



## **RULES OF THE 4 MORI VILLAGE CAMPING MURAVERA - CAGLIARI (ITALY)**

“Civilisation doesn’t spring from work, but rather from free time and play.” Alexandre Koyrè

Dear Guest,

The main aim of these rules is to ensure you have a thoroughly enjoyable holiday. So, please see it as a list of essential, easy-to follow recommendations, which we have put together over time on the basis of our experience. These rules, together with our commitment and the quality of our service that we provide create the foundations for a happy, carefree and relaxing vacation.

By booking and/or entering our facility, you must understand and confirm that you are fully familiar with and accept these rules in their entirety.

### **1. Handover of ID and personal data processing**

On arrival at the Resort, all guests must promptly provide valid ID for check in. All your personal data will be handled by reception staff in accordance with the applicable personal data protection rules.

### **2. Visitors**

No visitors are allowed in the property of 4 Mori without prior authorisation by management. Authorised visitors must produce their ID at the reception in order to be checked in as visitors. All their personal data will be handled by reception staff in accordance with applicable personal data protection rules. Once in the Resort, visitors must abide by these rules, a copy of which they must sign by way of acceptance, and pay the applicable charge as required. Any persons found on the grounds who have failed to check in, sign these rules and pay the applicable charge shall be removed from the grounds by Management at its sole discretion. Management reserves the right to report unauthorised entry to the competent law enforcement authorities and to claim any payments due, plus compensation for any damages suffered by the Resort, including reputation damage. In any case, Management accepts no liability for any damage or injury caused or suffered by the careless, negligent or inexpert behaviour of any unauthorised persons present in the Resort. In the event of any such situation, Management will seek legal remedies through its legal office.

### **3. Check out, payment and departure**

Before leaving the Resort, guests must pay the full price of their stay as stated in their booking and contract. After being issued the receipt for payment, guests must free their room by 10am or their pitch by 12am. Guests remaining beyond the specified time will be charged another full day’s stay. Before receiving payment and issuing receipt, Management may, at its sole discretion, inspect the accommodation units vacated by guests to check their condition.

#### 4. Vehicle access and transit

Subject to Management's authorisation, guests can drive into the Resort with their own car and park next to their assigned accommodation units to unload their luggage/equipment. When entering by car they shall strictly follow the instructions given by staff, to avoid any risks to other guests (especially the many children present), staff and property. Any harm to persons or damage to property at the 4 Mori Camping-village, due to non-observance of the rules on car access and parking in the Resort shall entail third-party liability for the offenders, and the 4 Mori Campsite/Village, as represented by its current legal representative shall be exempted from any liability. At all events, Management reserves the right to have its legal office assess any damage done to property or persons within the Resort due to negligence, carelessness or lack of judgment in driving the vehicles in the event of infringement of vehicle access rules, to safeguard its rights.

#### 5. Walking on landscaped green areas and flowerbeds and cutting or damaging of trees, plants and bushes.

In the Resort there are several landscaped lawns and flowerbeds. These green areas are equipped with water sprinklers. Moreover, gardening tools may be present during regular tending operations by our staff. Furthermore, at regular intervals chemicals and natural substances may be used in these areas. For all these reasons, to ensure our guests' safety, a strict "keep off the grass" rule applies to all these areas. No liability will be accepted by the 4 Mori Campsite and Village for any damage incurred by any person as a consequence of entering and walking on landscaped lawns and flowerbeds. Management reserves all rights to seek compensation for any damage done to said green areas, or malfunctioning of their technical installations caused by the unauthorised entry of third parties into such green areas. Clearly visible warning signs are placed next to those areas, for the safety of all guests. The Resort also has rich plant cover consisting of trees, plants and shrubs. It is strictly forbidden to cut or damage the plants for any reason. Our maintenance staff are available to guests for all aspects relating to plant management. Management cannot accept any third-party liability relating to damage and discarding of branches or parts thereof in the Resort area, and reserves the right to claim damages for any cutting of or damage to plants. Management accepts no liability for damage caused by the falling of branches or trees.

#### 6. Pets

Pets are welcome to the 4 Mori Campsite and Village. Guests with pets are required to inform Resort staff they will be bringing their pets at the time of booking. Pet owners must follow some basic rules to enjoy a pleasant and hassle free stay and to ensure the safety and wellbeing of children and adults staying at the Resort. Therefore pets are allowed, provided that their owners fully comply with the following conditions:

- a. Pets must be correctly looked after and kept in custody by their owners.
- b. They must always be kept on a leash.
- c. Pet owners must ensure that their pets cause no nuisance or threat to the other guests' wellbeing and safety.
- d. There are designated "potty" areas within the Resort, at a suitable distance from communal areas, where dogs should be taken whenever possible. When this is not possible, pet waste must be collected, placed in a sealed container and placed in a waste bin.

Management cannot accept any liability for damage caused to individuals or property present at the Resort, and reserves the right to claim any damages caused by non-compliance with these rules to the Resort's staff or property.

## 7. Pool and pool area rules

Guests are kindly requested to use the pool and its equipment in a responsible manner; this includes the whole pool area and poolside furniture. Trained pool attendants and lifeguards are constantly on duty in the pool area. Pool staff provide assistance to pool users. Guests should take care when entering the pools, use the ladders only for getting in and out of the water, and behave safely around the pool edge. All information and staff assistance are provided to ensure proper use of the pool, for the safety of all users. Inappropriate use of the pool and its equipment might put at risk the personal safety of users and cause damage to property and equipment. Management can accept no civil liability arising from inappropriate use of the pools, the ladders and pool equipment. Pool use rules are displayed prominently in all pool areas. While lifeguards and assistants are constantly on duty during pool open hours, all children must be carefully monitored by responsible adults. Therefore, children must be accompanied in the pool areas by a parent or guardian. For any requirements, guests can contact the pool attendants and lifeguards.

## 8. Use of the apartments, furnishings and ancillary areas. Safekeeping

Guests must exercise appropriate care in using the apartments and their furnishings and ancillary areas. Resort staff are fully available to show guests the use of appliances in their accommodation. Guests are kindly asked to keep the volume of TV sets radios and other sound producing appliances to a reasonable level, to avoid disturbing other guests. In particular, the period from 1.30pm to 4pm and from 23pm to 8am, is quiet time, when all noise should be kept to a minimum to avoid causing nuisance to other guests. At all times of day and night, excessive noise and behaviours causing disturbance to others should be avoided, in particular shouting, speaking loudly, using bad language, activities producing excessive and protracted noise. This applies to both accommodation units and external areas, in the patios and communal areas. Strictly no lighting of fires. Guests can use the barbeque facilities provided, taking turns with other guests as appropriate. The 4 Mori Campsite and Village can accept no liability for any injuries to persons or damage to property caused by the inappropriate use of such equipment. Management may seek legal redress for any damage to or malfunctioning of equipment or facilities, or for any injuries suffered by its staff as a consequence of the inappropriate use of this equipment. Any behaviour harming the image and decorum of the 4 Mori Campsite and Village, infringing these rules and contrary to standards of proper behaviour and respect of others, and involving verbal abuse, threats, or disregard for the wellbeing of other guests, infringing the rules of decent behaviour and proper manners, will be assessed by Management, on its own initiative or in response to other guests' complaints, and where ongoing, will lead to immediate expulsion from the Resort. In the case of expulsion, the 4 Mori Village also reserves the right to file a complaint with the competent authorities to obtain compensation for damage to its property and to the Resort's image. Management reserves the right to report any such behaviour to the competent authorities.

Guests are responsible for the safekeeping of their property and valuables. Management can accept no liability for loss or theft. Nevertheless the Resort's staff will fully cooperate in the search for any missing items and in reporting loss or theft to the competent authorities.

## 9. Use of the tent/campervan pitches and associated equipment

Guests must exercise the appropriate care in using the apartments and their furnishings and ancillary areas. Resort staff is on hand to provide full assistance to guests. Kindly only use the pitch area assigned to you. Guests are kindly asked to keep the volume of TV sets, radios and other sound producing appliances to a reasonable level, to avoid disturbing other guests. In particular, the period from 1.30pm to 4pm and from 23pm to 8am, is quiet time, when all noise should be kept to a minimum to avoid causing nuisance to other guests. At all times of the day and night, excessive noise and behaviour causing disturbance to others should be avoided, in particular shouting, speaking loudly, using bad language, activities producing

excessive and protracted noise. This applies to both accommodation units and external areas, in the patios and communal areas. Strictly no lighting of fires on the ground. Guests can use the barbeque facilities provided, taking turns with other guests as appropriate. The 4 Mori Campsite and Village can accept no liability for any injuries to persons or damage to property caused by the inappropriate use of such equipment. Management may seek legal redress for any damage to or malfunctioning of equipment or facilities, or for any injuries suffered by its staff as a consequence of the inappropriate use of this equipment. Any behaviour harming the image and decorum of the 4 Mori Campsite and Village, infringing these rules and contrary to standards of proper behaviour and respect of others, and involving verbal abuse, threats, or disregard for the wellbeing of other guests, infringing the rules of decent behaviour and proper manners, will be assessed by Management, on its own initiative or in response to other guests' complaints and, where ongoing, will lead to immediate expulsion from the Resort. In the case of expulsion, the 4 Mori Village also reserves the right to file a complaint with the competent authorities to obtain compensation for damage to its property and to the Resort's image. Management reserves the right to report any such behaviour to the competent authorities.

Guests are responsible for the safekeeping of their property and valuables. Management can accept no liability for loss or theft. Nevertheless the Resort's staff will fully cooperate in the search for any missing items and in reporting loss or theft to the competent authorities.

#### 10. Use of playgrounds and sports facilities

The 4 Mori Campsite and Village offers guests several playgrounds and sports facilities for the use of adults and children. All sports facilities have been properly tested by qualified technicians to ensure their correct functioning and safety and furthermore to have verified the compliance certificates to the health and hygiene and safety laws of any equipment acquired from third parts (The 4 Mori Campsite declines any liability for any not compliant or not truthful description made from the equipment's supplier). Our staff is on hand to assist guests concerning the access to and use and functioning of the sports facilities. In the areas used exclusively as play areas for children which are called for shortening and simplicity Baby park / Baby club is guaranteed to have the Village staff for the sole purpose of keeping tidy and clean the gaming space, as well as ensuring the usability and functionality their use. Minors guests of the playgrounds called Baby park / Baby club must be accompanied by an adult responsible for the custody and care of the child, as a parent, relative or other person, duly authorized by the holders of the parental authority. In no case the presence and the activities put in place from the 4 Mori's staff in these recreational areas for the children will be defined educational / assistential activities involving care obligation and protection of children. The holders of parental authority, therefore, release the Camping Village and its staff from any liability relating to the care and assistance of the children. The managers of the campsite, for security or opportunity reasons can decide to restrict as unappealable decision the use of the Baby park / Baby clubs where individuals identified as responsible for the care and assistance of the child did not have an appropriate delegation or did violate this and/or any part of this Regulation. In general guests are requested to use sports facilities with a reasonable degree of care. In the event of incorrect use of the facilities, Management can accept no third-party liability for any injuries to individuals or damage to property within or next to the sports facilities. Children using play/sports areas should be monitored by a responsible adult. Warnings and use rules are posted at the sports facilities, and must be complied with. No sports equipment such as balls etc. can be used outside the designated areas, to avoid risks to the safety of other children and adults. The management furthermore cannot accept third-parts liability for injuries to individuals or damage to property caused by playing outside the designated areas.

#### 11. Guest reporting, infringements of rules and amendments to the rules

Management and all staff members are at the full disposal of guests. Do inform us of any problem you might experience, this will help us resolve it promptly and ensure you enjoy a pleasant vacation.

Infringement of these rules will be assessed by Management, which may issue a formal warning or, in the more severe cases, expulsion from the Resort for those persons who have violated the rules.

Management reserves the right to adapt these rules at anytime, in this case, the new rules will be made promptly available to all guests.

We thank you for your kind attention and wish you a very pleasant and enjoyable stay.

**The Management**

## ACCESS AND CAR TRAFFIC GUIDELINES.

THE MOVEMENT OF CARS, MOTORCYCLES AND OTHER MEANS MOTOR IS ALWAYS PROHIBITED within the village and camping, except some exceptions listed below:

### **STAY IN APARTMENT OR MOBILEHOME.**

In order to facilitate the transport of luggage and other personal items, the access with cars and other motor vehicles:

- is only allowed once in the day of arrival, between 9 am-1:30 pm or between 4 pm-9 pm;
- is only allowed once in the day of departure, between 9 am-10 am;
- in the remaining times it is not allowed any movement of cars and other motor vehicles within the village;
- all cars, motorcycles and other motor vehicles can be parked in designated parking areas, respecting the times indicated on site.

The observance of these rules is very important in order to minimize the use of motor vehicles within the village. All for the benefit of the tranquility, security and health of all guests. Thanks for your cooperation.

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## ACCESS AND CAR TRAFFIC GUIDELINES

### **STAY IN CAMPING (TRAILER, TENT)**

Access by car with tent or towed caravan etc .:

- is only allowed once in the day of arrival, between 9 am-1:30 pm or between 4 pm-9 pm;
- is only allowed once in the day of departure, between 9 am-12 am;

In the remaining hours and throughout the stay it is not allowed nor the movement, nor the parking of the cars motorcycles and other motor vehicles inside the camping, even within their own camping pitch;

All cars, motorcycles and other motor vehicles can be parked in designated parking areas, respecting the times indicated on site;

### **STAY WITH CARMPELVANS/MOTORHOMES**

The access with Campervans/Motorhomes

- is only allowed once in the day of arrival, between 9 am-1:30 pm or between 4 pm- 9 pm, in order to reach the camping pitch;
- is only allowed once in the day of departure, between 9 am-12 am, in order to leave the camping;

In the remaining hours and throughout the stay it is not allowed nor the movement, nor the parking of the cars motorcycles and other motor vehicles inside the camping, even within their own camping pitch; The Campervan / Motorhome must stay parked within the pitch for the whole period of stay.

All cars, motorcycles and other motor vehicles can be parked in designated parking areas, respecting the times indicated on site;

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