



**ADRIA ANKARAN**

HOTEL & RESORT

**CAMPING ADRIA**



## **HOUSE RULES OF CAMPING ADRIA 2023**

- 1.** The campsite is open for camping from 7<sup>th</sup> April to 31<sup>st</sup> October.
- 2.** The reception of the campsite is open according to the schedule published on the entrance door. After closing hours, for check in, check out and other services please go to the reception of the CONVENT hotel, which is open 24/7.
- 3.** Upon arrival at the campsite, you should register at the reception, providing your ID card, passport or driving license. The pitch is determined by the campsite staff.
- 4.** Only guests that have been registered at the reception may stay in the campsite.
- 5.** The tourist tax and other services are to be paid the latest on the departure day by 10 a.m. for mobile homes guests and by 2 p.m. for campsite guests. After 10 a.m. or after 2 p.m. you will be charged the services of an additional day. Payment is encouraged to be made the evening before departure. Guests who have paid the yearly flat-rate amount may unregister by 9 pm. Individual guests who stay at the campsite for more than 7 days must pay for their stay every 7<sup>th</sup> day.
- 6.** Unregistered persons found by the campsite staff within the campsite are obliged to pay 2x more than the price per night on the price list. The campsite management may make such persons leave the campsite immediately. A guest who does not register, takes over and takes into himself all the costs and possible punishments imposed by the police or the municipality.
- 7.** A visitor is a person who visits a guest registered at the campsite. Visitors are not allowed to stay overnight. Before entering, visitors must go to the Reception to get a pass. The permit is valid for 3 hours, after that time the guest must register at the campsite reception.
- 8.** Guests of the campsite may not advertise, offer or sell goods or services on the premises of the Adria Resort without the express written permission of Adria. If a breach of this article is found, this is a serious breach of contract and may be grounds for immediate termination of the contract.
- 9.** Inside the campsite, only one vehicle can be parked on one pitch. Each vehicle must have a visibly displayed identification card, which the guest receives at the campsite reception upon presentation of the vehicle's details. If two vehicles of the same pitch are identified in the campsite and this is proven by a printout from the Palisada programme, which operates the gates throughout the resort and is managed by the company, the tenant is obliged to pay for the parking of the vehicle at the current year's parking rates and to remove the other vehicle from the campsite immediately.

- 10.** Guests of persons who own mobile homes and caravans and have paid the yearly flat-rate amount are accepted on the basis of valid vouchers or guest lists handed in with the contract at the beginning of each season.
- 11.** When the guest checks in at the campsite reception, the vehicle registration number is recorded in the system Palisada, which allows the vehicle to enter and exit the campsite through an automatic gate based on the vehicle registration number. Only vehicles that have registered in the system can pass through the lock.
- 12.** Upon check-in, guests receive a wristband for use of the showers and the outdoor pool, a number plate and an optional dog tag upon payment of a deposit. A flat-rate compensation of € 10.00 will be charged for each lost, damaged, destroyed or stolen wristband, number plate or dog tag, or the deposit will not be refunded and must be paid before the wristbands can be collected.
- 13.** Each guest will receive the pitch identification number at the reception and should place it in a visible spot of the caravan or tent; when leaving, return it to the reception.
- 14.** Guest will receive the keys of the mobile home at the reception; on the day of your departure, it must be brought back to the reception by 10 a.m.
- 15.** During their stay at the campsite, guests are forbidden to disturb the other guests of the campsite with noise, including shouting, loud singing, excessively loud music devices, radios, TV sets and the like. The camp must have complete peace and quiet between 10 pm and 6 am. During this time, entry and exit from the campsite with vehicles is not allowed, except in exceptional cases (transport of sick or injured persons, rescue and intervention vehicles). During the night, guests can report violations of the house rules to the reception desk or to the security guard at the phone number that is found on the map of the campsite. The campsite management may revoke hospitality to guests that cause noise which disturbs other guests.
- 16.** The campsite is not liable for lost, stolen or damaged items belonging to guests, nor for accidents or damages to items belonging to the guest of the campsite caused by force majeure (flood, fire, earthquake, storm) or by third parties. The campsite is also not liable for damages to vehicles parked inside or outside the campsite.
- 17.** All guests of the campsite are required to separate waste and to take the trash bags daily to the central waste collection area located close to the reception. In opposite case - for the disposal of waste outside the designated area, a compensation of 10 eur will be charged for the performed work of the implementation of the disposal of waste by the camp staff. Guest is responsible for the cleanliness of the plot and its surroundings. In case of mice / rats / cockroaches, etc. campsite is not responsible for reimbursing any of this incurring damage. If the violation is repeated despite warnings, hospitality can be denied or cancelled at the campsite.
- 18.** The campsite declines any responsibility for those bathing outside the designated beach area. When bathing on the official beach, you must follow the rules of the beach. During the night, between 10 pm and 6 am, it is forbidden to stay at the beach.
- 19.** Money, jewellery and securities can be placed in the safe at the campsite reception for an additional fee.
- 20.** Please kindly bring any found objects to the campsite reception.

- 21.** In case of fire, call 112 or campsite reception. Fire extinguishers are installed in visible places throughout the camp so they can be used in the event of fire. The regulations in case of fire are displayed in the sanitary buildings and act according to the instructions.
- 22.** Dogs must be checked in at receptions. Dogs can be walked only on a leash, each owner is responsible for the behaviour of the animal and for the disposal of its droppings. The beach for dogs is marked on the shore by the sea. In the event that the owner of the dog does not dispose of the droppings of his/her dog, he/she is obliged to pay € 10.00 as compensation for disposing of the faeces, which is carried out by the campsite staff. Unregistered pets are considered to be a serious breach of the house rules, which may result in the termination of the owner's stay at the campsite. In the event of loss of the numbered plate for animals, a compensation of € 10.00 will be required before leaving the campsite.
- 23.** You are especially requested to abide by the following rules:
- keep the campsite clean and orderly,
  - walk your dog to relieve itself in the area designated as dog toilet,
  - use water and electricity judiciously,
  - parents should accompany children,
  - do not disturb your neighbours and the general tranquillity in the campsite with your radio, TV set, musical instruments or otherwise.
- 24.** The following activities are not allowed in the campsite:
- building an open fire,
  - bringing explosive and highly flammable materials,
  - driving over 10 km/h,
  - leaving garbage outside waste containers,
  - leaving bulky waste,
  - leaving dogs without a leash,
  - taking dogs to the campsite beach,
  - changing the area and land (building, digging ditches, enclosing space with wire or wire fences, cutting or breaking trees, building one's own plumbing, drains or electrical installations and changing the campsite in any way),
  - use water to wash cars and water plants
  - building extensions and changing the surroundings of the mobile homes without prior written consent of the campsite management,
  - leave working electrical or gas appliances unsupervised.
- 25.** The campsite staff may perform checks of the campsite occupancy, pets, vehicles and vessels. In case of irregularities, the guest is obliged to pay twice the price of the service given in the individual camping price list for the current year; in the event that a breach occurs the camp management may impose a measure on such a person to leave the camp immediately. A guest who does not register shall assume and bear in full all costs and any penalties imposed by the police or the municipal police for non - registration.
- 26.** After the termination of their right to stay in the campsite, the campsite guests must remove their caravans, tents, mobile homes and other objects. If after the termination of their right to stay or pitch renting the campsite guests do not remove all their objects, the campsite has the right to sell said objects to repay the debt, after notifying the guest one month before the sale. Expenses incurred due to the storage of these movable objects after the termination of the guest's right to stay will be charged as per the current price list and added to the debt.

- 27.** In case of a storm alarm, another natural disaster or other weather phenomenon that could endanger the campsite guests, the campsite staff may evacuate campsite guests to the parking areas of the hotel, or to facilities or other areas in the resort. In the event of the evacuation, campsite guests are obliged to implement the instructions of the campsite's staff. The campsite does not take any responsibility for damage that is a result of storms, fire or any other force majeure.
- 28.** The personal data manager is ADRIA Turistično podjetje d.o.o., Jadranska cesta 25, SI-6280 Ankaran, which collects and processes them in accordance with the legislation in the field of personal data protection and in accordance with the adopted rules on the protection of personal data. The administrator will use your personal information only for the purposes described in the policy and necessary for the implementation of the house rules and will not forward them to third parties. The rules on the protection of personal data are available to guests at the reception desk of the camp.
- 29.** We want our guests to feel safe and relaxed, and we want our employees to ensure dignity and a healthy working environment. That is why we reserve all the right to refuse a guest or cancel the stay in the widest sense as permitted by applicable law where:
- the guest has already violated the house rules in the past;
  - the visitor poses a threat or has threatened in the past the safety or health of oneself, other guests or staff of the camp;
  - has a outstanding financial obligation to the campsite;
  - he is a guest on the parcel, in a motorhome, in a trailer or a mobile home, declared unreported or allowed by any other person to be undeclared in the rented space;
  - the visitor behaves disrespectfully towards camp staff or other visitors, complains, threatens, harasses them or otherwise makes them uncomfortable;
  - uses open fire, unauthorized interventions in plumbing, gas or electrical installations, etc.
  - has been warned at least three times on the cleanliness of the rented parcel, the cleaning of faeces for pets, etc.
  - tamper with a locked electrical box or in any way affect or attempt to affect the electricity meter, which may result in the campsite being classified as. "Stop-list"

The decision to refuse a guest or early termination of stay is exclusively within the domain of the campsite. If the guest does not want to leave the camp, the campsite management will inform the competent security service and / or the police, and the eviction costs will be borne by the guest.

**We wish you a pleasant stay!**

Ankaran, 1.1.2023

Maruška Kokalj , mag  
General manager