



General Terms and Conditions of Sale

These General Terms and Conditions of Sale govern the relationship between the Client and the service provider, a Company of the Club del Sole Group that manages the accommodation facilities where the service will be provided, as specified in Art. 12.

Art.1- PRICE AND PAYMENT TERMS

1. The method of payment changes depending on the facility chosen and the opening period chosen without prejudice to all other methods offered and reported in the specific terms and conditions of sale provided when entering your personal data.

2. Standard methods of payment, if available, are:

I. PAYMENT ON ARRIVAL

a) The Clients, upon submission of their credit card details as a guarantee, can book with no need to pay a deposit, paying 100% of the price upon arrival at the accommodation facility.

II. NON-REFUNDABLE DOWN PAYMENT

a) The Client can pay 100% of the price:

i. from the specific web page, via credit card or bank wire transfer

ii. upon agreement via phone, using the special link received in the booking confirmation, paying by credit card or wire transfer at that time or within seven days after submitting the booking confirmation. After this deadline, in case of non-payment or partial payment, the contract will be considered terminated by law, without further notice by the accommodation facility.

iii. after requesting a quote by email and subsequently accepting it, using the special link received in the booking confirmation, via credit card, wire transfer at that time or within seven days after submitting the booking confirmation. After this deadline, in case of non-payment or partial payment, the contract will be considered terminated by law, without further notice by the accommodation facility.

III. DEPOSIT AND SUBSEQUENT BALANCE

a) The Client, via credit card or wire transfer, shall pay an amount by way of a deposit on the sale price. The balance, alternatively and according to what is specified in the special offer that may be available, shall be paid:

i. within ten days from arrival at the facility

ii. upon arrival at the facility.

3. In any case we will not accept cash payments for an amount equal to or higher than 5.000,00€ for a single reservation, also in case of split payments.

Art. 2 - BOOKING

1. Booking can take place online via the website of Club del Sole or that of the individual accommodation facilities, or via email or phone.

2. Once the reservation is made using one of the above methods, the Client will receive an email with a summary of the selected special offers and related terms and conditions.

3. Depending on the method of payment chosen at the time of booking (PAYMENT ON ARRIVAL, PREPAID NON-REFUNDABLE PAYMENT, DEPOSIT AND SUBSEQUENT BALANCE) a different procedure will be applied to the balance, changes and cancellation of booking.

4. The reservation will be considered effective, and the contract completed:

I. for bookings made through the web page at the moment of payment of the price or the deposit amount

II. for bookings made by email at the moment of submitting the booking confirmation, the Client shall issue payment within seven days after receiving the booking confirmation through the link provided. After this deadline, the booking will be deemed cancelled and the contract terminated

III. for bookings made by phone at the moment of submitting booking confirmation, the Client shall issue payment within seven days after receiving the booking confirmation through the link provided. After this deadline, the booking will be deemed cancelled and the contract terminated.

Art. 3- CHANGE OF BOOKING BY THE CLIENT

1. Any changes requested by the Client for a booking already accepted are subjected to verification and authorisation according to the availability of the accommodation facility.

2. For the NON REFUNDABLE PREPAID method there are no time limits to request changes and, if they involve higher costs, the Client will be required to pay the difference in price upon arrival at the facility. If the changes involve lower costs, no refund shall be due.

3. For the DEPOSIT AND SUBSEQUENT BALANCE mode:

I. at the facility of Desenzano Lake Village: for bookings ranging from the opening date until May 31 and from September 18 to October 3, the Client can request changes up to 48 hours before arrival, after which the limitations referred to in art. 3.8 shall apply. For bookings related to the periods from June 1 to July 8 and from August 28 to September 17, the Client can request changes up to 10 days before arrival, after which the limitations referred to in art. 3.8 shall apply. For bookings related to the periods from July 9 to August 27, the Client can request changes up to 10 days before arrival, after which the limitations referred to in art. 3.8 shall apply.

II. in all the facilities (except that of Desenzano Lake Village) for bookings ranging from the opening date until May 31 and from September 5 to the village closing date, the Client can request changes up to 48 hours before arrival, after which the limitations referred to in art. 3.8 shall apply. For bookings related to the periods from June 1 to August 4 and from August 29 to September 4, the Client can request changes up to 10 days before arrival, after which the limitations referred to in art. 3.8 shall apply. For bookings related to the periods from August 5 to August 28, the Client has the possibility to request changes up to 10 days before arrival, after which the limitations referred to in art. 3.8 shall apply.

III. For PAYMENT ON ARRIVAL the Client can request changes up to 24 hours before arrival.

4. For the DEPOSIT AND SUBSEQUENT BALANCE in the event of a request for change beyond the terms referred to in art. 3.3, No. I, II and III, if the amount of the new booking is lower than the previous one, no refund will be issued.

5. For DEPOSIT AND SUBSEQUENT BALANCE mode, in case of a request for change, the amount of the deposit and the price may be recalculated according to the request, which may be followed by a request to the Client for integration of the deposit, price paid or to be paid.

6. Only in the event of a decrease in the number of accommodations available, the provisions referred to in art. 5 (partial withdrawal) shall apply.

7. If a price change occurs as a result of a Client's request, and the accommodation facility accepts it, a written notice will be sent confirming the new price.

8. In the event that the request for change is received by the accommodation facility after the deadlines referred to in Art. 3.3, No. I, II and III, it will be impossible to change:

- the arrival date
- the departure date
- the supplementary beach service
- the supplementary swimming pool service
- the supplementary board and lodging service.

Art. 4- CHANGE OF A BOOKING BY THE ACCOMMODATION FACILITY

1. The accommodation facility reserves the right to unilaterally change the contract terms and conditions. The related notification shall occur via a durable medium, such as, for example, e-mail.

2. If before the stay begins, the accommodation facility is forced to significantly change one or more of the main features of the services or to significantly increase the price, the Client, may withdraw from the contract within 10 days without paying withdrawal fees by issuing a notification via a durable medium, such as e-mail.

3. In the event that the Client notifies the wish to withdraw from the contract, the accommodation facility may offer the Clients an alternative service of equivalent or higher quality.

4. In the event of withdrawal from the contract, if the Client does not accept an alternative service, the accommodation facility will reimburse all payments issued by or on behalf of the Clients without undue delay and in any case within fourteen days after withdrawal from the contract.

5. In the event of failure to reply regarding the changes proposed by the accommodation facility, the proposal is deemed accepted without further terms or conditions.

6. If the changes of significant importance made by the accommodation facility lead to a service of lower quality or cost, the Client is entitled to an appropriate reduction in price.

7. If the significant changes to the contract proposed by the accommodation facility imply a service of higher quality or cost in the same or another accommodation facility, the Client shall not be required to pay any additional fee.

Art. 5- CLIENT'S WITHDRAWAL

1. The cancellation of a booking, or withdrawal, must be notified exclusively by e-mail at annullamenti@clubdelsole.com, specifying the name of the campsite/village, Surname and Name of the holder and booking number. Withdrawal notified by phone is not valid for cancellation purposes.

2. In case of withdrawal by the Client, the accommodation facility may apply the following penalties:

I. For PAYMENT ON ARRIVAL

a) there are no penalties up to 24 hours before arrival. Subsequently, the penalty will be equal to 100% of the price.

II. For DEPOSIT AND BALANCE ON ARRIVAL

a) The Client is entitled to withdraw without penalty:

i. up to 48 hours before arrival, at the facility of Desenzano Lake Village, for bookings ranging from the opening date until May 31 and for bookings from September 18 to October 3; at all other facilities for bookings from the opening date until May 31 and for bookings from September 5 until the closing date of the accommodation facility

ii. up to 14 days before arrival at all accommodation facilities - excluding Desenzano Lake Village - for bookings from June 1 to August 4 and from August 29 to September 4, while for bookings from August 5 to August 28 withdrawal is free up to 30 days before arrival

iii. up to 7 days before arrival at Desenzano Lake Village for bookings from June 1 to July 8 and for bookings from August 28 to September 17, while for bookings from July 9 to August 27 up to 14 days before arrival

b) Without prejudice to the above, a penalty equal to 100% of the amount paid by the Client or any lower amount required in relation to the specific offer may apply.

III. For PREPAID NON REFUNDABLE PAYMENTS

a) The amount paid is non-refundable either in case of cancellation or in case of failure to show up at the facility.

3. In the event of inevitable and extraordinary circumstances occurring at destination or in its immediate vicinity and which have a substantial impact on the performance of the contract or transportation to the destination, the Client has the right to withdraw from the contract before beginning the stay without paying any penalty and shall be entitled to a full refund of payments made for the service, but shall not be entitled to additional compensation.

4. In the event that a refund is due, the refund will be issued via wire transfer within 30 business days from the time of acceptance of the reimbursement request.

Art. 6- WITHDRAWAL OF THE ACCOMMODATION FACILITY

1. The accommodation facility may withdraw from the contract and offer the Client a full refund of payments issued for the stay, but is not obligated to pay any additional compensation if it is unable to execute the contract due to inevitable and extraordinary circumstances, notifying withdrawal to the Client, without undue delay, before the start date of the stay.

Art. 7- COVID-19

1. In the event that inevitable and extraordinary circumstances due to the COVID-19 emergency, occurring at the place of destination or at the place of residence of the guest, make it impossible to stay at the facility or to reach it, the accommodation facility shall refund the amount of the booking paid and unused.

2. In case of quarantine of the holder of the booking or one of the declared participants of the stay, a voucher equal to the booking amount paid and unused shall be issued. The voucher can be used by the end of the year following that of issue in an accommodation facility of choice among those belonging to the Club del Sole Group, depending on availability.

Art. 8- EARLY DEPARTURE

1. In case of early departure, no refunds will be issued.

Art. 9- DELAYED ARRIVALS

1. In case of late arrivals that were not accepted by the accommodation facility, the Client shall be required to pay the full amount agreed at the time of booking.

ART. 10- SPECIFIC TERMS AND CONDITIONS

1. Special terms and conditions specified in the special offer shall prevail over these General Terms and Conditions.

ART. 11- REGULATION OF THE ACCOMMODATION FACILITY

1. The Customer and his guests undertake to respect the Regulation of the accommodation facility published on the relative website, and in force from time to time, which the Customer expressly declares to know and accept without reservation.

2. The Customer undertakes to enforce the Regulation also for his guests and to make them aware of the obligations deriving from the aforesaid Regulation.

3. Failure to comply with even one of the provisions of the Regulation, as well as the general obligation to maintain a polite behavior that does not disturb the normal and polite coexistence with the other guests of the accommodation facility, may involve the removal of the Customer and the Customer's guests. In the above case, if the Client or his guests do not provide it themselves, the accommodation facility will proceed with the removal and / or eventual disposal of all the goods left in the facility without any further communication and with exemption from any liability for the accommodation facility.

Art. 12- CLUB DEL SOLE GROUP ACCOMMODATION FACILITIES

1. The accommodation facilities of the Club del Sole Group and their managing companies are listed below.

- **Adriano Family Camping Village** - Adriano Marina Gest S.r.l. a single member Company, with registered office in Ravenna (RA) Hamlet Punta Marina Terme, via dei Campeggi 7, Tax Code and VAT 02524820392. CIR: 039014-CP-00001
- **Adriatico Family Camping Village** - Società Gestione Campeggi S.r.l., with registered office in Ravenna (RA) Fraz. Marina di Ravenna, viale delle Nazioni n. 301, Tax Code and VAT 00721220390. CIR: 039007-CP-00003
- **Centro Turistico Città di Bologna** - Bologna Gest S.r.l. a single member Company, with registered office in Forlì (FC), via Biondini 27, Tax Code and VAT 04052500370. CIR: 037006-CP-00001
- **Desenzano Lake Village** - Desenzano Gest S.r.l. a single member Company, with registered office in Forlì (FC), via Biondini n. 27, Tax Code and VAT 04205800404. CIR: 017067-CIM-00330; 017067-CIM-00331; 017067-CAM-00001; 017067-VIT-00001
- **Rimini Family Camping Village** - Rimini Gest S.r.l. a single member Company, with registered office in Forlì (FC), via Biondini n. 27, Tax Code and VAT 04438810402. CIR: 099014-VI-00001
- **International Riccione Family Camping Village** - Riccione Gest S.r.l. a single member Company, with registered office in Riccione (RN) via Torino n. 80, Tax Code and VAT 04302200409. CIR: 099013-CP-00002
- **Italia Family Camping Village** - Viareggio Gest S.r.l., with registered office in Forlì (FC), via Biondini n. 27, Tax Code and VAT 04534800406. CIR: 046033CAM0011
- **Jesolo Mare Family Camping Village** - Jesolo Gest S.r.l. a single member Company, with registered office in Jesolo (VE), viale Oriente n. 144, Tax Code and VAT 04358500272. CIR: 027019-CAM-00006

- **La Risacca Family Camping Village** - La Risacca S.r.l. a single member Company, with registered office in Porto S. Elpidio (FM), via Europa n. 100, Tax Code 04669570154 and VAT 01494540444. CIR: 109034-CAM-00001
- **Le Mimose Family Camping Village** - Single member Company, with registered office in Porto Sant'Elpidio (FM), Via Faleria n. 15. Company subject to management and coordination by CDS HOLDING S.p.A., Tax Code and VAT 00233150440 - REA FM - 75886 - CIR: 109034-VIT-00001
- **Marina Family Village** - Adriano Marina Gest S.r.l. a single member Company, with registered office in Ravenna (RA) Fraz. Punta Marina Terme, via dei Campeggi 7, Tax Code and VAT 02524820392. CIR: 039014-CP-00003
- **Marina Julia Family Camping Village** - Marina Julia Gest S.r.l. a single member Company, with registered office in Monfalcone (GO) Fraz. Marina Julia, via delle Giarrette n. 65, Tax Code and VAT 01174240315.
- **Orbetello Family Camping Village** - Tirreno Gest S.r.l., with registered office in Forlì (FC), via Biondini n. 27, Tax Code and VAT 04205820402. CIR: 053018CAM0001
- **Pineta Family Camping Village** - Società Gestione Campeggi S.r.l., with registered office in Ravenna (RA) Fraz. Marina di Ravenna, viale delle Nazioni n. 301, Tax Code and VAT 00721220390. CIR: 039007-CP-00005
- **Pini Beach Village** - Società Gestione Campeggi S.r.l., with registered office in Ravenna (RA) Fraz. Marina di Ravenna, viale delle Nazioni n. 301, Tax Code and VAT 00721220390. CIR: 039014-CP-00002
- **Romagna Family Village** - Romagna Gest S.r.l. a single member Company, with registered office in Riccione (RN), via Torino n. 56, Tax Code and VAT 04302220407. CIR: 099013-VI-00001
- **Rivaverde Family Camping Village** - Società Gestione Campeggi S.r.l., with registered office in Ravenna (RA) Fraz. Marina di Ravenna, viale delle Nazioni n. 301, Tax Code and VAT 00721220390. CIR: 039014-CP-00005
- **Sole Family Camping Village** - Società Gestione Campeggi S.r.l., with registered office in Ravenna (RA) Fraz. Marina di Ravenna, viale delle Nazioni n. 301, Tax Code and VAT 00721220390. CIR: 039014-CP-00004
- **Spina Family Camping Village** - Spina Gest S.r.l., with registered office in Comacchio (FE), via del Campeggio n. 99, Tax Code and VAT 01949730384. CIR: 038006-VI-00003
- **Stella del Mare Family Camping Village** - Castiglione Gest S.r.l. a single member Company, with registered office in Forlì (FC), via Biondini n. 27, Tax Code and VAT 04421030406. CIR: 053006CAM0008
- **Stork Family Camping Village** - Stork Gest S.r.l., with registered office in Forlì (FC), via Biondini n. 27, Tax Code and VAT 04205830401. CIR: 067037CVT0002
- **Tenuta Primero Resort** - Tenuta Primero, S.R.L. a single member Company, with registered office in Grado (GO), Via Monfalcone n. 14, Tax Code and VAT 01267160313
- **Vigna sul Mar Family Camping Village** - Vigna Gest S.r.l., with registered office in Comacchio (FE) Fraz. Lido di Pomposa, via Capanno Garibaldi n. 20, Tax Code and VAT 01949760381. CIR: 038006-VI-00005