

ISAMAR HOLIDAY VILLAGE/ISARESIDENCE REGULATIONS 2024

The Management wishes you a pleasant stay and strongly advises you to consult these rules, as the act of entering the Village constitutes their complete acceptance and observance.

The general rules are intended to create the best conditions to ensure respectful coexistence of several people inside the Village.

1. DURING YOUR STAY

1.1 During the stay, the guest is required to:

- wear the identification bracelet given on the arrival, which allows to recognise authorised guests. The security staff and all employees are authorised to stop and check whoever is not wearing it.
- provide real-time notification of any changes, both incoming and outgoing, concerning their crew and their accommodation unit at the reception; Any variation must be communicated within 10:00 p.m. on the departure/arrival day.
- provide personal id and lodging number to the security anytime asked.
- Isaresidence guests have access to all the services and facilities of Isamar Holiday Village, which can be reached via the beach or by road. Entrance to the Village is allowed on foot or by bicycle, cars can be left in the outdoor car park (P1 paid, P2 free) with the appropriate pass.

1.2 General behaviour rules:

- It is not allowed to use the mobile home power to recharge electric scooters or for any other improper use.
- barbecuing is allowed on the terraces of the accommodation units, only using electric grills (no charcoal);
- it is not allowed to start fires;
- it is not allowed for minors to purchase alcoholic beverages;
- it is not allowed to enter the offices bare chested or not properly dressed;
- candles of any kind are not allowed;
- The use of radio/TV sets is allowed only at moderate volume, respecting the peace of others, and in any case no later than 11 p.m. and not from 1 p.m. to 3 p.m.
- the use of roller-skates/monopikes is prohibited inside the premises and on the pool floors
- the use of clogs, roller-skates and bicycles is not permitted inside the Residence building;
- lifts may not be used by children under 12 years of age without adults present;
- displaying towels and linen from the apartments' terraces is not permitted;

- it is not permitted to occupy the corridors of the Residence with beach items; washing the terraces (so as not to get people underneath wet);

1.3 The guest can stay inside the Holiday Village/Residence until 10:00 a.m. of the departure day. Within 10:00 a.m. keys, must be dropped at the reception and every member of the crew must leave the holiday village.

1.4. Minors are only allowed if accompanied by adults for the duration of their stay. Their custody is assumed exclusively by the parents, who are also solely responsible to third parties, or by other guardians (with prior written authorization), relieving the Property of the Village from any responsibility. These persons will ensure that the children are not in danger while using the Playground, the Water Park and all the facilities and services made available to the Guests, assisting them on their own, according to their duty of care. Adults are therefore obliged to supervise them and ensure that they behave in a polite and respectful manner towards others, under their direct responsibility.

1.5 We kindly inform our Guests that at the beginning and end of the season some services may be reduced or not working.

1.6 Any violation of the rules of this Regulation and the common rules of civil coexistence and good performance of the Tourist Complex, will result in the immediate termination of the contract and removal from the Structure. In this case, the Management of the Village is entitled to withhold the amounts already paid and to demand the remaining amounts, by way of compensation for damage to the image suffered by the same.

1.7 It is strictly forbidden to put up any kind of tent in the proximity of the mobile home/apartments.

2. TRAFFIC AND QUIET TIME

2.1 The circulation of any type of motor vehicle is forbidden from 13:00 to 15:00 and from 23:00 to 07:00. New check-ins are an exception.

2.2 Only one car/motorcycle is allowed and must be parked in the space assigned to your accommodation unit. Any other car, own or friends/visitors, must be parked outside in the unguarded parking lot.

2.3 Inside the Village motor vehicles may circulate only at the entrance to reach the assigned house unit and at the exit to reach the entrance. It is not allowed to use motor vehicles to reach other parts of the Village. The maximum speed allowed is 10 km/h. The driver must pay attention to pedestrian crossings and always give priority to pedestrians.

2.4 The car/motorcycle allowed inside must be declared at check-in with the license plate number. Every other vehicle must be parked outside.

2.5 BICYCLES, SKATES and SCOOTERS are allowed exclusively in the roads and not in the pedestrian walks. It is forbidden to use skates indoors, along porches or on the pool floors.

2.6 Boats or carts are not allowed inside the Village/Residence.

3. SWIMMING POOL AND WATER PARK

3.1 It is not possible to access before the opening hours of the pools, to place your own towels on the sunbeds. Remember to check the opening and closing times indicated on the appropriate signs at each pool.

3.2 The reservation of sun beds is not allowed. It is forbidden to leave personal belongings on the sun loungers without being present in the pool area. These, such items may be removed and stored separately.

3.3 The access to the slides is allowed to children with a minimum height of 1 meter.

3.4 Babys must wear disposable absorbent swimsuits instead of normal diapers (available at the Bazaar).

3.5 It is forbidden:

- to use of the swimming pool when the red flag is lifted; in this case, the swimming pool is closed and unattended;
- to use inflatable toys or balloons;
- diving and running on the edge of the pool;

- to bathe with clothes on;

3.6 It is mandatory:

- to shower before entering the pools;
- to throw garbage in the specific bins;

4. FIRST AID

4.1 Our Village is equipped with a medical clinic marked on the map given on the arrival. The doctor will receive you according to the timetable available at the Guest Relations Office or in our website.

The doctor provides his services privately and his services are paid. Warning: Infectious or suspected diseases must be reported immediately to the doctor or to the Village Management.

5. DEPARTURE – PAYMENT

5. 1 The Guest and the Crew must check-out within 10. 00 a. m. on the departure day. Immediately after Check-Out, the Guest and the Crew must leave the resort.

5. 2 The accommodation unit will be subject to verification of the integrity of equipment as compliance with the planned release activities (order of the premises, cleaning of the kitchen, etc.) and any discrepancies will be duly notified by e-mail. The management, in fact, has the right to charge the guest for damages and deficiencies found and duly reported by e-mail, with photographic documentation attached.

5. 3 By 10. 00 a. m. on the day of check-out, the Guest is required to go to the Reception to hand over the keys to the dwelling, the climacard card, and the bracelets.

6. ECOLOGY AND RESPECT FOR THE ENVIRONMENT

6.1 In our Village waste sorting is compulsory in accordance with the environmental regulations. To this end, the following rules must be scrupulously observed:

- do not throw the waste out of the appropriate bins;
separate paper, plastic, glass and batteries from other waste and dispose of them in appropriate containers;
- do not damage vegetation;
- do not light bonfires;
- do not tamper with or remove equipment;
- do not use aggressive, acidic or similar cleaning products and do not disperse them on the ground;
- check that your car does not pollute the ground with leaks of liquids and oil;
- excavations of any kind and for any purpose are forbidden;
- do not wash dishes and linen outside the sinks;
- do not waste water
- it is not allowed to tie shading tarpaulins or ropes to the plants.

During the stay, in the evening or at night, one or more disinfestations per week will be carried out against mosquitoes. The used products are ecological, non-toxic and do not cause harm to the health of people or animals.

7. THEFT - DAMAGE - LIABILITY OF THE STRUCTURE

7. 1 The Holiday Village/Residence is not liable for the lack and/or loss of objects and/or valuables of the Guests and/or members of the Crew, each Guest and member of the Crew being obliged to diligently guard their own objects and/or valuables.

7. 2 The Holiday Village is not liable for damages caused by the conduct of other Guests, as well as damages resulting from events of force majeure such as weather, natural disasters, epidemics, diseases, falls of trees, branches, gusts of wind, accidents at sea, except for wilful misconduct or gross negligence on the part of the Structure.

8. DOG REGULATION

Dog Owners are asked to take the utmost care that their pets do not cause disturbance or inconvenience to other Guests. The Management reserves the right to remove from the Village any person who does not comply with these rules and, at its discretion, to apply or not to apply the rules mentioned below.

8. 1 Dogs must circulate within the Village/Residence and on the beach kept on a leash and under the strict control of the Owner (it is mandatory to have a non-extendable leash of 150 cm). Muzzle can be requested by the Management.

8. 2 Dogs must never be left unattended and free to roam; on the beach the owner must take care that the dog cannot reach other bathers. Animals are not allowed to be left alone inside the accommodation units. The Owner must take care that the dog does not invade the accommodation of others.

8. 3 The Owner must ensure maximum compliance with hygienic and sanitary rules during the stay of the animal. Within the Village, in the Agility and Dog Beach areas, the excrement must be immediately collected in closed bags and deposited in the appropriate containers.

8. 4 Dogs are not allowed in the Water Park (including toilets and showers).

8. 5 Access to the sea is allowed exclusively in the dedicated area "Dog Beach" using the appropriate entrance. It is expressly forbidden to transit in the equipped beach area. At the end of the bath the dog must be immediately reinsured on the leash; during the stay of the dog in the water must be ensured the presence of the Owner.

8. 6 The liability (civil and criminal) for any damage or injury caused by the animal to third parties and to the facilities of the Village rests entirely with the Owner. Our internal staff will supervise compliance with the rules and the Management reserves the right to remove from the village anyone who does not comply with these Regulations.

9. EXTRA GUESTS

9. 1 Any extra guest is allowed as far as included in the maximum number of accommodation's capability.

Upon arrival, guests are required to check-in in the presence of the booking holder and to pay the tourist tax within the time specified in point 4. 3.

9. 2 It is strictly forbidden to enter the Property for an overnight stay if the guest is exceeding the mobile home's capability.

In case of violation of this prohibition, the Hotel will have the right to terminate the contract and the Guest will be obliged to pay a penalty equal to the portion of the fee foreseen for the unused stay (which, therefore, may be definitively withheld by the Hotel), except for compensation for any greater damage.

10. VIDEO AND PHOTOGRAPH SHOOTING

10.1 During the stay at the Facilities, moments of life in the village may be captured (f.i. games, sports, beach activities, etc.), which the Company reserves the right to use in order to promote its activity on various media; it is possible that these images/videos may show, in whole or in part, the person of the Guest and/or the other members of his/her crew. By completing the reservation, the Guest takes note of the above and expressly consents to the use of the aforementioned images/videos for the aforementioned purposes.

11. RECREATIONAL ACTIVITIES – USE OF EQUIPMENT

11. 1 The participation of the Guest and the Crew in the entertainment activities (sports and non-sports) offered by the Holiday Village and the use of the equipment made available to the Guests, is under the responsibility of the Guest, who assumes all responsibility, including as a parent and/or guardian and/or guardian of minors, and expressly waives any claim for compensation against the Structure, for any damages related to the participation, own or any of the Crew, in the activity and/or in the activity. equipment, except for wilful misconduct and gross negligence on the part of the Structure.

11. 2 The use of the equipment made available by the Facility and the participation in recreational activities by minors is only allowed under the close supervision of the operators of parental responsibility or by persons expressly authorized by the latter.

11. 3 The Guest undertakes to defend and keep the Facility harmless from any damage to the Facility and/or to third parties, connected with and/or arising from their participation in recreational activities.

12. MINORS – RULES OF CONDUCT

12. 1 The Guest acknowledges and accepts that the Facility does not exercise any supervision over the activities carried out by the Guest and the members of the Crew; minors must therefore be accompanied by adults for the duration of their stay at the Facility, including, but not limited to, the use of equipment and sanitary facilities.

12. 2 The Guest, as the holder of parental authority or accompanying the children of the Crew, is also obliged, under his/her direct responsibility, to supervise the children and to ensure that they maintain a polite and respectful behaviour towards the Accommodation and other guests.

12. 3 Within the Structure, the Guest and every member of the Crew are obliged to comply with the provisions of the Internal Regulations, to be understood here in full. In case of violation of the rules of conduct provided in these Terms of Service to art. 10 (pets, compliance with the Dogs Regulation); 13. 2 (participation of minors in recreational activities); 14. 2 (minors, supervision) and/or in the Internal Rules, the Hotel reserves the right to terminate the contract and the Guest will be required to pay a penalty equal to the portion of the fee foreseen for the unused stay which will be definitively retained by the latter, except for compensation for any major damage.

13. APPLICABLE LAW AND JURISDICTION

13. 1 For everything not governed by these General Terms and Conditions of Service, the contract between the Guest, the relevant Crew and the Facility shall be governed by Italian law.

13. 2 Any dispute between the Facility and the Guest (including any members of its Crew), arising out of or related to the contract with the Facility shall be exclusively competent in the Court of the place where the Guest has his residence or domicile, if located in the territory of the Italian State.

13. 3 Otherwise, any dispute between the Facility and the Guest (including any members of its Crew) arising from or related to the contract with the Facility will be submitted, exclusively, to the jurisdiction of the Italian Court, territorially located in the Court of Padua.