



## GENERAL TERMS AND CONDITIONS

### ARRIVALS

Arrival time:

5 PM for **Mobilhomes** and **Airone Pitches**

3 PM for **Standard Pitches** (gialle orange azzurre)

Guests may choose their own pitch, subject to instructions from staff.

All guests must to check in at the reception with a valid ID card or passport.

While a specific mobile home or pitch number may be provided at the time of booking, it is not guaranteed; Management reserves the right to make changes as necessary.

### DEPARTURES

Check-out time is by 10 AM for Mobilhomes and Airone Pitches, and by 12 PM for Standard Pitches.

Departures after these times will incur a charge for an additional day. This rule also applies to temporary guests on pitches (non-booking/accommodation holders).

### VISITORS

Management reserves the right to allow the entry of daily visitors and guests with a free ticket for 1 hour, subject to the campsite's operational requirements. Should visitors/guests stay longer than 1 hour, they must pay the pricelist rate, even if there are available spaces in the mobilhome where they are being hosted. Please note that visitors are not permitted to enter the campsite by car.

### PET POLICY

Pet are not allowed on the campsite.

### PAYMENTS

To confirm the reservation, a 30% deposit of the total amount – minimum € 100,00 – is required at the time of booking. Bookings can be made on-line, by phone, letter, or via email. The remaining 70% balance must be paid upon check-in. For guests on non-reserved pitches, payment must be settled one day before departure.

Late arrivals must be communicated promptly to Management. As with early departures, the full amount for the entire reserved period will be charged. If a delay exceeds 24 hours and is not communicated, the booking will be automatically cancelled.

### Bank account details

**Giove S.p.a.**

Banca Intesa San Paolo – Caorle  
IBAN: IT20 P 03069 36020 1000 0000 2859 – BIC: BC IT IT MM

Credit card:  
Visa – MasterCard

**CANCELLATION**

The deposit is non-refundable. In the event of a cancellation, the guest must notify the campsite in writing at least 3 weeks before their scheduled arrival. If the cancellation is made after this deadline and the mobilehome or pitch cannot be re-rented, the guest will be required to pay the remaining balance. In case of early departure, Camping Marelago will not issue a refund for the remaining rent or extra charges. Any applicable refunds will be processed via the same payment method used for the original transaction.

**SECURITY DEPOSIT**

Guests must take the utmost care of the mobilehome equipment (kitchenware, appliances, mattresses, etc.). Any damage will be charged at the current replacement cost. As a guarantee of compliance with the rules mentioned above, guests must pay a €100.00 security deposit upon arrival. This interest-free deposit will be refunded after the condition of the mobilehome has been inspected.