

## BORGO MULINO D'ACQUA REGULATION

***This regulation is effective from the date of its publication. Any changes to integrate it will be promptly made known to the Customer through publication on the Official website of the Structure, in this regard, kind customers are invited to read the regulations at the time of booking confirmation.***

Art. 1. Signing of the accommodation contract and special provisions. The rules established in this act regulating the stay have been formulated with the aim of creating the best conditions for a civil coexistence characterized by respect for mutual needs and respect for every principle of good coexistence. Therefore, entry to the accommodation facility called "Borgo Mulino d'Acqua" is subject to the consent of the Management and acceptance of this accommodation contract in all its points by the Client: such acceptance is perfected upon the Client signing the notification form, upon arrival at the facility or upon confirmation of the booking.

Art.2. Check-in. Upon arrival at the facility, each Client must hand over to the Management a valid and regular identity document that will be returned once the registration formalities have been completed. The notification form will be signed by the crew chief who will thus become the main person responsible towards the Mulino d'Acqua, including for the members of his own crew.

For arrivals outside reception opening hours, it is mandatory to notify the reception for key collection before reception closing time.

**For arrivals after 20:00 there is a supplement of € 50.00, to be paid upon arrival at the facility. In any case, arrivals after 22:00 are not permitted.**

**Payment for the entire stay is required within 48 hours of arrival at the property.**

For the Camping Area: the occupation of the tent site and the number of people registered upon arrival will be counted for the entire period of stay declared upon arrival, without taking into account any absences for any reason. The choice of the site in the field is reserved to the Management of the Mulino d'Acqua. The Customers' reports regarding preferences for location in the camping area will not have a contractual nature or absolute guarantee, they will be examined according to availability and compliance with every organizational need of the structure at the sole discretion of the Management. Changes of tent site are not permitted without the authorization of the Management. The stay must be paid in full by the Customer at the time of registration, without the possibility of reimbursement for any reason. Upon registration, Customers will be provided with an identification bracelet and car pass that they must show whenever the Management or the staff request it, anyone who is found without one must deliver a valid and regular identity document to allow the Management to carry out the appropriate checks. The Customer can subsequently collect his/her identity document from the Management.

For the Village Area: upon arrival, the Client, after having viewed the accommodation and its furnishings, will be able to access the facility after registration and payment of the balance of the stay, and payment of the security deposit, proportional to the type of accommodation and its furnishings. The same, except for greater compensation for other facts or damages caused during the stay, will be returned in full and/or in part, after verification, by the staff, at the time of departure. Failure to pay or refusal of the balance of the stay and payment of the security deposit authorizes the Management to refuse entry to the Client and to retain any deposit and/or advance.

Art.3. Security deposit. 15 days before arrival at the property, the Client is required to pay a security deposit of € 100.00 to guarantee any damage to the accommodation and/or extraordinary cleaning costs. The security deposit must be paid by credit card (pre-authorization). At the time of Check-in, the Client and a representative of the property will jointly carry out a check of the accommodation to verify its condition suitable for use.

The property reserves the right to withhold, in whole or in part, the security deposit in the following cases:

- Property damage to the accommodation, including but not limited to:

- Damage to furniture, furnishings and/or appliances
- Breakage of dishes or accessories
- Damage to walls, floors, coverings
- Damage to textiles (curtains, linen)
- Breakage or malfunction of systems
- Need for extraordinary cleaning due to:
  - Presence of incorrectly disposed waste
  - Stains on fabrics and/or furnishings
  - Presence of persistent odors
  - State of exceptional disorder
  - Presence of dirt beyond normal use

In case of damages, these will be quantified on the basis of repair estimates, price list for the replacement of damaged items and extraordinary cleaning interventions to which a rate of € 20.00 per hour will be applied. The security deposit will be returned within 7 days of check-out, subject to verification of the absence of damage and proper cleaning of the accommodation.

In the event of withholdings, the Customer will be provided with a detailed report of the expenses incurred or damages found.

Should the amount of damages and extraordinary cleaning costs exceed the amount of the security deposit, the property reserves the right to request the Client to pay the difference. Any disputes relating to deductions from the security deposit must be presented in writing within 5 days of notification of the same.

Art.4. Animals. Animals, exclusively domestic and small (not exceeding 7Kg), are allowed in the housing units expressly indicated by the Management. Differently, as regards the camping area, medium-sized animals are also allowed (not exceeding 20Kg). 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 facility for their needs, with every appropriate precaution aimed at cleaning (broom and bag). In any case, documentation relating to the animal is mandatory. They cannot access the swimming pool, the solarium area and the commercial areas. In order to any damage caused by the animal to third parties, the owner will be solely responsible for failure to guard it. Failure to comply with the provisions will result in the immediate removal of the owner of the animal from the Facility. It is forbidden for daily entries to bring animals into the facility due to evident incompatibility with the above-mentioned provisions.

Art.5. Minors under 18. Minors under 18 are admitted only if accompanied by a parent or, at the discretion of the Management, by an adult with a valid authorization signed in original by a parent and a photocopy of the parent's identity document to be attached to the authorization. In any case, minors will not be accepted if they are not accompanied by at least one adult. Minors must be supervised by their parents or by the adult who is responsible for them both with regard to the safety of the minor and that of third parties. For any damage caused by the minor to equipment, services or other items, the parents or the adult who has assumed responsibility will be solely responsible, without prejudice to any action by law. Children must always be accompanied by an adult in the toilets and in any case their liveliness and/or exuberance may in no way be detrimental to the peace and quiet of the Facility's Customers.

Art. 6. Sea. The Water Mill is located close to the state property and allows you to enjoy the view of the sea, without being able to go near the cliff, let alone reach it. Specifically, by virtue of the ordinances and regulations in force of the Municipality of Otranto and the bodies responsible for safety in the body of water facing the cliff, bathing and any other activity are prohibited due to the risk of collapse. Therefore, the customers 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 from the signing of this document that they are breaking the rules in force, including those mentioned above, and will be personally responsible for their behavior before the competent Authorities. Furthermore, Customers are informed that there is specific signage demarcating the property area of the structure; outside of this, the owner company has no authority or power to prevent

behaviors that could cause harm to themselves, to third parties, or infringe the bans on bathing, fishing, and anything else that occurs outside the property area.

Art. 7. Rates. The rates shown are daily regardless of the time of arrival, and the day of departure will also be calculated if this occurs after 12:00. In particular, for the camping area, departures must take place by 12:00 while access to the camping area must respect the methods and times expressly indicated by the Management by posting on the notice board. As regards the village area, however, the accommodations are delivered from 17:00 and the Customer must leave them by 10:00 on the day of departure. The Management reserves the right to change the rates in the event of changes in regulations. For the day of departure only, a late out will be calculated which will allow the customer (after having left the accommodation by 10:00) to continue to use the services available within the structure until 20:00.

Art.8. Cars. Cars and any other motor vehicle may pass through the camping area exclusively for loading and unloading luggage upon arrival and departure and exclusively during the times expressly indicated by the Management. Vehicles must proceed at a very moderate speed, respecting the signs placed inside the Structure. A parking area open 24 hours a day is reserved for cars and is not guarded, therefore any damage or theft to them cannot be attributed to Mulino d'Acqua. Each vehicle will be equipped with a CAR PASS which must be displayed and clearly visible to the Mulino d'Acqua staff. In the event of loss and/or other of the aforementioned PASS, the Structure staff is authorized to withdraw the driver's document for the purpose of carrying out the necessary checks. It is forbidden to park your own cars in the areas expressly indicated by the Management.

Art. 9. Visitors. Visitors are admitted only with the prior authorization of the Management and after having handed over a valid identity document for a maximum of 15 minutes of stay in the Facility and exclusively during the opening hours of the Management. As regards the guests of the Customers of the Mulino d'Acqua, they must carry out regular registration and the Customers for whom they are guests are responsible for them and will be liable for any prolongation of the stay and the consequent charge of the cost of the day. Anyone who is inside the Facility without regular registration or without having shown an identity document at the entrance will be reported for this action to the competent authority with all legal consequences.

Art.10. Daily guests. Daily guests, after registration, can access the Facility exclusively at the discretion of the Management and at the rates indicated in the seasonal price list, only during the hours from 9:00 to 20:00, it is not possible for daily guests to bring animals into the Facility, it is also forbidden to have picnics and/or bring coolers and/or food into the Facility and bring own sunbeds and/or umbrellas.

Art.11 Prohibitions. Customers must respect the peace of others by adopting appropriate behavior and tone of voice, especially during rest hours (from 13:00 to 16:00 and from 24:00 to 8:00). During these hours, the use of motor vehicles and/or any other source of noise (radio, TV, etc.) is prohibited. It is also PROHIBITED:

**-Smoking in all internal areas of the Borgo Mulino d'Acqua structure (art. 51 law n. 3 of 16/01/03 and of the Prime Ministerial Decree 23/12/03**

- Dispose of waste outside the designated containers in compliance with current regulations on separate waste collection
- Throwing cigarette butts on the ground
- Wash or wash yourself at the drinking fountains located in the Facility
- Use water for washing cars and/or other
- Throw water bombs
- Digging holes in the ground
- Lay wires from tree to tree at eye level and/or erect fences
- Lay out shade cloths
- Causing damage to vegetation
- Light open fires inside the facility or on the beach
- The use of barbecues that are not raised at least 60 cm from the ground

- Vandalism to both mobile and fixed camping equipment
- Playing with the ball in spaces not intended for playing

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 harassing behavior due to people and/or things.

Art.12. Special events and after hours. The Management, during the season, will have the right to organize special events (parties, concerts, after hours or other) that may continue beyond midnight until late at night.

Art. 13 Camper service. The discharge of chemical toilets and waste water is authorized only in the designated drains located inside the Structure and marked, or at the "camper service" during the hours indicated by the Management and reported on the notice board.

Art. 14. Bad weather, force majeure. Mulino d'Acqua declines all responsibility for objects or valuables lost or stolen, for damage to people or things not dependent on direct negligence of the staff of the Structure; for damage, poor service and breakdowns caused by bad weather or force majeure. In particular, the use of sports equipment is at the risk and peril of the Customers. Furthermore, Scogliera Mulino d'Acqua and the management of Mulino d'Acqua and the staff of the campsite are relieved of any moral material responsibility for any damage to people or things on the land, on the surrounding roads, and on the accesses to the campsite itself.

Art. 15 Swimming pool. The lifeguard service in the swimming pool is provided only during the opening hours of the swimming pool. During closing hours, the use of the swimming pool is prohibited. It is not permitted to occupy the sunbed or deckchair in the swimming pool with any type of object and/or towel for more than 30 minutes; the staff is authorized to remove such objects. The use of private umbrellas and/or deckchairs is not permitted. In case of severe bad weather, the Management reserves the right to keep the swimming pool closed for the necessary time it deems appropriate.

Art. 16. Lunch by the pool.

It is not permitted to consume meals by the pool, nor to bring dishes prepared elsewhere into the facility.

Art. 17. Diseases. Any infectious and/or contagious disease must be immediately reported to Management.

Art.18. Water. In order to avoid water waste, taking into account the requests that reach the distributing body, the Management reserves the right to adopt the appropriate restrictive measures for the correct use of water within the Structure.

Art.19.Electricity. The electricity connection must be purchased upon arrival at the facility and is counted for the entire duration of the stay. The electrical connection of each means of accommodation of the Clients must be previously declared to the Management. All electrical systems must be used correctly. The connections to the power columns must be made with suitable material as well as all personal equipment. The campsite staff is authorized to disconnect and report to the Management any system that does not comply with the rules. The power in watts is indicated on each connection, therefore it is forbidden to use equipment that absorbs watts beyond those available. In the service buildings, well-marked, there are sockets for hair dryers, electric razors, irons: the improper use of the same could cause the black-out of the service building and consequent disservice. In the event of an interruption of the electricity due to a disservice by ENEL, the facility declines all responsibility for any disservice that may arise.

Art. 20. Reservations. Reservations can be made by email and are considered confirmed only after receiving the deposit credited to the account indicated by Scogliera Mulino d'Acqua for an amount of 40% of the total stay and subsequent confirmation of booking by the Facility and after having filled out in all its parts the form sent by the Facility for the acquisition of the personal data of the crew members. The reservation is considered



nominative and is valid exclusively for the person to whom the reservation is made, whose data are indicated in the reservation contract that Scogliera Mulino d'Acqua sends for confirmation. The "booking confirmation" will indicate: type of accommodation, arrival date and departure date, amount of the deposit credited and balance of the stay including any extra services requested. The Customer has 3 days from receipt of the "confirmation of availability" to pay the deposit to the Facility. By signing the reservation, the Client accepts the reservation conditions, the current price list, the regulations and special provisions of Mulino d'Acqua. In the event of interruption of the stay or reduction of the booked period, due to late arrival or early departure, for any cause or reason, no refunds are allowed. The booked Client is required to notify in the event of late arrival: after one day from the arrival date, the Management reserves the right to cancel the reservation without any obligation to compensate and/or reimburse, retaining the deposit in full and reserving the right to use the accommodation. Payment of the entire amount of the stay is required within 48 hours before arrival at the facility.

Art.21. Cancellations. Cancellations are accepted exclusively by registered mail, if received within 60 days of the arrival date indicated in the booking confirmation, the Client will be entitled to a refund of 50% of the deposit sent; in the event of failure or late communication of the cancellation in the manner and within the times indicated in this regulation, the Client will not be given any refund.

Art. 22. Last minute and promotional offers. Any promotional initiatives promoted by Mulino d'Acqua after the publication of the price lists and special provisions cannot be combined 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 regulation. The Management reserves the right to change these Regulations at any time, which will be displayed at the entrance to the Facility. These Regulations cancel and replace the previous ones and come into force on January 1, 2025.

Art.23. Disputes. In the event of disputes between the Guest and the Management, as in cases that already provide for the right of expulsion, the Management will have the right to withdraw from the accommodation contract and remove the Client if his/her stay determines, at its sole discretion, 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 recognized for the period of stay not enjoyed by the expelled Guest. For any dispute before the Judicial Authorities, the Court of Lecce will have exclusive jurisdiction.

**Processing of personal data.** Customers, unless expressly prohibited in writing, consent to the processing of personal data, which also includes any images of the facility or parts of it in which activities or landscapes in which they may recognize themselves are portrayed. Furthermore, they expressly consent to the sending of promotional material from the facility, including discounts, by providing their email and telephone number. The refusal to consent for said promotional activity is always reserved by means of a written communication in which the lack of consent to receiving the above is noted or by expressly reporting the wording "I do not consent" at the bottom of this clause followed by their signature.

Signature and date

**THE MANAGEMENT**