be left vacant, completely cleared, clean, and tidy by 11:00 AM on the day of departure. The routine cleaning and sanitization of the space is carried out daily by authorized staff of the Campsite between 11:00 AM and 1:00 PM: guests are required to leave the room vacant and accessible to the cleaning staff during cleaning operations.

4.2 Exclusivity of Use

The private bathroom may be used exclusively by members of the travel group registered on the pitch with which the Service booking is linked. It may not be transferred or left for use to third parties, even temporarily or free of charge. A violation will lead to the immediate termination of the entire Service without any right to a refund.

4.3 Animals

The Service is not accessible to animals. Although the area where the sanitary facility no.5 is intended for guests with pets, access to the private bathroom is strictly reserved for people; the entry of dogs or other animals into the space is therefore not permitted.

4.4 Cleaning and Permissible Products

Guests are strictly forbidden from performing extraordinary cleaning or surface treatments using their own detergents, sponges, or chemical products, as the installed materials require specific professional protocols. Any damage, stains, or dulling resulting from the use of unauthorized products will be charged to the guest at check-out based on actual restoration costs. In case of extraordinary hygiene needs during the stay, the guest must immediately contact the Reception to request the intervention of the cleaning staff.

4.5 Towels

Towels are not provided as part of the Service.

4.6 Faults

Any malfunctions of the plumbing or electrical systems must be reported to the Reception immediately. Guests are strictly forbidden from making unauthorized modifications to the utility supply lines and systems.

4.7 Inspections

The Management reserves the right to enter the room for periodic checks or routine maintenance work, with a notice of at least one hour, communicated to the guest via the contact details provided at the time of booking. In urgent cases or if extraordinary maintenance is required which, if delayed, could cause damage to people or property (including, but not limited to: plumbing leaks or electrical failures), access may take place without prior notice, and the guest will be informed as soon as possible.

5) LIABILITY, RULES OF CONDUCT, AND PENALTIES

The Campsite is not liable for personal belongings left unattended inside the private bathroom or in its vicinity. Guests are requested not to leave valuables unattended and to take their personal effects with them after each use.

The guest is liable for themselves and for all members of the travel group registered on the corresponding pitch for the correct and proper use of the Service. Any damage to the private bathroom, its fixtures, and accessories

resulting from improper, negligent, or non-compliant use with these conditions will be charged to the guest based on actual restoration costs.

In the event of a serious or repeated violation of these conditions, the Campsite reserves the right to revoke the Service with immediate effect and to charge the amounts required for compensation of further damages.

The obligations and liabilities under the General Booking Conditions and the Camping Guide of the Campsite remain effective, unless otherwise regulated in this document.

6) APPLICABLE LAW AND JURISDICTION

These conditions are governed by Italian law. Regarding the competent jurisdiction, reference is made to the provisions of the General Booking Conditions for the pitches.

Mediation, provided as a condition of admissibility, also applies to disputes related to these conditions and must be initiated before a mediation body of the Veneto Region (Organismo di Conciliazione della Regione Veneto).

7) PROCESSING OF PERSONAL DATA (GDPR)

The Data Controller is Marina di Venezia S.p.A., with registered office in Via Montello, 6, 30013 Cavallino Treporti (VE), VAT ID IT 02258080270.

The personal data provided in connection with the booking and provision of the Service — including those required for the generation and transmission of the personal access code pursuant to Point 4.1 — will be processed for the performance of these conditions and for the fulfillment of legal obligations related to the management of the stay.

The data will be kept for the period necessary for the purposes mentioned above, and subsequently in accordance with the statutory limitation periods for tax and administrative matters.

The complete information notice can be viewed at www.marinadivenezia.it/en/privacy-policy.html, to which full reference is made here.