



REGULATIONS

GENERAL PROVISIONS

The Campeggio Villaggio Sos Flores is managed by the Campeggio Villaggio Sos Flores srl company, based in Cagliari (CA), Piazza Repubblica no. 28, VAT number/tax code 02925360923. The above provides its customers accommodation services as defined by the regional legislation pertaining to individual accommodation facilities.

The purchase and sale of products and services by electronic means is governed by article 18 of legislative decree 114/98. The sales contract stipulated between the Customer and the Campeggio Villaggio Sos Flores srl will be governed and interpreted in accordance with Italian law. Although not expressly provided for by the following conditions, reference is made to the rules set out in the Italian Civil Code and the relevant laws/customs. Any disputes will be governed by Italian law. By confirming the quote, the customer accepts the booking conditions and the current price list, and undertakes to scrupulously respect the regulations of the accommodation facility, which can be supplemented by additional rules that the Management may issue at a later time. The aforementioned rules of conduct are available on our website www.campingsosflores.com, are posted on the bulletin board, and can be requested via email from info@campingsosflores.com or from the reception staff. These general conditions of sale are understood to be fully accepted at the time of booking or check-in; the customer therefore undertakes to fully comply with each article. The company, Campeggio Villaggio Sos Flores srl, has the right to terminate the booking contract if the subscriber, his/her family or his/her guests do not comply with the regulations in force.

CONTRACT AND RESERVATION

Terms and conditions of payment are clearly specified at the time of booking in relation to the rate booked. The reservation is considered valid only upon receipt of the payment requested at the time of booking and within the indicated times. Depending on the booking channel used, this can be settled in cash, by credit card or debit card or by bank transfer with the following information:

Bank: Banco di Sardegna, Tortolì branch
Account holder: Campeggio Villaggio Sos Flores Srl
Iban code: IT88U010158539000065016076
Swift/BIC Code: BPMOIT22XXX

IMPORTANT: wire transfers from non-EU countries (Iceland, Norway, Liechtenstein, United Kingdom, Switzerland, Principality of Monaco, San Marino, Guernsey, Jersey, Isle of Man, Principality of Andorra and the Vatican City State) are accepted, as well as from other foreign countries under payment of a supplement for management costs of EUR20.00, which will be requested directly on site by the Reception at the time of payment.

The reservation, as a hotel contract, is to be considered binding, therefore the customer is obliged to pay the full amount even in the event of early departure or late arrival. The reservation is personal, therefore it is not possible to transfer it to third parties, except for exceptions made by the Management. The number of people indicated in the reservation and subsequently confirmed at the time of check-in will be considered the subject of the hotel contract.

Any reports received from customers regarding preferences for the location of the stay will be treated as such, and do not have a contractual or absolute guarantee nature, as the assignment takes place on site at the sole discretion of the

Management.

Reservation modification requests must be sent in writing to the Management (via email, fax or registered letter), who will evaluate at its discretion, based on the momentary availability and rate conditions, the possibility of accepting or declining them. Any changes to the reservation are subject to availability and may incur additional charges.

Any cancellation of a reservation must be communicated in writing via email, fax, or registered letter. The date of submission will serve as the reference for any potential refund of the deposit. Cancellation penalties are specified on the booking confirmation voucher. Refunds will be processed by the accounting department within 14 days of confirmation from the reservations office, using the same payment method as the original booking. For refunds via bank transfer to non-EU countries, a processing fee of €20.00 will be deducted.

The personal information provided during the booking process will be used to issue the receipt. Any request for an invoice must be clearly indicated in the notes in the booking step or before full payment.

TOURIST TAX

Tortoli Tourist Tax is a special tax charged per person per night by any lodging facility or campsite. For any further information on rates and exemption contact the General Management.

CUSTOMER ACCEPTANCE - CHECK-IN - CHECK-OUT

Upon arrival it is mandatory to deliver the Identification documents of all guests, including minors, to the Reception. For any guest under 18 not part of the same household an authorisation form will need to be completed and signed by a parent. Booking office will provide the form upon request.

The delivery time (check-in) of the pitches is guaranteed starting from 12:00 pm while the delivery time of the accommodation is guaranteed starting from 5:00 pm on the day of arrival. Departing customers (check-out) must vacate the pitches by 12:00 pm and the accommodation by 10:00 am.

Upon check-in, guests will receive a multifunctional smart card, which can be used for cashless payments at all our shops and as a Camping Pass for identification if requested by the security staff for entry and exit from the facility and for using internal services. The total balance on the card must be settled at check-out or when the maximum spending limit has been reached. The card additionally acts as the access key for electronically locked accommodations.

At check-in, guests will be required to provide a deposit of €150.00 as a security for any potential damage to property, equipment, or furnishings. This amount will be refunded after departure, subject to inspection by the staff, with any damages or losses deducted from the total.

Smoking is strictly prohibited inside the rooms. All rooms are equipped with a smoke detector connected to the reception via wi-fi connection. Any failure to comply this rule shall result a full deduction of the security deposit paid.

If deemed necessary by management, staff may access to the rooms occupied by guests during their stay in order to assess the condition of the premises and facilities.

Delays in departure will result in the charge of an extra day. However, upon reservation, subject to availability, a late check-out (evening departure before 8:00 pm) can be requested with payment of the relative half-day supplement. For arrivals after 10:00 PM, it is important to inform the reservations office ahead of time. The night porter will manage the key handover and document collection, while the group leader is required to complete the check-in process at the reception the following morning.

For entry to and stay at the campsite, registration of each individual person is mandatory. If an unregistered member is identified, the relevant amount will be debited from the account from the 1st day of arrival of the group to which it refers.

ALLOCATION OF ACCOMMODATION/PITCH - PAYMENT

The allocation of accommodation and pitches is carried out at the sole discretion of the Management.

The customer is obliged to occupy the pitch specified to him/her at the Acceptance Office, or to wait for a chaperon to point out which one has been chosen for him/her. The occupation of a pitch other than the one assigned is allowed only with the express authorization of the Reception. The Management reserves the right to move members not accommodated in the assigned location at its sole discretion. For each pitch it is possible to set up only one overnight stay vehicle (tent, caravan, camper, minibus or roof tent) including any veranda. Adding additional accommodation units on the same pitch requires payment of the corresponding daily fee as per the current price list.

Where requested and deemed feasible by management, a room change will incur an additional charge of €50.00 for cleaning costs. No refunds will be provided for room changes to accommodations with a lower rate than the originally booked option. The photos of the accommodation in the brochures, on the website and in the booking channels are to be considered indicative and do not represent in a binding way the equipment and characteristics of the accommodation itself. In relation to this, the description of the characteristics of the accommodation, clearly specified in all booking channels and for all types of accommodation, is authentic.

If necessary, the customer must immediately report any deficiencies, problems or cleaning conditions deemed noncompliant to allow the Management to promptly remedy. Complaints will not be accepted at the end of the stay for problems not formally reported at the time of delivery of the accommodation.

In case of no-show without prior notice, the facilities and pitches will be kept available to the customer for a maximum of 24 hours from the date of arrival. From 5:00 pm (12:00 pm for pitches) of the following day, the reservation will be considered as a no-show and the relative accommodation made available again.

The balance, if not paid in advance, is due on the day of arrival prior to occupying the accommodation. Accepted payment methods are cash (up to €4999.99), credit card or debit card. Bank transfer is accepted if completed at least 7 days prior to the check-in date, along with a copy of the payment sent via email. Checks are accepted only for reservations of 10 nights or more and must be presented on the day of arrival.

IMPORTANT: wire transfers from non-EU countries (Iceland, Norway, Liechtenstein, United Kingdom, Switzerland, Principality of Monaco, San Marino, Guernsey, Jersey, Isle of Man, Principality of Andorra and the Vatican City State) are accepted, as well as from others foreign countries under payment of a supplement for management costs of EUR20.00.

In the event that the customer for any reason, on the day of arrival, renounces possession of the accommodation or pitch assigned, the hotel contract will be considered terminated and only the deposit paid will be retained. In the event that a previous balance has been paid (rate with advance payment), the entire amount will be withheld.

The customer is obliged to show the tax documentation proving the payment and relative RECEIPT issued by the Reception before departure to the authorized staff at the exit of the structure.

VISITORS

Customers are allowed to receive guests inside the accommodation facility. Authorization for visitors to enter is at the total discretion of the Management, upon the provision of identification documents.

The visitor is only admitted in daytime during the opening hours of the reception office, on foot and upon payment of the appropriate rate reported in our price list.

In the event that the booked accommodation or the means of accommodation used (Caravan, Camper, Minibus, Tent) have the availability of unoccupied seats, the acceptance of additional guests is not guaranteed and is intended at the total discretion of the Management, providing identification documents and under payment of the current daily rate.

Minors are not allowed, unless they are accompanied by adults, who are obliged to supervise their conduct during their entire stay within the accommodation, responding to all legal effects towards the Management and third parties.

Failure to comply with the regulation results in the immediate removal of the guest from the campsite.

The "visitor" rate does not allow reductions based on the age of the guests and the duration of entry. For those

wishing to tour the structure, a visit of less than 15 minutes is allowed, upon provision of an identification document. In any case, access to the structure is not allowed by any means of transport, be it motor vehicle, bicycle, scooters and the like.

Entry into the campsite by unauthorized persons involves a trespassing violation pursuant to ART 614 of the Italian Penal Procedure Code.

ACCESS AND CIRCULATION OF VEHICLES

Vehicles can access the campsite only on the day of arrival and the day of departure for the normal loading and unloading of baggage and/or camping equipment. No more than 2 hours can be used for each of these operations, unless expressly authorized by the Reception. In no other case will vehicle access be allowed inside the campsite during the stay. Exceptions to this rule can be agreed in the event of proven disability or walking difficulties. It is also specified that in order to facilitate customers with the aforementioned difficulties, the Management, to limit the traffic of vehicles within the structure, will be able to provide an electric vehicle driven by the authorized staff.

At the time of registration, the plate number of all vehicles must be provided.

Washing one's car, caravan, and/or boat, etc., inside the campsite is prohibited.

Vehicles must circulate at walking pace (5km/h) and will be parked on the one's own pitch or near the accommodation (in the case of campers and motorcycles) or in the appropriate unattended parking lots (in the case of cars).

It is possible to circulate inside the campsite on bicycles and scooters, excluding the restaurant and bar areas, inside the market and the bathrooms and in the sports fields. The staff of the accommodation facility is authorized to confiscate a bicycle or scooter from any minor who drives them at a speed higher than the above-mentioned limit or in such a way as to create danger for others; the vehicle will be made available to the adult who is responsible for the minor.

The facility provides free reserved unattended parking areas. Blocking escape routes in any way is strictly prohibited and will result in forced removal. All cars and trailers must be parked outside the campsite, in the designated parking areas indicated by the signage.

NOTES FOR VILLAGE CUSTOMERS (CHALETS, BUNGALOWS, MOBILE HOMES, LODGE TENTS, VILLAS)

Our accommodations' kitchenettes come equipped with cookware, utensils, and tableware for the number of beds provided. The first set of bed and bath linen is included in the stay. Additional guests will incur an extra charge according to the current price list.

The linen change, even partial, is carried out upon request and upon payment of the relative surcharge. The accommodation furnishings also include the supply of pillows and blankets equal to the number of beds in the accommodation. Requests for additional pillows are not guaranteed. Camping beds complete with mattress and sheets are available upon request for a fee for children from 0 to 2 years. To find out about the complete set of furnishings available in the accommodation, it is advisable to view the list that can be downloaded from the website www.campingsosflores.com or requested by e-mail or from the staff at the Reception. It is forbidden to move any furnishings or equipment accessories outside the accommodation or to transfer them to other accommodation.

The final cleaning fee is included in the accommodation price, with the exception of the kitchenette, which must be left clean by the guest. Failure to do so will result in a EUR 30.00 penalty

Air conditioning is available for a fee only in some types of accommodation. These housing units are equipped with air conditioning operating with a refillable card dispensing system. The use is optional and is in supplement at a cost of EUR0.50 for each hour of use.

All housing units are equipped with a current limiter for safety reasons. For this reason, it is not possible to use electrical appliances with a power greater than 1200W.

Hot water supply is normally available in the shower, kitchen sink and bathroom sink. In some types of

accommodation, hot water is only available in the shower. For specification on this, please refer to the features of the accommodation at the time of booking. The production of hot water is guaranteed by solar panels, centralized oil-fired boilers and independent gas boilers. The timing of hot water supply varies depending on the production system used. Before reporting the failure of the hot water supply to the Reception, it is therefore advisable to run the water for a few minutes.

Depending on the accommodation type, the kitchen stove is powered either by electricity or by independent gas cylinders. Guests are requested to contact the Reception in case of gas supply interruption so that a replacement can be arranged promptly

Unfortunately, the rooms equipped with TV suffer from poor reception of the digital terrestrial signal due to the thick vegetation that surrounds the accommodation. For this reason, we do not guarantee viewing of all free channels.

RULES OF CONDUCT AND PROHIBITIONS FOR CUSTOMERS AND THEIR GUESTS

USE OF WATER

The water from the fountains is for drinking purposes only. We kindly remind you that water is a precious commodity, especially in Sardinia, and we trust customers' sound judgment regarding its use. Washing cars or motorcycles, campers and caravans inside the campsite is strictly forbidden. Washing dishes and linens is only allowed in the specific sinks available.

USE OF SHARED BATHROOM FACILITIES

It will be the guests' responsibility to use the shared bathroom facilities with the utmost decorum and cleanliness; enjoying a clean environment is a pleasure, and leaving it clean is everyone's duty. The Facilities will be sanitized daily, according to well-defined times, with a pressure washer and various sanitizing products. It is strictly forbidden to empty the chemical toilets in the shared bathrooms.

LIGHTING FIRES

For safety reasons, it is strictly forbidden to light free fires of any kind. The use of barbecues is prohibited on windy days. The use of gas stoves inside the pitches is authorized at a distance of more than 1 meter from the surrounding vegetation. Putting out matches or cigarettes carefully is recommended. The infringement of these rules constitutes a serious risk to people and things.

RESPECT FOR THE TERRITORY AND VEGETATION

It is not allowed to dig ditches or holes in the pitches; absolute respect for all kinds of plants and equipment on the campsite is also required. Tampering with the vegetation in any way, hanging wires to hang clothes, hammocks, electric cables or affixing other objects of any kind, except with the express authorization of the Management is forbidden. Our staff is authorized to immediately and without notice remove what is prohibited herein and affixed to the trees; we recommend equipping yourself with drying racks. In the event that vegetation is cut or removed, the person responsible will be required to pay for the damage.

WASTE DISPOSAL

Each guest during their stay is required to maintain the utmost cleanliness in their pitch or accommodation facility. According to the municipal regulation, the differentiated collection of waste is carried out inside the structure: plastic, paper, glass and metal, organic waste. Each accommodation is equipped with a trio of bags for separate collection as well as with a biodegradable bag for organic waste and a bag for unsorted waste. Additional bags are available for purchase at the market inside the campsite. It is also compulsory to remove any waste from the lodgings and pitches before departure, under penalty of a EUR30.00 fee. The opening hours of the recycling point are posted at the entrance to the recycling point. It is forbidden to dispose of wastewater, of any type and from any source, outside the specific area inside the accommodation facility.

DISINFESTATION

Rodent control and disinfestation operations from mosquitoes and the like are periodically carried out to ensure the best hygienic and sanitary conditions. This operation is carried out according to current legislation with components

that are not harmful to humans. We kindly remind our customers that the structure is located in the open countryside and that therefore ants, mosquitoes, bees, geckos and various insects as well as any small country mice can visit you. Being aware of this, we hope that you will be more tolerant. We therefore invite you in any case to buy repelling coils, citronella and repellents of various kinds. No disputes will be accepted except in the case of extremely serious situations.

USE OF CABLES AND ELECTRICAL EQUIPMENT

Connection to the electricity network will be carried out exclusively by the campsite staff. Obstructing the roads inside the accommodation facility with cables and/or with any other instrument for obtaining electricity is forbidden; the use of the surrounding vegetation as a support is also forbidden. The staff of the accommodation facility is expressly authorized to immediately remove without notice any cable and/or other instrument affixed in violation of these rules. The same authorization is granted in the case of non-compliant electrical connections.

DISTURBING THE PUBLIC PEACE

To allow for rest, quiet hours are established from 00:00 to 08:00 am and from 2:00 pm to 4:00 pm. During these times, guests must not cause disturbing noises, use radio and television sets and anything else that could prevent relaxation. It is therefore forbidden to engage in any type of behavior that disturbs the public peace within the accommodation facility and its surrounding areas. Please promptly report any violation of this rule to the Reception staff during the opening hours displayed or to the night guard at the entrance to the campsite, to allow staff to intervene immediately.

The Management, at its sole discretion, may provide for exceptions for entertainment activities. Access to the kiosk bar on the beach and the entertainment area is forbidden from 00:00 to 08:00 am.

Tents are not to be assembled or disassembled, nor caravans set up from 8:00 pm to 7:00 am the next morning.

PETS

Small sized pets (up to 40 cm at withers) are allowed to enter the accommodation facility. Animals, which can stay on the pitch or in only some types of housing units, must be microchipped and accompanied by their travel documents (veterinary certificate). Upon arrival, the Reception staff has the right to request these documents and in the event that these documents are not provided, the Management reserves the right not to allow the animal to enter the campsite. Dog owners undertake to keep their pets on a leash at all times, away from the beach reserved for bathers and to take care of their hygiene. For the rules regarding the presence of pets, please refer to the rules listed in the specific regulation.

WI-FI AND CELLULAR NETWORK

Free Wi-Fi is available in the main common areas and some residential sections of the village. Mobile phone coverage is limited, with 4G unavailable in certain areas and weak in others.

MINORS AND ACCESS TO EQUIPPED AREAS

Groups consisting entirely of minors are not permitted. Parents or guardians are responsible for supervising minors in the use of common areas and facilities. Use of the playground and sports facilities is at the users' own risk. Playground access is allowed only during the hours set by Management and only for children accompanied by an adult. Children over 12 years old are not permitted on the playground. The gym is accessible to guests aged 16 and over.

SPORTS AREAS

The beach volleyball court is free for guests to use. The use of the tennis court and the five-a-side football field is subject to booking at the Reception and payment of the relative hourly rate. The opening and closing of the gates will be carried out by the staff in charge. Access to the sports areas is allowed throughout the day, except during the quiet time period from 2:00 pm to 4:00 pm. Night access is forbidden.

BEACH

The beach is free; for the relevant regulation, please refer to the bathing guidelines issued by the local Coast Guard and to the regulations on the subject issued by the Sardinia Region. Please note that any beach equipment must be removed after use and cannot occupy the state-owned land during the night to allow the regular passage of vehicles for cleaning the beach, under penalty of confiscation and fines by the local Coast Guard. Means of accesses to the beach will remain open throughout the day and will be closed overnight. To ensure the safety of all guests, entry and exit from the beach at night will be allowed only by showing the identification Camping Pass provided at check-in to the authorized staff.

SERVICES

The Camping Village provides a laundry room with self-service washing machines and dryers, the laundry is also equipped of single-use detergent automatic machines. The service is only cash payment, all details about costs are shown on the general price list. We kindly ask you to empty the washing machines as soon as possible, to allow other guests to use the service and to avoid long waits. Camping staff are authorized to empty washing machines that have finished the washing cycle.

The facility also offers adult city bikes and children's mountain bikes for rent, for the applicable fee.

In the medium, high and very high seasons, it is possible to rent beach equipment such as umbrellas and sun loungers on a daily basis, by contacting the beachfront bar. Rental is available from the morning upon the opening of the bar until the late afternoon, with the return of the equipment by the closing time. This service may be subject to change. To facilitate the movement of customers without their own vehicle to the town, we offer a free shuttle service upon reservation. The company electric vehicle has 7 seats, 6 of which can be booked, and it makes 2 return trips both in the morning and in the afternoon. The timetables are posted at the main entrance, at the Reception, subject to availability. Inside the campsite, customers can freely use the barbecue stations. The combustion equipment is the responsibility of the users and can be purchased at the mini market.

DECORUM

Both nudity and going "topless" are strictly forbidden inside the accommodation facility. It is forbidden to access the Reception and commercial establishments, restaurants and bars when topless.

EMERGENCIES

IN CASE OF FIRE

In the event a fire is sighted, it is imperative to immediately alert the campsite staff. Inside the facility, there are special loudspeakers that will sound a warning alarm in case of emergency. Should the warning alarm sound, customers must gather in an orderly fashion at the "collection points" indicated by appropriate signs and marked on the map of the facility, and wait there until the emergency has been resolved.

OTHER EMERGENCIES

Serious natural events, public safety situations, incidents at sea: contact the campsite staff if available or consult the information board at the entrance where all the telephone numbers for requesting help are listed.

RESPONSIBILITY

RESPONSIBILITY OF THE CUSTOMER AND GUESTS

Customers and their guests are personally responsible to the Management and third parties for any damage to persons or things, direct or indirect, for any reason caused as a result of conduct in violation of the rules of this regulation and of the others in force as applicable. Each camper is required to carefully guard the objects owned by him/her.

RESPONSIBILITY OF THE CAMPING VILLAGE

The Management assumes no responsibility for money or valuables that have not been deposited for safekeeping upon arrival, as well as for damage due to accidents or injuries of guests not dependent on direct negligence of the camping village staff, for damage, disruptions and breakdowns caused by bad weather or force majeure, for damage to cars, caravans, or other goods caused by falling branches, pinecones or third parties.

RESOLUTION

Any tolerances on the part of the Management, referring to conduct of customers and their guests that are in violation of the provisions of this contract, do not constitute any waiver of the relative rights that are due to it under the same clauses. In the event that any contractual clause, for any reason, does not comply with mandatory provisions of the law, it will be ineffective, without prejudice to the validity of the remaining clauses.

The violation of the articles of this regulation entails the immediate termination of the hotel contract, with the obligation of the customer and his/her guests to leave the accommodation within 6 hours after receiving the notice of termination, as well as, as a penalty clause, to pay the consideration for the entire stay, even if not completely used, with the accommodation facility entitled to retain the deposit until the full settlement of its credit obligations, as well as to be compensated for additional losses.

THE MANAGEMENT