



## REGULATIONS

These Regulations, the Price List, and the Booking Conditions are made known to the Guest upon arrival. The act of entering the campsite constitutes acceptance without reservation by the Guest.

### GENERAL RULES

**DEL FALCO AGRICAMP is a small family-run agricamping located strategically and "urban" close to the main communication routes between Verona and Lake Garda. We dedicate maximum attention to the care of the campsite and consider this location as "home." Our clients are truly "Guests," with whom we expect a familial and mutual trust relationship. We want Agricamp Del Falco to be an informal place of peace and relaxation.**

For this reason, we ask to avoid behaviours, activities, games, and the use of equipment that may disturb the campsite's guests at any time. Playing football or other ball games or using rackets on the central lawn of the campsite is prohibited. In particular, during the quiet hours from 11:00 pm to 8:00 am, the following are not allowed: arrivals and departures, the use of sound equipment, the use of sports facilities and equipment, and the setting up of tents.

Adults are responsible for the behaviour of their children, whose liveliness, education, and needs must not compromise the peace, safety, and hygiene of other guests.

**A communal barbecue-campfire area (fire in the centre and grills around) and a large table for dining with other Guests are available for self-management without exclusive reservations.**

**IMPORTANT: IRRIGATION THROUGH CHANNEL:** field irrigation occurs with a system that involves water flowing throughout the field for one hour every 6 days. The exact days and times will be indicated and displayed at Reception. The field will be flooded for one hour, during which movements are not guaranteed.

Anyone wishing to access the campsite for any reason must obtain authorization from the management. To this end, the identity document of each individual must be handed over to the management for legal registration. The entry of visitors and daily guests must be authorized by the management and entails payment according to the price list. The campsite client is responsible for ensuring that their guests have authorization from the management and is responsible for their behaviour within the campsite.

Minors unaccompanied by a legally responsible adult are not allowed entry. Unauthorized individuals found within the campsite will be subject to the following:

- Breach of Public Safety Regulations;

- Violation of Article 614 of the Penal Code (trespassing);
- Violation of Article 633 of the Penal Code (trespassing on land and buildings);
- Violation of Article 624 of the Penal Code (theft of services)
- Offense of contractual fraud.

Vehicles must be parked in the designated parking area at the entrance. Access with vehicles is permitted **only on the dirt driveway (not on the lawn)** for loading/unloading purposes for pitches and mobile homes only during the hours of 9:30-10:00 am and 4:00-7:00 pm for the minimum necessary time. The Management assumes no responsibility for any damage that may occur to vehicles parked in the external parking area.

In Bussolengo and at our Agricamp, **SEPARATE WASTE COLLECTION is enforced as indicated in the designated bins in the parking area.** For hygiene and the respect of all, it is prohibited to dispose of waste outside of the designated containers **OR PLACE WASTE IN THE WRONG BINS:** the contracted company will not collect them.

The Management disclaims any responsibility for personal items left unattended in accommodations or common areas; therefore, it is the responsibility of guests to safeguard valuable personal belongings.

### **POOL REGULATIONS**

Opening hours: 9 am - 1 pm, 3:30 pm - 8 pm. Access is prohibited at other times.

### **IMPORTANT: THERE IS NO LIFEGUARD ON DUTY AT THIS POOL**

- **Access only from the shower area, after footbath and shower to avoid soiling the pool**
- **Diving and sitting on the edges are strictly prohibited.**
- **Use of balls or racket games in the water is prohibited.**
- Maximum capacity of 15 people
- Pool depth: 1 meter
- Minors under 14 years old are not allowed to use the pool unless accompanied by an adult guardian.
- Swimming is prohibited in inclement weather conditions.
- It is recommended not to swim within 3 hours of eating a meal.
- Wooden clogs or rubber sandals must be worn on barefoot paths.
- The pool area is also for relaxation and not for loud noise.

### **PITCH REGULATIONS**

#### **Cash deposit of €50 upon arrival - refunded at check-out**

Only tents, small vans (like California WV), roof tents (like Overcamp), and micro-caravans are allowed in the pitches. **NO HIGH-TOP CAMPERS or CARAVANS.** For organizational reasons, we reserve the right to modify the number of accommodations or pitches reserved by Guests at any time.

**Safety: It is essential and the responsibility of tent/VAN guests to:**

- Stay informed about weather conditions
- Ensure the stability of their equipment regarding forecasted weather events and their ability to endure outdoor stays
- MOVE to their own car and manage their safety in case of a storm or downpour.

**Pitches are equipped with PRIVATE BATHROOMS: It is the responsibility of guests not to damage the assigned area, keep it clean during their stay, and leave it in a condition of basic cleanliness.** Please turn off the bathroom lights at night. Please use minimal toilet paper to avoid sewer blockages. **DO NOT FLUSH WET WIPES DOWN THE TOILET.**

Throughout the campsite, it is prohibited to:

- Dig holes or trenches in the ground
- Light fires outdoors anywhere outside the designated area in the center of the lawn
- Damage vegetation
- Pour oils, fuels, hot liquids, salty or waste liquids onto the ground
- Wash cars or other vehicles on the field
- Wash dishes and laundry outside the designated sinks
- Wash cars or other vehicles at the campsite water points
- Waste or misuse water
- Store LPG in portable containers
- Keep cooking devices (grills/stoves, etc.) close to tent fabrics
- Use candles or gas stoves for lighting

Use extension cords, flying plug sockets, non-compliant electrical adapters and reducers, or electrical components that may get wet in case of rain.

**MOBILE HOME REGULATIONS**

**Cash deposit of €100 upon arrival - refunded at check-out**

**The mobile home is a type of accommodation that must be understood for its specificity. It is not like staying in a house; it has the charm of mobility and being closer to nature. It is also more delicate and should be treated with care.**

We ask you to:

- **keep all windows closed with the air conditioning on.**
- **turn off the air conditioning when leaving the home**
- **use minimal toilet paper to avoid issues with the toilet and the disposal system that would be unpleasant for everyone. DO NOT FLUSH WET WIPES DOWN THE TOILET.**

It is prohibited to:

- Smoke inside the mobile homes. Smoking is permitted on the external verandas, ensuring cigarette butts are disposed of outside.
- Bring pets inside
- Perform direct interventions on the electrical system.
- Use extension cords, flying plug sockets, electrical adapters, and reducers that are not compliant with good technical standards.

Precautions to take when cooking food:

- do not leave food cooking unattended in the mobile homes.
- clear the area around ovens and stoves of dishcloths, pieces of paper, oven mitts, or other flammable objects.
- regularly clean kitchen appliances so they are free from various materials, food residues, or grease buildup.
- keep a lid nearby to smother a pan fire. Turn off the stove and cover the fire with a lid. Do not use water. It causes splashing and spreads the fire.

**Mobile homes must be returned clean and without waste inside as delivered. A surcharge of €35 will be applied for additional cleaning deemed necessary by our representative.**

## YURT REGULATIONS

**Cash deposit of €100 upon arrival - refunded at check-out.**

**Our yurt is an authentic Mongolian structure, traditionally used for nomadic living in the vast prairies and harsh climates of northern China. It offers a unique living experience that should be understood for its specificity, providing comfort halfway between a mobile home and a camping tent.**

**Its beauty is evident. We ask guests to remove footwear at the entrance and walk barefoot on the carpets. External sounds will be perceptible but muffled, as will the natural daylight.**

**Please turn off the air conditioning, as well as all electrical appliances and lights, when leaving the yurt.**

**It is prohibited to:**

- Smoke inside the yurt. Smoking is permitted on the external verandas, ensuring cigarette butts are disposed of outside.
- Bring pets inside.

- Perform direct interventions on the electrical system.
- Use extension cords, flying plug sockets, electrical adapters, and reducers that are not compliant with good technical standards.

**The yurt is equipped with a PRIVATE BATHROOM: It is the responsibility of guests not to damage the assigned area, keep it clean during their stay, and leave it in a condition of basic cleanliness.** Please turn off bathroom lights at night. Please use minimal toilet paper to avoid sewer blockages. **DO NOT FLUSH WET WIPES DOWN THE TOILET.**

**The yurt must be returned clean and without waste inside as delivered. A surcharge of €35 will be applied for additional cleaning deemed necessary by our representative.**

## **BOOKING CONDITIONS**

To proceed with a reservation, it is necessary to make the deposit payment via bank transfer and send the payment receipt. The deposit amounts to 100% for stays of 2 nights, and 50% for stays exceeding 2 nights.

Bank IBAN: IT78P0306959311100000005145

Account holder: Società Agricola Del Falco Società Semplice

Reason for payment: Agricamp Deposit \*chosen accommodation\* \*check-in, check-out dates\*

Any cancellations, to be communicated in writing, can occur up to 30 days before the start date of the stay. In such cases, the entire amount will be refunded, but €20 will be retained for cancellation processing. Cancellations received after the deadline do not entitle you to a refund. In the event of a no-show for a reservation with a deposit, the pitch or accommodation will be held for the customer until 12:00 pm the following day. After this time, the reservation will be cancelled, and the deposit will be retained.

Delays in arrival or early departures for any reason (damage, bad weather, illness, cancellations, etc.) not attributable to the Management of the Agricamping are non-refundable and entail the charge of the entire booked stay.

- For accommodations, a deposit of €100.00 will be requested upon arrival, while for pitches, €50.00. The amount will be refunded upon departure in the absence of damages detected by the inspection staff.

**Tourist tax:** The tourist tax is mandatory and must be paid upon arrival. It amounts to €1.20 per person per night, for individuals over the age of 15. The law also provides exemptions from the tourist tax (law enforcement, people with disabilities, etc.), which we manage upon arrival.

The price list and the internal regulations of the campsite are integral parts of these "booking conditions."

**The management reserves the right to expel those who, in its judgment, violate the regulations or, in any way, disturb the harmony and spirit of the reception facility, thereby damaging the smooth running of community life and the interests of the reception complex.**

### **ADDITIONAL SERVICES**

**- Sale of company products: HONEY and LAVENDER ESSENTIAL OIL**

**Sale of firewood for barbecue-campfire**

**Possibility of a boat trip on the lake for 4 people with a driver (please ask Arnaldo for availability)**

### **ASSISTANCE AND CONTACTS:**

**Online and telephone assistance:** you can contact us via the messaging systems of the channel through which you booked, our email [delfalco.agricamp@gmail.com](mailto:delfalco.agricamp@gmail.com), and during office hours, at the following phone numbers:

Antea +39 345 1317031 or

Arnaldo +39 335 7278108.

**For EMERGENCIES, call: MEDICAL EMERGENCY 118 - FIRE DEPARTMENT 115 - POLICE 113**