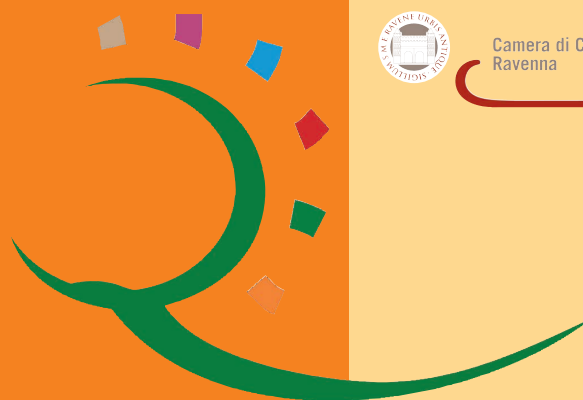
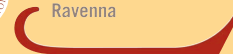


Camera di Commercio  
Ravenna



# Charter of Quality Tourism Services

**Outdoor  
structures  
Camp sites**



## Index

1. Access and location
2. Internal traffic
3. Reception
4. Access to residential units and common areas
5. Sport and recreational facilities
6. Toilet and laundry blocks
7. Restaurant facilities
8. Prices
9. Method of payment
10. Booking regulations and procedures
11. Booking confirmation procedures
12. Pets
13. Complementary services
14. Insolvency
15. Breach of contract
16. Classification
17. Regulations
18. Complaints and conciliation desk

## 1. Access and location

The camp site is well signposted, in excellent general conditions and it corresponds to the image portrayed in the advertising material.

- The camp site is signposted at the entrances, these are well positioned and also visible by night.
- The camp site surroundings are pleasant and well looked after.
- All the information in the advertising is truthful and is confirmed in the facilities.
- The camp site is well illuminated and there is a night surveillance service.

## 2. Internal traffic

Parking inside each camping lot is free. The camp site provides guests with at least one car park lot per residential unit. In respect of the resting time, vehicles can only circulate at certain times (times are displayed); at all other times vehicles must be parked outside the camp site or in the special areas separate from the camping lots.

## 3. Reception

- Upon arrival guests are welcomed by the reception staff, who can also speak foreign languages.
- There is a temporary parking area for check in/out procedures, where tourist information is also available.
- The staff accompanies all guests to their relative residential units/camping lots.

## 4. Access to residential units and common areas

The areas are well marked and the minimum surface areas conform to the criteria laid down by the Regional Law no. 16/2004. Access to the main public services and residential units/camping lots are well signposted.

## 5. Sport and recreational facilities

The camp site may be equipped with sporting facilities which may be placed at the disposal of the guests and may offer clients entertainment and recreational activities during the day and the evening, as well as facilities for children. In such cases the activities and facilities are publicized in the advertising material.

## 6. Toilet and laundry blocks

The toilet blocks, complete with disabled access, are perfectly clean and there is an adequate number for the guests, their number is equal or greater to that laid down by law. The camp site has a laundry block complete with token washing machines, an ironing area, an infant's area (changing table and wash basin) and there is at least one changing room with wash basin per toilet block.

## 7. Restaurant facilities

The camp site has a bar and a store. It may offer restaurant facilities (even take away), in this case, upon request the camp site guests may take advantage of the half or full board facilities thanks to an agreement with the camp site restaurant.

## 8. Prices

Prices and tariffs will be summed up in a table to be shown in a visible manner to the public in the "ricevimento" - reception area. The prices and tariffs are intended to be comprehensive of VAT, cold and hot water, electricity (minimum 3A), car parking (inside the lot). The prices and tariffs must not exceed the maximum laid down by the Provincial Administration. Children will benefit from the reduced prices as highlighted in the pricelist. The "visitor tariff" is shown clearly in the pricelist.

## 9. Method of payment

Payment maybe made in cash or by electronic credit card and bankcard (the accepted circuits are at the discretion of the hosting structure).

## 10. Booking regulations and procedures

Bookings should be made either in writing or by e-mail. However, it is important to note that a telephone and/or an exclusively verbal booking commits the camp site owner until the time of arrival agreed with the client, unless there are specific communications on the part of the client advising of eventual delays in arrival.

In order to establish a correct camp site-client relationship, at the time of the booking confirmation the camp site must confirm:

- The period of the stay;
- The agreed price;
- The services and facilities offered by the camp site (gym, sauna, swimming pool, tennis courts, etc.);
- The application of eventual extra charges and/or reductions;
- The existence of internal regulations listing particular restrictions;

Additional information for booking residential units:

- The characteristics and features of the booked residential unit (TV, bar fridge, etc);
- The availability of air-conditioning;
- The availability and the number of eventual residential units equipped for the disabled according to the existing laws.

If the residential unit/ camping lot that has been booked in writing is not occupied by the client within the agreed time, and if in the meantime the client has not informed the camp site of any changes, the residential unit/camping lot will be considered available for other bookings and the booking shall be cancelled.

## 11. Booking confirmation procedures

The management reserves the right to ask the client to make a down payment of about 30% of the entire amount due for the stay as a booking guarantee.

## 12. Pets

Some camp sites welcome pets, if they are welcomed the following requirements are to be observed:

- the camp site owner must advertise the eventual acceptance of pets within the structure, specifying which kind of pets are accepted;
- within the camp site area, the client must keep pets on a leash, and ensure that they do not disturb or harm other camp site guests;
- pets are not allowed into the structures of common use;
- pets cannot be left alone and not looked after;
- the client must inform the camp site owner of the presence of any pets at the time of booking.

Only pets registered according to the hygiene regulations and to the existing related law can enter the camp site. The camp site owner can request a payment for the stay of the pets with prior agreement of both parties.

## 13. Complementary services

- The camp sites provide the clientele with a number of special sinks for cleaning certain foods (e.g. fish). These sinks are signposted accordingly and distinct from those used for dishes.
- The camp sites provide the clientele with recycling facilities.

## 14. Insolvency

In the case of insolvency on the part of the client, according to art. 2769 of the Italian Civil Code, the camp site owner has the

right to avail of the client's property and to request the seizure of this property on the part of the competent bodies. The credits due to the camp site owner have a six-month prescription period.

## 15. Breach of contract

The client will lose the down payment if he/she does not turn up at the camp site to occupy the residential unit/ camping lot that had been previously reserved.

If the client is unable to respect the booking due to serious documented reasons, the camp site owner will keep the down payment in the form of deposit for a future stay to be agreed upon by the two parties.

In the case of an early departure on the part of the client - apart from the case of documented reasons of "force majeure" and in the case of responsibility attributed to the camp site owner or to its authorities - the camp site owner may demand the payment or compensation equal to the price of the days remaining to the end of the stay - up to a maximum of three days - in addition to the payment of the services used. In this case the down payment is deducted from the final price.

In the case that the residential unit/camping lot is booked once again or occupied during the period covered by the compensation payment, this sum shall be refunded to the client in default.

## 16. Classification

The Regional Law no. 16/04 applies a classification of 1 to 4 stars according to the facilities and the requirements present, in order to reach a specification of the holiday centre with the addition of further structural and facility based characteristics.

## 17. Regulations

Life in the camp site is organised according to the list of internal regulations which can be found in the reception area, together with a layout map.



## 18. Complaints and conciliation desk

Complaints may be made directly to the management of the camp site or to the relative municipal office or to the tourist information and reception offices located in the territory of the Ravenna province, which are responsible for assisting the tourist and for forwarding the complaints to the competent Bodies or Institutes.

In addition, tourists may apply to the relative associations for the safeguarding of the consumers of the province of Ravenna, whilst the tourist operators may refer to their relative category associations.

The Chamber of Commerce of Ravenna has a Conciliations Desk, a simple and quick service in alternative to the ordinary judicial system for resolving controversies of a tourist nature. For any information contact the Chamber of Commerce of Ravenna - Tel. 0544 481461/481411 - fax 0544 481500; e-mail: **tutela.mercato@ra.camcom.it**, web site: **www.ra.camcom.it**

The operators belonging to the Carta dei Servizi Turistici di Qualità - Quality Tourist Services Card facility are committed, in the case of controversies to apply to the proceedings of the Conciliation services of the Chamber of Commerce of Ravenna.

Any operators who repeatedly fail to conform may be excluded from the Card facility following a decision made by the Commission set up at the Chamber of Commerce.