

## VILLAGE WATER MILL REGULATIONS

***These regulations are effective from the date of their publication; any amendments to supplement them will be promptly notified to the customer by publication in the Official website of the facility, in this regard, we kindly ask our guests to read the regulations when confirming their reservation.***

Article 1. **Signing of the residence contract and special provisions.** The rules laid down in this accommodation contract have been formulated with the aim of creating the best conditions for a civil cohabitation characterized by respect for each other's needs and respect for every principle of good cohabitation. Therefore, the entrance to the accommodation facility called "Borgo Mulino d'Acqua" is subject to the Management's consent and to the Client's acceptance of the present contract of stay in all its points: this acceptance is perfected when the Client signs the notification form, at the moment of the arrival in the facility or at the moment of the booking confirmation.

Art.2. **Check-in.** On arrival at the structure each Client shall give the Management a valid and regular identity document that will be returned once the formalities due for registration have been completed. The notification form shall be signed by the crew chief who shall thus become the main responsible towards the Mulino d'Acqua also for the members of his own crew. In addition, the Client shall be required to pay a deposit of €. 50,00, which shall be returned at the end of the stay after checking that no damage has occurred that exceeds the normal use of the accommodation, and checking the state of cleanliness of the accommodation. Should the Mulino d'Acqua find any damage or excessive deterioration of the accommodation, it may retain the sum paid by the Client as a security deposit and if necessary, ask the same for the difference if this sum is not adequate to cover the cost of the damage incurred. **Il Mulino d'Acqua subordinates the conclusion of the contract of stay to the payment of the security deposit.**

With regard to arriving **after** reception opening hours, it is obligatory to give notice to hand over the keys before the reception closing time.

For arrivals after 20:00 there is a surcharge of € 30,00.

**For the Camping Area:** the occupation of the tent site and the number of persons registered on arrival will be counted for the entire period of stay declared on arrival, regardless of any absences for any reason. The choice of pitch place is reserved to the Management of Mulino d'Acqua. The indications of the Customers regarding their preference of location in the camping area shall not be of a contractual nature or an absolute guarantee, they shall be screened according to availability and conformity to the organizational requirements of the structure at the unquestionable judgement of the Management. Changes of tent sites are not permitted without the Management's authorization. The stay must be paid for in full by the Customer at the time of registration, with no possibility of reimbursement for any reason whatsoever. At the time of registration, Customers shall be provided with an identification bracelet and car pass, which they shall be required to show whenever requested by Management or the staff; anyone not in possession of one shall provide a valid and regular identity document to enable Management to carry out the necessary checks. The Customer may later collect his/her identity document from the Management.

For the Village Area: on arrival, the Client, after having inspected the accommodation and its furnishings, may enter the accommodation subject to registration and payment of the balance of the stay, and payment of the security deposit, proportionate to the type of accommodation and its furnishings. The same, except for greater compensation for other facts or damage caused during the stay, will be returned in full and/or in part, subject to verification by the staff at the time of departure. Failure to pay or refusal to pay the balance of the stay and to pay the security deposit authorizes the Management to refuse entry to the Client and to retain any deposit and/or down payment.

**Art.3.Animals.** Animals, exclusively domestic and of small size (not exceeding 7Kg), are allowed in the accommodation units expressly indicated by the Management. On the other hand, medium-sized animals (not exceeding 20kg) are also allowed in the camping area. In any case, all animals must be kept on a leash and with a muzzle and must be accompanied outside the common areas of the campsite for their needs, with every appropriate precaution for cleaning (broom and bag). In all cases, documentation concerning the animal is obligatory. They may not enter the swimming pool, the solarium area and the shopping areas. Any damage caused by the animal to third parties will be the sole responsibility of the owner for lack of custody. Failure to comply will result in the immediate removal of the animal's owner from the facility. It is forbidden to bring animals into the facility on a daily basis for obvious incompatibility with the above.

**Art. 4. Minors under 18 years of age.** Minors under the age of 18 are admitted only if accompanied by a parent or, at the Management's discretion, by an adult with a regular authorization signed in original by a parent and a photocopy of an identity document of the same to be attached to the authorization. In any case, minors not accompanied by at least one adult will not be accepted. Minors must be supervised by their parents or by the adult who is responsible for them with regard to both the minor's safety and the safety of third parties. For any damage caused by the minor to equipment, services or anything else, only the parents or the adult who has assumed responsibility shall be liable, without prejudice to any action under the law. Children must always be accompanied by an adult in the toilets and in any case their vivacity and/or exuberance may not in any way be detrimental to the peace and quiet of the guests of the facility.

**Art. 5 Sea.** The Mulino d'Acqua is located close to the state property and allows to enjoy the view of the sea, without being able to enter adjacent to the ridge, let alone reach it. More specifically, by virtue of the ordinances and regulations in force by the municipality of Otranto and the safety authorities, bathing and any other activity is prohibited in the stretch of water facing the ridge due to the danger of collapse. Therefore, the clients of the structure who, aware of this absolute prohibition, should go beyond the property area to reach the state property or the sea are aware and adequately informed since the signing of this document that they are breaking the regulations in force, including those mentioned above, and will answer for their behavior before the Authorities in person. Furthermore, customers are informed that there are special signs delimiting the area owned by the facility; outside of this area, the owner company has no authority or power to prevent behavior that causes damage to themselves or third parties, or violates the prohibitions on bathing, fishing, and anything else that occurs outside of the area owned.

**Art. 6. Tariffs.** The rates displayed are intended as daily rates regardless of the time of arrival, and will also be calculated on the day of departure if this takes place after 12:00 noon. In particular, for the camping area, departures must take place before 12:00 noon, while access to the camping area must respect the methods and times expressly indicated by the Management on the notice board. With regard to the village area, on the other hand, accommodation is delivered from 5 p.m. and the Client must leave it by 10 a.m. on the day of departure. The Management reserves the right to vary rates in the event of a change in regulations. For Saturday and Sunday departures, payment of the late check-out fee, which corresponds to one day's admission, is compulsory.

**Art. 7. Cars.** Cars and any other motor vehicle may only pass through the campsite area for loading and unloading luggage on arrival and departure and only at the times expressly indicated by the Management. Vehicles must proceed at a very moderate speed, respecting the signs provided inside the campsite. A 24-hour unattended parking area is reserved for the cars, therefore any damage or theft to the cars cannot be absolutely attributed to Mulino d'Acqua. Each vehicle shall be provided with a CAR PASS, which must be displayed and clearly visible to the Mulino d'Acqua staff. In case of loss and/or other of the aforesaid PASS, the staff of the Mulino d'Acqua shall be authorized to collect the document of the driver of the vehicle in order to carry out the necessary checks. It is forbidden to park one's own car in the areas expressly indicated by the Management.

Art. 8 **Visitors** Visitors are admitted only with Management authorization and after having handed in a regular identity document for a maximum stay of 15 minutes in the Structure and only during Management opening hours. Guests of the Mulino d'Acqua's Clients must make regular registration and the Clients for whom they are guests shall be responsible for them and shall be liable for any prolonged stay and the consequent charge of the cost of the day. Anyone who is inside the Structure without regular registration or without having shown an identity document at the entrance will be reported for such action to the competent authority with all legal consequences.

Art. 9. **Day guests.** Day guests, subject to registration, may access the Facility exclusively at the Management's discretion and at the rates indicated on the seasonal rate card, only during the hours from 8:00 a.m. to 8:00 p.m. **It is not possible for day guests to bring animals into the Facility, it is also forbidden to picnic and/or bring cooler bags and/or food into the Facility and to bring their own sunbeds and/or umbrellas.**

Art.10 **Prohibitions** Customers must respect the peace and quiet of others by adopting an appropriate behaviors and tone of voice, particularly during the hours reserved for rest (from 1:00 p.m. to 4:00 p.m. and from midnight to 8:00 a.m.). During these hours, it is forbidden to use motor vehicles and/or any other source of noise (radio, TV, etc....). It is also FORBIDDEN:

- *Throwing rubbish out of the rubbish bins in accordance with the waste separation regulations in force*
- *Throwing cigarette butts on the ground*
- *Washing or washing at the drinking water fountains provided in the facility*
- *Using water to wash cars and/or other*
- *Making water balloons*
- *Digging holes in the ground*
- *Stretching wires from tree to tree at eye level and/or erecting fences*
- *Laying shading sheets*
- *Damage to vegetation*
- *Lighting open fires inside the facility or on the beach*
- *The use of barbecues that are not raised at least 60 cm above the ground*
- *Acts of vandalism to both mobile and fixed campsite equipment*
- *Playing with the ball in spaces not intended for play*

Failure to comply with these prohibitions authorizes the Management to immediately remove the offender from the Facility, without prejudice to any further liability that may arise from the nuisance behaviors to persons and/or property.

Art. 11. **Special events and after hours.** During the course of the season, the Management shall be entitled to organize special events (parties, concerts, after hours or other) that **may extend beyond midnight until late at night.**

Art. 12 **Camper service** the discharge of chemical toilets and waste water is authorized only in the special drains located inside the campsite and signposted, or at the "camper service" at the times indicated by the Management and posted on the notice board.

Art. 13. **Bad weather, force majeure.** Il Mulino d'Acqua declines any responsibility for lost or stolen objects or valuables, for damage to persons or things not due to the direct negligence of the staff of the Structure; for damages, inefficiencies and breakdowns caused by bad weather or force majeure. In particular, the use of sports equipment is at the Customers' own risk. Furthermore, Scogliera Mulino d'Acqua and the management of Mulino d'Acqua and the staff of the campsite are relieved from any moral and material responsibility for any damage to persons or things on the grounds, on the neighboring roads, and on the accesses to the campsite itself.

Art. 14 **Swimming pool** the swimming pool lifeguard service is provided only during the pool's opening hours; during closing hours, use of the pool is forbidden. It is not permitted to occupy the sunbed or deckchair in the pool with any type of object and/or towel for more than 30 minutes; staff are authorized to remove these objects. The use of private parasols and/or sun loungers is not permitted.

**15. Lunch at the pool.**

It is not permitted to eat meals by the pool or to bring in dishes prepared elsewhere.

Art. 16 **Illnesses.** Any infectious and/or contagious disease must be reported immediately to the Management.

Art. 17. **Water.** In order to avoid wasting water, taking into account the requests received by the Distributor, the Management reserves the right to adopt suitable restrictive measures for the correct use of water within the Facility.

Art.18.**Electricity.** The electricity connection must be purchased upon arrival at the property and is charged for the entire duration of the stay. The electrical connection of each means of accommodation of the Clients must be declared in advance to the Management. All electrical installations must be used correctly. Connections to power columns must be made with suitable material as must all personal equipment. The campsite staff is authorized to disconnect and report to the Management any installation that does not comply with the regulations. Each connection is marked with the power in watts, so it is forbidden to use equipment that absorbs more watts than those available. In the service areas, well signposted, there are power sockets for hairdryers, electric shavers, irons: improper use of these could lead to a black-out of the service area and consequent inefficiency.

Art. 19. **Reservations. Bookings** can be made by e-mail and are considered confirmed only after the receipt of the deposit on the account indicated by Scogliera Mulino d'Acqua for an amount of 30% of the total amount of the stay and subsequent confirmation of the booking by the Structure and after having filled in all its parts the form sent by the structure for the acquisition of the personal data of the crew members. The booking is intended as nominative and is valid exclusively for the holder of the booking whose details are indicated in the booking contract that Scogliera Mulino d'Acqua sends for confirmation. The "booking confirmation" will indicate: type of accommodation, date of arrival and date of departure, amount of deposit credited and balance of the stay including any extra services requested. The Client from the receipt of the "confirmation of availability" has 3 days to pay the deposit to the Structure. By signing the booking the Client accepts the booking conditions, the current price list, the regulations and particular provisions of the Mulino d'Acqua. In case of interruption of the stay or reduction of the booked period, for late arrival or early departure, for whatever cause or reason, no refunds will be accepted. The booked Client must be informed in case of late arrival: one day after the arrival date, the Management reserves the right to cancel the booking without any obligation of compensation and/or refund, keeping the deposit in full and reserving the right to use the accommodation. **The amount of the booked stay must be paid on site upon arrival at the accommodation.**

Art. 20. **Cancellations.** Cancellations are accepted exclusively by registered mail, if received within 45 days of the arrival date indicated in the booking confirmation, the Client shall be entitled to a refund of 50% of the deposit sent; in the event of no or late notice of cancellation in the manner and within the time specified in these regulations, no refund shall be made to the Client.

Art. 21. **Last minute and promotional offers.** Any promotional initiatives promoted by the Mulino d'Acqua after the publication of the price lists and special provisions cannot be accumulated with others and cannot have retroactive value to the date of their publication and being subject to limited availability, the Management reserves the right to cancel them.

Art.22.**Changes to the Regulations.** The Management reserves the right to amend these Regulations at any time, which will be displayed at the entrance to the Facility. These Regulations cancel and replace the previous ones and enter into force on 1 January 2022.

Art. 23. **Disputes.** In the case of disputes between the Guest and the Management, as in cases which already foresee the faculty of expulsion, the Management will have the right to withdraw from the contract of stay and expel the Guest if his stay causes, in its unquestionable judgement, situations of disturbance to the other Guests of the Mulino d'Acqua or hinders the work of the Management and its collaborators. No refund will be given for the period of stay not enjoyed by the expelled Guest. For any controversy before the Judicial Authorities the Court of Lecce shall have exclusive jurisdiction.

**Processing of personal data.** Clients, unless expressly forbidden in writing, consent to the processing of their personal data, which also includes any images of the facility or parts thereof in which activities or landscapes in which they may recognize themselves are portrayed. Furthermore, they expressly consent to the sending of promotional material of the structure, including discounts, providing their email and telephone number. They may always refuse to consent to such promotional activities by means of a written communication stating that they do not consent to receiving the above or by expressly stating "I do not consent" at the bottom of this clause followed by their signature.

Signature and date

THE DIRECTION



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d'acqua*

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