

GENERAL BOOKING CONDITIONS

Pitches

The GENERAL BOOKING CONDITIONS herein and the Camping Guide (in-house regulations) referred to therein govern the relationship between the holiday resort referred to as Marina di Venezia Camping Village (hereinafter “the Campsite”), on the one hand, and the subject making the booking (“Guest”) and those subjects travelling with the latter (“Crew”), on the other. A booking at the Campsite itself implies for the Guest and for the Crew the full awareness and acceptance of all the clauses in the “General Booking Conditions” herein as well as the related “Camping Guide” in force and available for consultation at www.marinadivenezia.it.

1) BOOKING

1.1 Subject making the booking

The booking is in a specific name. The person under whom the booking has been made undertakes and is obliged to inform all Crew members of the General Booking Conditions and of the Camping Guide, to ensure they are abided by all.

The name changing of the booking is not allowed if the booking has been confirmed by payment of the full stay amount.

Any bookings on behalf of third parties will not be considered valid.

Furthermore, multiple bookings cannot be made for the same household for the same period.

1.2 Method and validity of booking

Guests can make bookings using the on-line Booking service, available on the website: www.marinadivenezia.it.

In the booking, the Guest must specify: their name and surname, the dates of the chosen period for their stay, the type of pitch, the number of occupants, divided up by type (junior, senior, adult) and their address of residence.

Once the booking has been confirmed by making full payment, the Guest will receive a booking confirmation, specifying: the name of the person under whom the booking has been made and the booking number, the type and number of the pitch, the arrival and departure dates, the total amount for the stay including the number of occupants, divided up by type (junior, senior, adult), the amount paid and the booking conditions.

Once the Guest has checked the contents of the booking, the booking is deemed confirmed once full payment for the stay has been made.

The total amount includes the cost of the pitch and the booking fee of € 20.00.

With the payment of the amount for the pitch, the Guest confirms the booking for the specified period of stay, the General Booking Conditions, and the contents of the Camping Guide.

Booking confirmations guarantee the amount for the booked pitch.

The total amount does not include the costs of the tourist tax and the occupants, which must be paid locally at the cash office on the day of departure for each person and for each night spent during the period in which the tourist tax applies, according to the applicable regulations in force.

1.3 Duration of the stay – Accommodation occupancy

The minimum stay for bookings is seven nights.

Any stays of a shorter duration can only be booked last minute, subject to availability, which can be checked using the on-line Booking service on the website: www.marinadivenezia.it.

The maximum number of persons per pitch is 7 and 3 dogs in the dog area and must not be exceeded (maximum occupancy). Children of all ages are included in the calculation of this number. The cost of the pitch and its occupants is specified in the price list.

1.4 Booking cancellations/Force majeure

Booking cancellations must be sent by e-mail to camping@marinadivenezia.it only from the address of the person under whom the booking has been made and it must specify: the booking number, the accommodation period, the IBAN and BIC of the guest the booking confirmation was sent to for any refund of the amount paid.

The amount paid during the booking phase is only refunded if the cancellation is received **at least 14 days** before the arrival date specified in the booking confirmation, **net of the €20.00 booking fee and a €50.00 cancellation penalty fee.**

After this deadline, the amount paid is not refundable. The date of receipt of the e-mail is considered valid. The partial cancellation of the booking period is not allowed. The booking is not modifiable in any way, and no refunds or credits are provided in the event of a reduction of the booked stay.

A Guest who, upon arrival, decides to change their pitch from the reserved area to the open area will forfeit the deposit they have paid, including the €20.00 booking fee.

2) HOW TO CHECK IN

2.1 On-line check-in (pre stay)

The Guest will receive an e-mail 10 days before arrival with instructions and a link to perform the advance check-in, completing the required details for all members of their crew.

In any event, the Guest must go to the Campsite check-in on the date of arrival to present valid pieces of ID for each member of the Crew, along with any custody papers for minors.

2.2 Check-in

Check-in is possible at the Campsite on the day of arrival (handing over valid ID) during opening hours, from 7:00 am to 10:00 pm.

Upon arrival at reception, a bracelet (which must be worn throughout the Campsite) will be applied to Guests. They will also be given instructions to download the digital camping pass to use the services offered by the Campsite.

For each car present in the Campsite, guests must display the dedicated car pass received upon check-in on the windscreen, on the passenger side.

2.3 Pitch availability

On the day of arrival, the Guest may access the pitch from 11: 00 am to 10:00 pm.

Access to the pitch and its pertinences is not permitted prior to that time. Nevertheless, Guests may remain in the Campsite and use all the services.

2.4 Hours of silence

To organise Campsite access times, Guests are kindly advised that the use of any vehicles whatsoever is forbidden to enter, leave or drive around the Campsite from 1:00 to 3:00 pm and from 11:30 pm and 7:00 am.

2.5 Delayed arrival after the booking date

In case of delay on the booked arrival date, the booking is considered valid until 11:00 am of the day after the expected arrival date specified in the booking: failure to arrive by this time entails the cancellation of the booking and no refund of the deposit. To ensure the booking remains valid in case of arrival after 11:00 am the day after, the Guest must notify the late arrival of the crew in writing to the e-mail address camping@marinadivenezia.it. The Campsite reserves the right to confirm this new arrival date or not by e-mail. No refunds will be made for the day or days of delay agreed with the Campsite. Delayed arrival entails the payment of a €100 fine. The occupation of the pitch with the caravan alone is also subject to a fine.

Marina di Venezia recommends taking out travel and accommodation insurance, in order to experience your holiday with greater peace of mind.

3) HOW TO CHECK OUT

3.1 Check-out

On the day of departure, Guests must vacate the pitch by 11:00 am. Check-out, including the return of your bracelets and car pass, and the settling of the tourist tax and occupants balance, must be completed during the Cash Office's operating hours.

It is possible to remain within the resort until 11:00 am on your departure day.

3.2 Delayed departures after the expected time

In case of delayed vacating of the pitch, after 11:00 am, Guests must pay the rate for the pitch and its occupants for the day of departure as a penalty.

3.3 Early departure

In the event of early departure with respect to the booking date, no refunds on the amount paid will be made. The Resort reserves the right to receive a new booking for the pitch vacated early, with no refund obligation.

4) MINORS AND RULES OF CONDUCT - PENALTY

While the Guest remains personally liable, minors may not make bookings in their own name.

Minors may only enter the Campsite if accompanied by a parent and are not permitted to occupy a pitch or an accommodation unit alone, even if the parent is present elsewhere within the Campsite.

The Guest with parental responsibility and as an accompanier of the minors in the Crew is obliged, under his or her responsibility, to supervise minors and to ensure their conduct is polite and respectful vis-à-vis the Resort and its other guests.

All Guests and members of the Crew are obliged to abide by the Camping Guide (In-house Regulations), which is referred to herein and available on the website: www.marinadivenezia.it. They also declare that they are aware that the Campsite, in the event of a breach of the aforementioned rules of conduct, has the right to terminate the contract and withhold the sums received up to that point, without prejudice to the payment of further damages.

5) PROCESSING OF PERSONAL INFORMATION (GDPR)

Pursuant to EU Regulation 2016/679 (GDPR), Guests declare that they are informed that the personal data provided will be processed by Marina di Venezia S.p.A. solely for purposes related to the management of the booking and the stay. The full privacy policy is available for consultation on the website: www.marinadivenezia.it/privacy.