



## Regulation

ART. 1 • Upon arrival, the Guest must go to the Reception with a valid identity document (like identity card, passport) for himself and each member of his family, both adult and child, to make the registration as foreseen by law. In the absence of the original document as per legal provisions, the operator shall not be authorised to register a guest not in possession of a document and shall prevent access thereof to the Holiday Centre.

Registered persons shall be required to wear a personal, non-transferable identifying wristband fitted with an RFID chip to be returned upon departure. This wristband opens all access points to and from the Holiday Centre, which are installed to ensure the safety of our Guests. The wristband must be worn for the duration of the stay. The access to and presence in the Holiday Centre of unauthorized people determines:

- the breach of the Public Safety Rules; - the breach of art. 614 C.P. (trespassing);
- the breach of art. 633 C.P. (invasion of grounds and premises);
- the breach of art. 624 C.P. (theft of services); - an offence of contractual fraud.

Our staff (recognizable by the uniform) constantly monitors to ensure that all guests wear the identification bracelet and is authorized to stop and verify the identity of those who do not wear it and in case of a person not properly registered to act as follows:

- Anyone found inside the Holiday Center without registration or without a valid daily entry permit, must pay as a penalty, an amount equal to 25.00 Euro plus the daily visitor rate (over 3 hours) in force during the period, he/she will be reported to the authorities and removed from the Holiday Center with a prohibition for future stays at the facility.
- In the event of the introduction of unregistered or clandestine people, the Guest is required to pay, as a penalty, an amount equal to 25.00 Euros plus the stay rate for the period (Camping, Hotel and Aparthotel: daily rate of the person ; Village: rate per person added), for each person, for a minimum stay of 8 (eight) days, without prejudice to the unquestionable right of the Management of the Holiday Center to immediately terminate the contract with immediate expulsion of the Guest and its nucleus.

ART. 2 • Visitor and Guest access to the facility is through the use of RFID support (bracelet) which activates the turnstiles in the various accesses. Recorded information (entrance times, the presence or absence of the guest in the facility) is used solely for organizational and security purposes. Such data will be processed by internal staff, released only to authorized personnel, will not be distributed and will be deleted simultaneously at the end of the stay. With regard to the data, you can exercise your rights under Article 7, by sending a written request to the Processing Manager: Centro Vacanze Pra' delle Torri S.r.l. based in Viale Altanea, 201 – Loc.tà Pra' Delle Torri or to the e-mail address [privacy@pradellelorri.it](mailto:privacy@pradellelorri.it).

ART. 3 • The Minimum stay and the arrival day change according to the season and the accommodation you choose, for more details refer to the price list.

ART. 4 • Vehicles can enter the Holiday Centre only by using a magnetic card in combination with the license plate of the car. The Guest must make sure that all the registered information is correct, point out to the Management any mistakes and pre-emptively notify any variations, such as the change of pitch, the arrival or departure of persons. The Management office can forbid the entrance to or remove the vehicles inside the Centre that are not regularly registered, charging the Guest of all the expenses which may be encountered in case of towing. The Guest that has a "flat-rate" contract must provide the names of his family members that cannot be later replaced by others. Should the Guest favour the entrance of unregistered persons, he will have to pay a fine amounting to the price for minimum stay of 8 (eight) days per person, unless the Management of the Holiday Centre decide to break the contract immediately by sending the Guest and his family away.

ART. 5 • Vehicle access is allowed through the ANPR control systems by reading license plates. Recorded information (entrance times, the presence or absence of the car in the facility) is used solely for organizational and security purposes. Such data will be processed by internal staff, released only to authorized personnel, will not be distributed and will be deleted simultaneously at the end of the stay. With regard to the data, you can exercise your rights under Article 7, by sending a written request to the Processing Manager: Centro Vacanze Pra' delle Torri S.r.l. based in Viale Altanea, 201 – Loc.tà Pra' Delle Torri or to the e-mail address [privacy@pradellelorri.it](mailto:privacy@pradellelorri.it).

ART. 6 • The Guest knows that only one caravan or, alternatively, one motorhome or a tent plus one vehicle (car or motorbike) can be placed on each pitch. Pitches are Pinewood, Standard- or Maxi pitches. In the pinewood and Standard pitches can stay a maximum number of 5 persons, whilst on the Maxi pitches there can be 6 persons. In both cases an "extra" small tent (ridge tents, dome tents, etc.) can be mounted. In the pinewood the fare of the pinewood pitch will be applied for each mounted tent. In case of reservation the possible request of a spot change (from bookable sector to unbookable sector) will involve the loss of the deposit.

ART. 7 • The pitch can be chosen by the Guest, bearing in mind the staff's indications. The pitches that have to be pre-emptively booked, can be occupied only with the Management's authorization. Pitches cannot be changed, unless the Management considers the reasons for the change relevant. All the equipment including vehicles, must be orderly placed inside the pitch for the Campsite and in the apposite numbered car parks for the Village. Vehicles must not be parked on transit roads and cannot occupy, even if only temporarily, the other pitches, although free, otherwise the fare for the occupied pitch will have to be paid.

ART. 8 • Village: The unities on arrival will be disposable by the hours 18.00 and to the departure they will have to be freed within the hours 10.00.

Hotel: The Rooms and Apart Hotel are available from 16.00 on arrival and must be left by 10.00 on the departure day.

Camping: The pitch will be available from 3 p.m. on arrival and the day of departure must be vacated by noon.

Should the departure not take place within the foreseen departure time, the Guest, with the authorization of the Management, can stay the whole day, but will have to pay the fare for the departure day too. All the guests that are leaving, should be out of the holiday centre at 12.00am. Otherwise it will be requested for each person the extra payment of a "day visitor".

ART. 9 • The Management reserves the right to allow day visitors and guests, that have to show a valid identity document (like identity card, passport or driving license) at the reception, to enter the centre with a short stay pass (that is not valid for the pools), according to the organizational requirements of the Holiday Centre; should the visitor/guest stay longer, he shall have to pay the fare of a "day visitor" indicated in the price list. The Guest of the Holiday Centre must make sure that his visitors have the Management's authorization and he is held responsible for the visitors' behavior inside the Camp. Daily guests cannot stay inside our Holiday Centre after 10.30 p.m. A possible overnight must be declared no later than 10.30 p.m. and it must be registered and paid as price listed. Visitors cannot enter with the car. For prices and



conditions, see our price list.

ART. 10 • Dogs are not allowed in the Holiday Centre, with the exception of cases foreseen in the single article of Law N. 37 of 12-02-1974 and of Law N. 376 of 25-08-1988 regarding accompanying dogs for blind people. Possible exceptions to this prohibition shall be determined by the Management.

ART. 11 • At any time, the types of behavior, activities, games and the use of equipment that may disturb Guests of the Holiday Centre must be avoided. In particular, the following are not allowed during rest times (23.30-07.00 / 13.00-15.00): the entrance, exit and circulation of motor-vehicles (only for the Campsite); the use of sports and leisure equipment; putting up and disassembling tents; to wash dishes in the camping area; to use the electric hand- and hairdryer in the hygiene facilities. Those who come back to the Campsite after 23.00 must leave their cars and/or motor-vehicles in the external car park until the next morning.

ART. 12 • Traffic circulation within the Pra' delle Torri Holiday Centre is regulated by the usual rules of the road. Specifically:

- children under the age of 14 are not permitted to use bicycles, skates, roller blades, scooters, hoverboards, rickshaws, electric scooters, or segways after 7.00 pm without adult supervision;
- road users must respect speed limits, direction of traffic, rights of way, designated areas, horizontal and vertical signs;
- wheeled vehicles of any kind may not be used on pavements or pedestrian areas;
- in addition to the roadway, there are several cycle paths which are however prohibited for scooters and motorcycles;
- furthermore, no vehicles of any kind may obstruct the movement of pedestrians or other vehicles, either on the sidewalk or on the roadway.
- the speed limit for cars, other accommodation vehicles and vans is 10 km/h;
- the speed limit for all other wheeled vehicles is 6 km/h;
- the use of electric cycles (bicycles, rickshaws, scooters, segways, hoverboards, skateboards, electric scooters) is permitted for persons over 14 years of age and with the use of a helmet for minors. Use by persons under the age of 14 years is only permitted under the strict supervision of an adult;
- we recommend that you avoid travelling by car or motorcycle within the Holiday Centre and leave these vehicles in the parking area/pitch assigned at check-in;
- for safety reasons, we recommend that you leave all roads and lanes free and passable, day and night;
- vehicle lights must be switched on outside daylight hours.

ART. 13 • Adults are held responsible for their children's behavior, whose liveliness, conduct and needs cannot go to the detriment of peace and quiet, safety and hygiene of the other Guests. Children must always be taken to the toilets by adults and be looked after when swimming in the sea or in the swimming pool and when using the leisure equipment. The Guest shall reimburse any damage caused by children even to third persons.

ART. 14 • Prevention and safety. It is forbidden to:

- To leave rubbish outside the bins provided.
- To dig holes or channels in the ground.
- To light fires (excluding those of the cooking equipment) in residential units.
- To use grills fueled by wood and/or charcoal near to the residential units; grills must not cause trouble or danger.
- To park cars behind the units so as to prevent the passage of people between the same units.
- To decant portable containers of LPG, or from them into tanks of LPG-fueled cars.
- damage the vegetation;
- pour onto the ground oils, fuels, boiling, salted or waste liquids;
- wash cars or other vehicles on the pitches; the Campsite has an opposite pitch which can be freely used;
- do the washing up or the washing outside the opposite sinks;
- wash or get washed at the fountains in the Camp;
- waste or use inappropriately the water;
- create fences, attach anything to plants, put up ropes at man's height and mount anything that may be dangerous and be an obstacle to the free passage of others;
- overloading the electrical system and the individual sockets is forbidden;
- use equipment such as heaters, electric stoves, electric jugs, etc. The power supply to pitches is of 5 Ampère. Plants comply with CEE norms.

It is required that:

- All cooking devices (grills/stoves) must be kept a suitable distance from the tents and shall not cause interference or danger.
- The areas between the tents are kept clean, tidy and not used as storage areas of combustible or flammable material.
- Only 1 portable LPG container (max. 5 Kg) is permitted per equipment kit.
- LPG portable containers should be installed vertically above ground, with the valve at the top, protected from accidental knocks and direct sunlight, with easily accessible shut-off valve.
- The connection between the LPG portable containers, the pressure reducer and the user device, must be made using appropriate pipes, in accordance with current standards;
- Flames of any kind must not be left unattended.

ART. 15 • Mobile vehicles can have supplementary coverings as long as they are exclusively placed on the vehicle's roof and are not larger than the shape of the vehicle.

ART. 16 • The objects that are found in the Holiday Centre must be handed to the Management of the Information desk to fulfil the procedures foreseen by law.

ART. 17 • The use of sports and leisure equipment takes place at the user's own risk, the Management is not responsible for the loss, deterioration and theft of belongings inside the Holiday Centre. The Guest is aware that the Cashier's office provides a service where personal belongings can be safely kept. Apart from covering risks for civil liability towards third parties-a copy of the insurance policy is in the Offices of the Holiday Centre-the administration is not responsible for damages caused by: thunderstorms, hail, and any other natural event, fortuitous events, fires, theft, etc. The Guest that has a personal insurance commits himself to not ceding in case of an accident his rights and the action of compensation to his insurance company or to third parties against the Holiday Centre.



ART. 18 • The use of the swimming pools is free and strictly reserved to guests of the Pra' delle Torri Holiday Centre. The use of the swimming lanes is under payment and must be reserved. It is forbidden to enter the swimming pool area wearing walking shoes; entry via the foot bath is obligatory. Pools opening and closing hours may vary at the discretion of the Management in case of bad weather. The place with sun umbrella on the beach (except the accommodations with the beach service already included according to the price list) and the pools is for payment and possible to book in the cash office at the beach.

ART. 19 • From June to early September, a doctor is always present in the Holiday Village to attend to guests 24 hours a day for any type of emergency. Paid service. The outpatient clinic is open at set times during the low season. Medical treatment is also available at the Accident and Emergency Departments of Caorle (7 Km), San Donà di Piave (25 Km), and Portogruaro (29 Km).

Any infectious disease must be immediately reported to the Management or the doctor of the Holiday Centre. At the discretion of the attending doctor in the Holiday Centre, the Management could decide whether to accept or deny the access for the guest and his family unit.

ART. 20 • The stay in our Holiday Centre for minors is allowed only with an adult responsible for them and a written declaration of the parents and attached a valid identity document.

ART. 21 • The Guest declares that he has been informed of the Official Order of the Harbour Office regulating the behavior on the beach. He consequently acknowledges that it is forbidden to swim when the sea is rough, during thunderstorms, at night, in the exit areas of sailing boats and windsurfs, generally when red flags are hoisted.

ART. 22 • The Guest is aware that the Holiday Centre offers a surveillance service performed by recognizable staff. This staff must guarantee that all the provisions herewith included are respected. The Guest commits himself to favoring this surveillance and monitoring activity, being available for the surveillance staff at any time, proving his name and address, if required, and giving access to his vehicles and accommodation.

ART. 23 • The Guest is aware that no commercial, professional and craft activity can be carried out within the Holiday Centre.

ART. 24 • Useful information for your stay:

- Payment for the stay must be made within 3 days of the arrival date, except for pitches in the non-bookable sectors for which payment must be made at least one day before the departure date.
- Any deferred departure or non-overnight stay at the Holiday Centre by a group member must be reported and paid by 12 noon on the same day at our cash office. Any similar arrangements for Hotel and Aparthotel guests must be reported at hotel reception. Each return with overnight stay is subject to a new check-in procedure.
- For early departures or late arrivals of stays with reservations, payment of the entire booked period is required.
- Any delays in arrival not communicated within the following 24 hours (considered from 12 noon on the day of arrival until 12 noon on the following day) shall result in cancellation of the reservation and the entire amount paid as deposit shall be retained.
- A security deposit and the payment for final cleaning are required for certain types of accommodation (see price list for further details).
- The reservation shall be secured only after receipt of the deposit and the subsequent sending of written confirmation. In case of reservation changes or cancellation, please refer to the price list.
- The management reserves the right to assign the housing unit at its discretion. The number of the accommodation or pitch, even where confirmed, may be subject to change.
- The Municipality of Caorle, with Resolution no. 39 of 22 February 2013, introduced the Tourist Tax. This is a mandatory tax payable by non-residents which must be paid by guests directly upon arrival.

ART. 25 • The use (by the Guest) of drones of any kind is prohibited in all areas of the Holiday Centre. For information and advertising purposes of the Holiday Centre, the guest explicitly authorizes free use of photographs or videos in which they appear and/or are taken, furthermore the contractor underwriter, the guests and their families, including children over which they exercise parental authority, expressly waive any claim for compensation or indemnification. All staff involved in photos/filming can be identified by a special jacket. In the event the guest does not want to be taken, he/she should promptly report this to the operating personnel.

ART. 26 • Should the agreed or due amount not be paid, the Guest authorizes the Holiday Centre to issue a sight draft including expenses addressed to the Guest himself. Payments extended in time produce a 10% interest on the official discount rate with a minimum annual 18% rate. The Guest acknowledges that the Holiday Centre has the right to retain his belongings until it is satisfied with the payment, acknowledging also that art. 2756 C.C., point 3 can be applied.

ART. 27 • In case of controversies the competent court shall be the Court of Pordenone and the guest expressly renounces to the competence of any other judicial authority.

ART. 28 • Respect for nature is a very important principle for Pra' delle Torri Holiday Centre. Our strongest allies in protecting the environment are our Guests, so we ask you to help us respect the environment by bearing in mind the following simple guidelines and recommendations:

- water is a precious resource to be used in moderation;
- electrical appliances are better switched off where possible;
- cigarette butts, papers, chewing gum and other waste should be disposed of in the appropriate bins;
- there are areas dedicated to separate collection and proper disposal of refuse;
- a healthy walk or cycle is preferable to travelling by car, and public transport can be used to reach nearby locations;
- liquids should not be poured into the ground but into the appropriate drains, to facilitate purification;
- it is forbidden to damage the vegetation by cutting branches or digging holes in the pitch as this damages the roots of plants;
- there is a camper service or several chemical toilets inside the toilet facility groups of the camping area for the discharge of black and grey water;
- cars or other vehicles must be washed in the designated area located at the Holiday Centre entrance;
- dishes and linen must be washed in the designated sinks provided in each group of toilet facilities.



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**PRA' DELLE TORRI**  
HOTEL - APART HOTEL - VILLAGE - CAMPING - WATERPARK - GOLF



ART. 29 • Cash payment limit: from 1 July 2020, cash payments can be made up to a maximum of € 1,999.00. This is in accordance with the law of the Italian State contained in the 2020 Budget Law (Article 18, paragraph 1, letter A, of Legislative Decree no. 124 of 26 October 2019 – Article 49, paragraph 3-bis). From 1 January 2022, this limit will decrease to € 999.00.

Last updated: May 2021

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**CENTRO VACANZE PRA' DELLE TORRI S.r.l.**

Sede Attività - Sede Legale - Luogo conserv. doc. fiscali:

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