



CAMPING RULES AND USEFUL INFORMATIONS

CHECK-IN: From 08.00 to 21.00 o' clock.

At the arrival, guests have to give all the passports and the receipt of the deposit, if already paid, to the reception. You will also have to indicate your car's registration number. If you have brought a dog or a boat with you, please inform the reception.

You will also get the **Isolino bracelet**, which you have to wear for the whole stay.

PITCH: the reception will allocate you the pitch; you are not allowed to change your pitch without permission of the reception. According to the anti-fire regulations, your caravan/motor home/tent must be placed in the middle of the pitch, at least 1 metre far away from the border, so there will be 2m distance between the 2 units. The law asks you to pay attention to gas bottles: only one is allowed and don't leave it in the sun! You have also to check connection tubes frequently, don't use barbecue grills near accommodations. **Charcoal grill is allowed but not permitted directly on your pitch/or directly next to your accommodation. On the floor plastic and non-breathable groundsheet is not allowed.**

ACCOMMODATION: a CAUTION of € 100/150 must be paid at the check-in (only in cash).

Inside the accommodation and in the surrounding area dogs and animals in general are not allowed.

Charcoal grill is allowed but not permitted directly on your pitch/or directly next to your accommodation.

CASH DESK: from 08.00 to 12.00 and from 16.00 to 19.00 o' clock. Outside these times it is not possible to make payments, because the reception staff are not allowed to. Please show the camping pass when you pay.

PAYMENT: must be carried out within 2 days after your arrival, in case of reservation; otherwise, latest on the day prior to your departure date. N.B. Please show your Camping Pass (the paper card that should stay visible in the car) at the Cash-Desk (CASSA) in order to pay the bill.

On the **DEPARTURE DAY** pitches must be left cleaned before 12 o' clock, accommodations before 10 o'clock. In case of delay, the daily price must be paid extra. If you rented an accommodation, bring the key and the receipt of the deposit money to the reception; you can do the final cleaning by yourself or pay for it, the price varies according to the accommodation. **We kindly ask you to leave the camp-site before 12 o'clock on your departure day.**

VISITORS: please ask for the authorization at the reception. Wait for your visitors at the entry and make sure they check in and pay for the daily price. In any case you will be responsible for their stay. Dogs are not allowed on visit.

People who are seen inside the camping-place without permission have to pay 50% more.

RUBBISH COLLECTION: it is mandatory. Rubbish stations are indicated on the camping map. We invite all our guests to separate waste by observing the indications reported on the garbage containers.

DOGS: are not allowed in the accommodations and in the surrounding area. They are allowed in the camp-site, in a limited number (upon booking) and they must be kept on the lead and taken outside the camping for their needs. Dogs are allowed on the DOG BEACH but they are not allowed on other beaches, in the pool, in the arena and in the lake. The whole season dogs are allowed only upon request (in a limited number) and upon previous reservation. They are not allowed on visit.

CARS AND MOTORBIKES: can't be used to go from one place to another inside the camp-site.

E-CHARGING POINTS: at the Reception you can ask for the card you will use to start the charging. You will need to deliver an ID/passport until the process has finished. It is forbidden to charge e-cars on your pitch / at your accommodation.

BOAT AND JETTY: if you take a boat with you, please inform the reception in advance. You must have on board the rules regarding boats at Lake Maggiore that can be collected at the Reception. For any issue, we refer to the internal boat rules of Camping Isolino. Access to the jetty is for boat owners only or people taking part in boat excursions.

POOL AND GYM: are exclusively for guests of the Camping and Residence Isolino. At the entry you will find the rules, we kindly ask you to observe them. A bathing cap must be worn in the pool, and flip-flops are mandatory in the pool area; small children have to wear a swimming diaper. In our gym you can take part to our spinning lessons.

SILENCE: from 23.00 to 08.00 o' clock please be silent and avoid all activities that could be noisy and disturb the quietness of the camp-site: like using cars or motorbikes, TV or radio should be turned off, don't speak loud, don't throw glass into the container etc.; between these times the barriers of the entrance and exit are closed. If you arrive later, please park outside in the area reserved for arrivals and on the following day please take the car inside before 08.30 o'clock.

MINORS: adults are responsible for their children or minors travelling with them: they must guarantee that their children's behavior does not disturb the tranquility and safety of the camping guests. Otherwise, the entire family has to leave the camp-site.

IT IS FORBIDDEN to throw dirty water into the pitches or into the drains because they go directly into the lake, it is also forbidden to throw water by the trees, wash your boat / tent / awnings on your pitch, in that case go please to the Car wash area of the campsite.

WASHING MACHINES AND DRIERS: are in the toilet building N. 2; you can activate them directly with the Paycard.

WI-FI: is free. In order to login, write your camping pass number, your family name, first name and email address. The Wi-Fi coverage on the campsite is about 80%.

BUS TO VERBANIA: tickets at special prices for tourists are sold at the reception/cash-desk.

You can find **BUS** and **TRAINS TIMETABLES, PROGRAMS AND GENERAL INFORMATION** of the camping and Lake Maggiore on our "Camping Isolino" App.

We also kindly ask you to respect the environment and the structures of the camp-site.

We thank you for your attention and wish you a pleasant stay!!!