



## REGULATIONS

### GENERAL PROVISIONS

Villa Silvana 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](http://www.campingsosflores.com), are posted on the bulletin board, and can be requested via email from [info@campingsosflores.com](mailto: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 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 and cannot be transferred to third parties, except in cases where the Management grants exceptions. The number of guests indicated in the reservation and subsequently confirmed at check-in will be considered the subject of the hotel contract.

Requests from guests regarding preferred room numbers will be duly noted; however, they do not constitute a contractual guarantee. Room assignments are made on-site at the sole discretion of management.

Requests for reservation modifications must be submitted in writing to management (via email, fax, or registered letter). Management will evaluate these requests at its discretion, considering current availability and rate conditions, and will communicate its decision to accept or decline accordingly. Any changes to the booking are subject to availability and may result in 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**

Villa Silvana is intended for adults only. Upon arrival it is mandatory to deliver the identification documents of all guests to the Reception.

The check-in time for rooms is guaranteed from 3:00 PM on the day of arrival. Guests departing (check-out) must vacate their rooms 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.

At check-in, guests will be required to provide a cash 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.

Departures after the designated check-out time will incur a charge for an additional day. However, guests may request a late check-out (evening departure by 8:00 PM) in advance, subject to availability, and will be charged a half-day fee. 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.

All guests must be registered in order to enter and stay at the campsite. If a guest is found without registration, a charge will be applied to the account starting from the first day of arrival of the relevant group.

#### **ROOM ALLOCATION – PAYMENT**

The allocation of rooms is carried out at the sole discretion of the Management.

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 accommodations in brochures, on the website, and in booking channels are to be considered indicative and do not bind the actual equipment and features of the accommodations. 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 the event of a no-show without prior notice, the room will be held for the customer for a maximum of 24 hours

from the scheduled arrival date. After 3:00 PM the following day, the reservation will be deemed a no-show, and the accommodation will be made available for resale.

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 room 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**

Guests are allowed to receive visitors within the facility. Access for visitors is at the discretion of management and requires formal registration of all 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 cases where the reserved accommodation has available unoccupied spaces, the acceptance of additional guests is not guaranteed and is subject to the discretion of management. This will require the deposit of identification documents and payment of the applicable fee.

Guests under the age of 18 are not permitted at Villa Silvana.

Non-compliance with the regulations will lead to the immediate expulsion of the guest from the facility.

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 ecc.

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

### **ACCESS AND CIRCULATION OF VEHICLES**

Vehicles can reach Villa Silvana by following the route that the staff in charge will show to the guest at the arrival. A free and unattended parking area is available to Villa Silvana guests. Obstruction of escape routes by any means is strictly prohibited, under penalty of forcible removal.

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

Is not allowed washing cars inside the facility.

Vehicles must drive at walking pace (5km/h).

Villa Silvana's vehicles will not be allowed inside the Camping Village Sos Flores under any circumstances.

### **NOTES FOR VILLA SILVANA GUESTS**

The room rate per night includes overnight stay and breakfast. A buffet continental breakfast is served from 08:00 am to 10:00 am at the breakfast room located at the ground floor inside the Villa Silvana.

Supply of bed linen and towels is included on the room's rate. Room cleaning, rearrangement and linen changes are on request.

Room amenities include pillows, bedspread, blankets, hairdryer, clothesline and bath amenities. It is strictly forbidden to remove any equipment or accessories from the room or to transfer them to other rooms.

Air conditioning in the rooms is available free of charge.

Hot water supplied in the shower, sink and bidet. Hot water is provided by solar panels and gas-fired centralized boiler. The timing hot water supply depend on the production system used. Therefore is recommended to let the water run a few minutes before reporting hot water supply failure.

All rooms are equipped with TV.

Villa Silvana has a comfortable indoor relaxation area located at the main entrance, which provides access to the guest rooms and to the breakfast room. The outdoor area features swimming pools and a hot tub, available for complimentary use during designated hours. Sun loungers and umbrellas are provided at no additional cost around the pool perimeter. It is strictly prohibited to move or tamper with any equipment in the relaxation areas. Any issues or malfunctions with the facilities must be reported immediately to the Reception for prompt resolution.

## **RULES OF CONDUCT AND PROHIBITIONS FOR CUSTOMERS AND THEIR GUESTS**

### **USE OF WATER**

Please remember that water is a precious resource, especially in Sardinia, and we rely on your common sense regarding its use. Washing cars and motorcycles within the property is strictly prohibited. .

### **LIGHTING FIRES**

For safety reasons, the lighting of any open flames is strictly prohibited. The use of barbecues at Villa Silvana is completely forbidden. Guests are strongly advised to extinguish matches and cigarettes with care. Any violation of these rules poses a significant risk to both individuals and property.

### **RESPECT FOR THE TERRITORY AND VEGETATION**

Absolute respect for all plant life and property equipment is essential. It is strictly forbidden to interfere with the vegetation in any way, including hanging lines for drying clothes, hammocks, electrical cables, or attaching any other objects without the express permission of Management. Our staff is authorized to remove any prohibited items without prior notice. In the event of damage to the vegetation or its removal, the responsible party will be held liable for restitution.

### **DISINFESTATION**

Rodent control and mosquito disinfestation operations are conducted periodically to maintain optimal hygiene and sanitary conditions. These procedures are performed in accordance with current regulations and utilize components that are safe for humans.

### **DISTURBING THE PUBLIC PEACE**

To ensure a peaceful environment for all guests, quiet hours are established from 12:00 AM to 8:00 AM and from 2:00 PM to 4:00 PM. During these times, excessive noise, the use of radios and televisions, and any activities that may disrupt relaxation are strictly prohibited. Any behavior that disturbs the public peace within the property and its surroundings is not allowed. Guests are urged to promptly report any violations of this policy to the Reception during operating hours or to the night security at the Camping entrance, enabling immediate intervention. Management reserves the right to grant exceptions for entertainment activities at its sole discretion.

## **PETS**

Pets are not allowed at Villa Silvana.

## **WI-FI**

The property offers free Wi-Fi, available in common areas only.

## **SPORTS AREAS**

The beach volleyball court is available for guests' free use. Access to the tennis court and the five-a-side football field requires a reservation at the Reception and payment of the applicable hourly rate. The opening and closing of the gates will be managed by the designated staff. Access to the sports areas is permitted throughout the day, except during quiet hours from 2:00 PM to 4:00 PM. Night access is prohibited.

## **BEACH**

The beach is open to the public, and its use is governed by the bathing ordinance issued by the local port authority and the guidelines of the Sardinia Region. Guests are required to remove all beach equipment after use, as it cannot occupy public land during nighttime hours to allow for the passage of cleaning vehicles. Noncompliance may result in confiscation and fines from the local port authority. Access to the beach will be permitted throughout the day and closed at night. For the safety of all guests, entry and exit during nighttime hours will only be allowed upon presentation of the camping pass issued at check-in to the staff on duty.

## **SERVICES OF CAMPING VILLAGE SOS FLORES**

The property features a self-service laundry equipped with washing machines and dryers, along with a vending machine for single-dose detergents. Guests are encouraged to promptly remove their laundry after use to facilitate access for others. Staff are authorized to clear machines that have completed their cycles. Payment for laundry services is made in cash, and the current price list is available at the facility.

Daily rentals of adult city bikes and children's mountain bikes can be arranged at the Reception for a nominal fee. The rental service operates from 9:00 AM to 9:00 PM, with possible variations during the low season.

During medium, high, and peak seasons, guests can rent beach equipment such as umbrellas and sun loungers at the beach bar. Rentals are available from morning until late afternoon, with equipment to be returned by closing time. This service may be subject to change.

To assist guests without vehicles, a free shuttle service to the town center is available by reservation. The electric shuttle accommodates 7 passengers (6 bookable seats) and operates two round trips in the morning and afternoon. Shuttle schedules are posted at the main entrance near the Reception, subject to availability.

Guests are welcome to use the barbecue stations throughout the campsite. Cooking equipment is the responsibility of users and can be purchased at the mini market.

## **DECORUM**

Nudity and "topless" attire are expressly prohibited within the property. Access to the Reception and commercial, dining, and bar areas while shirtless is not allowed.

# **EMERGENCIES**

## **IN CASE OF FIRE**

In the event a fire is sighted, it is imperative to immediately alert the 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 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 guest is required to carefully guard the objects owned by him/her.

## RESPONSIBILITY OF THE ACCOMMODATION

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 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