



REGULATION BEACH AREA

GENERAL RULES

- 1 The beach is active for the public from 09.00 a.m. to 6.30 p.m..
- 2 The management reserves the right of selection.
- 3 The accommodation on the beach is taken care of exclusively by the staff of the accommodation facility.
- 4 The manager is not liable for any theft and/or damage to property suffered in the car park, bar, restaurant, rooms, lot, beach and throughout the perimeter of the Resort.
- 7 There is no launch corridor in the Resort, therefore the use of sailboards and kite surfs is prohibited.
- 8 It is forbidden to use soap or shampoo under the service shower located on the beach.
- 9 The shower cubicle can be occupied by up to a maximum of 1 person, with the exception of children, the elderly and people with disabilities.
- 10 Users are required to wear swimwear that does not offend common decency. It is absolutely forbidden to sunbathe or walk naked or semi-naked.

RULES OF CONDUCT

- 1 It is strictly forbidden to consume food and drink brought in from outside in the Resort.
- 2 The Resort offers musical programmes, therefore guests are invited to use earphones for their loudspeakers.
- 3 The decorum, order and cleanliness of the accommodation facility is a priority, therefore guests are invited to use the appropriate containers for the disposal of waste and not to deposit inflatables, toys and the like near the assigned location; unattended equipment will be removed.
- 4 Children must be accompanied to the toilets, to the beach and to any other area of the structure by an adult. Adults are responsible for the behavior of the minors entrusted to them.
- 5 It is not allowed to stand on the beach in front of the umbrellas with towels or sheets.
- 6 It is forbidden to move sunbeds and/or furniture from one location to another or on the shoreline and it is not permitted to practice any activity or game that could disturb other guests and/or violate the provisions of the Port Authority.

INTERNAL RULES

- 1 The Resort is constantly monitored through remote surveillance. The confirmation of the reservation for the stay implies the full approval and acceptance of the video surveillance and the consequent limitations on privacy.
- 2 The management reserves the right to expel those who cause disturbance or damage within the Resort or who violate this regulation.
- 3 Any dangerous activity and/or violation of the general rules, in spite of ourselves, will be reported to the competent public health authorities.
- 4 For everything not expressly regulated, the rules of the legislative codes and the normal common sense of community life apply.

RULES FOR THE SAFETY AT SEA

The raised red flag indicates danger to bathing and/or inactive and/or temporarily inactive lifeguard service; therefore it is recommended not to go beyond the buoys that delimit the safe waters and the manager declines any responsibility in the event of a red flag being raised.



RESORT REGULATION

STAY AND BEDROOMS

With the aim of making your stay in the Rena Resort pleasant, please read the regulation and the established rules of conduct carefully. At the time of booking confirmation, the aforementioned regulation is considered tacitly accepted. We welcome you again, thank you for choosing us and wish you a happy and pleasant stay. Rena Resort is also a location for events and ceremonies, with musical entertainment, the offer of which is also active during holiday stays.

GENERAL RULES

- 1 The rooms and lofts of the Resort are available from 12:00 a.m. on the day of arrival and must be vacated by 10:00 a.m. on the day of departure.
- 2 The Resort staff reserves the right to assign rooms and/or lofts at their discretion.
- 3 The management reserves the right of selection.
- 4 During check-in, the credit card used for the booking may be requested as a guarantee.
- 5 The stay will be paid within the day of departure together with any drinks / extras charged to the room account; the following payment methods are accepted: cash, debit card, credit cards, instant bank transfer.
- 6 The room cards must be returned to the reception.
- 7 Rates are per day regardless of the time of entry.
- 8 Breakfast is served from 7:45 a.m. to 10:00 a.m. in the reserved room.
- 9 Car parking is reserved for Resort guests only. The management is not responsible for any damage or theft caused to parked cars.
- 10 The management is not responsible for personal items lost, stolen, damaged or left unattended in the rooms, lofts or other areas of the property. Given this, it declines any liability in this regard. Items found by the staff will be kept at the reception for a maximum of 30 days. After this period, the property will be able to dispose of them freely, even donating them to charities.
- 11 The cleaning of the rooms and lofts, together with the change of towels, takes place every day, the bed linen is changed midweek. Upon request at the reception it will be possible to carry out further changes of bed linen or towels subject to the application of a supplement.
- 12 The Resort is equipped with a first necessity medical kit (plasters, hydrogen peroxide, gauze, etc.) for small medications located at the reception. For more serious problems, the guest can ask the reception to contact the emergency and first aid services.
- 13 The reception service is active from 8:00 a.m. to 8:00 p.m.. In case of emergency, if the reception is closed, please contact the telephone number +39 339 8811678 or 112.
- 14 The Wi-Fi is free for the exclusive use of the guests of the Resort.
- 15 In the event of suspension of the electricity or water supply due to the distributors, technical faults in the systems or other causes of force majeure (accidents caused by natural elements such as wind, rain and the like, falling branches or other plant coincidence or not with atmospheric events), the presence of any kind of wild animal, for accidents caused by guests or by equipment or mobile vehicles, the management declines all responsibility and is not required to pay any compensation.
- 16 Any type of complaint must be sent to management personnel who will do everything possible to analyze and manage the case.

INTERNAL RULES

- 1 Guests of the Resort must necessarily be provided with identification documents for reporting to the competent Authorities.
- 2 For those who intend to occupy the room on the day of departure, after the established time (and no later than 6:00 p.m.) they can do so only if available and with prior authorization from the management who will charge a supplement, the amount of which varies according to the season of the tariffs.
- 3 Customers who leave early are required to pay the room and/or the loft for the remaining days of the reservation pursuant to art. 1385 -1386 Italian Civil Code and subsequent amendments.
- 4 Please promptly report food intolerances and allergies to the dining room staff or reception.
- 5 Guests who wish to leave during the night or in the morning before 8:00 must check out and pay any extras the evening before departure.
- 6 Visits involving an overnight stay in the same guest room, by outsiders, must be previously authorized by the management. The fee will be applied as per the price list. All unauthorized people found inside the rooms and/or lofts will be reported to the competent Authority.
- 7 Rena Resort is eco-friendly, guests are requested to place the bath towels on the floor if they need to be replaced. Please do not waste water and electricity, therefore when leaving the rooms/lofts, please make sure that the water has been turned off and the lights and air conditioners have been turned off.
- 8 Any damage to the structure, objects or furnishings of the rooms, lofts or structure will be charged to the customer occupying the room.
- 9 In the hours 10:00 p.m. - 9:00 a.m. guests are requested to observe a behavior appropriate to ensure that the rest of the guests is not disturbed (including the loud tone of voice in the room area). The use of television or radio is permitted with moderate volume.

RULES OF CONDUCT

- 1 It is forbidden to take away food and drinks from the breakfast, lunch and dinner buffet tables. If you have any questions, please contact the staff.
- 2 It's absolutely forbidden to let not registered people in the structure enter the room or loft; visits must be authorized by management, any guests must necessarily leave an identity document at reception which they will collect upon leaving the Resort.
- 3 The parents of children or teenagers (or whoever exercises their authority) are responsible for the acts committed by minors within the Resort and are required to supervise them, making sure that they maintain correct behavior towards the other guests, having the obligation to respect the silence during rest hours.
- 4 It is forbidden to smoke and consume any substance prohibited by law inside the rooms / lofts of the structure. Smoking is allowed in open air spaces in respect of the people nearby.
- 5 It is forbidden to use stoves, food warmers and irons in the rooms and lofts. An external laundry service is also available upon payment of the fee at reception. For rates and collection of washing bags, contact the reception. It is forbidden by this regulation to hang clothes/dresses/costumes/cloths/fabrics in general at the windows and/or on the chairs and/or on the tables. It is also forbidden to use inappropriate spaces inside the rooms and/or lofts to store suitcases, clothes or linen.
- 6 It is strictly forbidden to bring food or drinks of any type into the accommodation facility and into the rooms, purchased outside the Resort, as well as pets, even small ones, are not allowed. In the entire structure (with the exception of the beach) it is required to wear an upper garment (t-shirt, shirt, tank top, etc.) and suitable footwear.
- 7 It is forbidden to use the toilets as a dumping ground and it is advisable to use the specifically prepared bins.
- 8 It is mandatory to respect the vegetation, the land, the hygiene and cleanliness of the Resort, any damages will be charged to the person who causes them. It is forbidden to remove plants or cut branches of trees in the Resort
- 9 It is forbidden to leave rubbish and cigarette butts on the ground. The waste produced must be delivered to the appropriate containers/bins, taking care to divide the solid urban waste from the recoverable waste (paper, cardboard, aluminum cans, glass).

SAFETY

- The Resort is constantly monitored through remote surveillance, entry into the structure implies full approval and acceptance of the video surveillance and the consequent limitations on privacy.
- Any dangerous activity and/or violation of the general rules will be reported to the competent public safety Authorities.
- For everything not expressly regulated, the rules of the legislative codes and the normal common sense of community life apply.



REGULATION

FOR THE USE OF THE UNGUARDED PARKING

ART. 1. OBJECT

These regulations govern the methods of use and management of the unattended car park for free use and reserved for guests of the Rena Resort according to the rules of these regulations, which users must comply with.

ART. 2. TIME

The car park can be used by customers during the period in which the service offered by the accommodation facility is provided.

ART. 3. PROHIBITION

Users are prohibited from:

- stop unnecessarily in the parking lot with the engine running
- hinder in any way the movement and functioning of the services
- bring flammable and explosive or otherwise dangerous substances into the parking
- carry out any transfer of fuel inside the parking lot
- use high beam headlights inside the parking lot
- park the vehicle along the traffic lanes
- carry out or have others carry out the cleaning of the vehicle inside the car park
- discharge water, oil or any other material that could dirty and/or damage onto the floor
- park outside the "dedicated" area that delimits each single space
- keep any type of gas cylinder inside and outside the vehicle (e.g. camping stoves)
- park in places reserved for the disabled and pregnant women

- consume food in the dedicated parking area and in the spaces in front

ART. 4. USER OBLIGATIONS

Furthermore, users are required to:

- follow the direction of traffic indicated on the signs and keep the speed no higher than walking pace
- park your car directly, taking care to avoid damage to nearby cars by carrying out the parking access maneuvers with caution

ART. 5. DAMAGE

In the event of damage due to bumps, collisions, accidents, investments caused by users inside the car park, the right to compensation for damages will be exercised by the injured party directly against the user who caused it, with the exclusion of any liability on the part of the Manager. The Manager is not liable for damages and total and/or partial shortages of the parked vehicle, nor of what is contained therein.

ART. 6. ACCEPTANCE

By simply parking the vehicle in the car park, the user fully accepts all the conditions established in these regulations, a copy of which is posted at the entrance to the car park by the manager. In any case, for all vehicles present during the hours of the unattended parking service, in the areas set aside for this purpose, all the rules and conditions established herein apply, without any exceptions, and this applies both to their owners and to the drivers or users.