



GENERAL CONDITIONS OF SALE

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BOOKING

1. Information received by the Customer by telephone or sent to the Customer by email or via the online booking system about bookings or availability shall be treated as such and are neither contractually binding nor a guarantee of availability. The Customer must adhere to the following rules in order to officially make a standard booking.
2. The Customer can only make a standard booking by sending a copy of the definitive booking offer (having requested and received the pre-filled form) signed for acceptance with a copy of the confirmed deposit payment, by fax (to: +39 0789 0998053) or by email (to: info@isoladeigabbiani.it) or by post (to: I Gabbiani srl - località Porto Pollo snc - Palau 07020 - Italy), strictly by the date specified in the Booking offer.
3. A quotation or definitive booking offer can be requested after communicating the accommodation unit type, arrival and departure dates, and the lead booking name information, by email, telephone or online.
4. Bookings may be made online via the www.isoladeigabbiani.it site. In the event of online booking, the booking is not guaranteed until I Gabbiani srl takes payment by credit card.
5. In both cases (online booking or standard booking), the company will send an email with receipt of the deposit made/charged to the card and a general booking summary.
6. A confirmed deposit of 50% of the total booking fee is required when booking the accommodation. A confirmed deposit of 30% of the total booking fee is required when booking campsite pitches. If the amount received as the deposit is lower than the amount requested, the Customer must pay the difference upon settling the outstanding balance, on the basis of the applicable price list.
7. Bookings include solely and exclusively what is expressly stated in writing and summarised in the definitive booking offer at the stated price. The Customer must carefully check and report any discrepancy between what is requested and agreed upon and what is contained in the summary. The contract and the content expressly summarised in it are binding in the event of any discrepancy.
8. Quotation requests made by email or via website forms are also not binding in any way, do not constitute a booking and are not considered valid with respect to services requested but not expressly set out in the definitive booking offer.
9. Any offers or discounts to which the Customer is entitled, even if contained in the total booking fee, are not applied to the deposit to be paid; rather, they are subtracted from the overall balance. The deposit does not include any promotions.
10. If the Customer wishes to make changes or additions after the contract has been drafted but before the start of the holiday (changing to another accommodation unit with a different rate, extra services, etc.) the amounts not charged in the original calculations will be added up and must be paid in full at check-in, in addition to the amount stated in the original contract.
11. Customers must advise the Management of any pregnancy, especially if high risk, allergies, illnesses, respiratory problems or risk situations before booking (or no less than 3 days before arrival). By signing the contract and/or checking in, Customers implicitly declare that they do not have any specific problems and do not need specific support or services. The Management reserves the right to verify if and/or how the company is able to meet the requirements. In any case, should the Customer confirm his/her intention to stay as planned, he/she declares that I Gabbiani srl is exonerated

from any consequent responsibilities.

LATE ARRIVAL, EARLY DEPARTURE AND CANCELLATION

12. A "late arrival" is deemed to have occurred when the check-in procedure takes place on a date after the contractually scheduled date. Any late arrivals must be communicated strictly in writing, at the latest the day before the arrival date indicated in the contract. Failure to comply with this prescription authorises I Gabbiani srl to rent the accommodation unit or the pitch to another customer, with no obligation to refund. An "early departure" is deemed to have occurred when the check-out procedure takes place prior to the contractually scheduled date. Any early departures must be communicated in writing no later than the day before the contractually agreed arrival date. Failure to do so shall authorize I Gabbiani to rent the accommodation unit or pitch to another Customer, with no obligation to refund. Payment for the entire stay is always due, even in the event of a previously communicated late arrival or early departure. **In the event of cancellation of the booking by the Customer, to be communicated in any case strictly by registered post or using certified e-mail (PEC) prior to the scheduled check-in date, I Gabbiani will manage the process, taking account of whether or not the booking benefited from specific advantages associated with a promotion.**

13. In the event of a booking that do not benefit from special advantages (Early booking, management discounts, previous vouchers, reduced deposits, etc.), the three potential scenarios are as follows:

- if the cancellation is made up to 30 days prior to the scheduled start date of the stay, 50% of the amount paid will be reimbursed
- if the cancellation is made up to 15 days prior to the scheduled start date of the booked stay, the amount paid will not be returned, but the Customer will not be required to pay the outstanding balance of the booking
- if the cancellation is made less than 15 days prior to the start of the booked stay (this also applies to no-shows) none of the amount paid will be reimbursed and the Customer will be required to pay the outstanding balance of the booking.

14. In the event of the cancellation of a booking that benefits from specific advantages (Early booking, management discounts, previous vouchers, reduced deposits, etc.), the three potential scenarios are as follows:

- if the cancellation is made by 15 December of the previous year (i.e. the year before the stay was contractually scheduled), the cancellation will be FREE and 100% of the deposit paid will be reimbursed. The costs relating to the "Servizio Senza Pensieri" (Carefree Service) or the "Servizio Numero fisso" (Fixed Number Service) that may be associated with the booking will not be subject to reimbursement.
- if the cancellation is made by 31 March of the year in which the stay was contractually scheduled, 50% of the deposit paid will be reimbursed. The costs relating to the "Servizio Senza Pensieri" (Carefree Service) or the "Servizio Numero fisso" (Fixed Number Service) that may be associated with the booking will not be subject to reimbursement.
- if the cancellation is made after 31 March of the year in which the stay was contractually scheduled, the deposit amount paid will NOT be reimbursed either wholly or partially. In any case, for cancellations made less than 15 days before the scheduled arrival date, the entire booking cost will be due.

FORM AND PROCEDURE

15. By signing and returning the definitive booking offer and/or the check-in form signed at Reception, the Customer declares that he/she has read and accepted the price list that can be requested from info@isoladeigabbiani.it and from the site, as well as these general conditions of sale with the rules downloadable from the internet site www.isoladeigabbiani.it. Furthermore he/she declares that he/she has read all the details visible on the site in relation to the accommodation unit booked and services available.
16. By signing the definitive booking offer the Customer declares that, in accordance with Italian Legislative Decree 196/2003 (the Italian Data Protection Act), he/she authorises I Gabbiani srl to handle his/her information and has read the statement on the processing of personal information.

ARRIVAL, CHECK-IN, PAYMENT AND VISITORS

17. Upon arrival, every Customer must hand over a valid identity document at Reception for compulsory registration under Italian law, and must check the accuracy of the information shown therein in order to access the village, communicating any discrepancies or variations without delay. If the customer has not already done so, he/she is also required to fill out the necessary municipal documents to apply for an exemption from the tourist tax, handing over the relevant copies to the personnel at Reception.
18. The Customer must pay the total outstanding balance no later than one week before the start of the holiday, print the statement of account and show it to the check-in staff on arrival at the village, during check-in procedure and before handover of the accommodation unit. If, however, the Customer is unable to demonstrate payment of the total outstanding balance, there may be delays while the appropriate checks are carried out. In any case, access to the accommodation unit will be given only once the balance has been paid. At the request of the front-office staff member, the Customer is required to show a copy of the definitive booking offer signed by him/her and the associated confirmation of receipt.
19. Any extra services purchased after booking (such as washing machine tokens, beach kit, etc.) can be paid for immediately or before departure.
20. Payments can be made in cash, up to the maximum legal limit, or by debit or credit card. The Customer must seek information on which credit cards are accepted for payment purposes.
21. The Customer may redeem vouchers for payment but must first check whether they are valid and accepted at the village and must obtain prior consent for use.

22. After checking in, the Customer will receive a pass to be shown on request to village staff, along with the information that must be displayed on the dashboard of the car or motorbike and on the accommodation unit (tent, camper van, caravan).
23. Failure to observe the set terms of payment, within the set time frame, constitutes express termination, giving I Gabbiani srl the right to resolve the contract, without prejudice to any additional claims for compensation for damages incurred by the company.
24. Visitors of guests staying at the village (including relatives and friends) may not enter the village without express authorisation from the Management, and only on condition that ID documents are handed in and guest registration is completed as required by Italian law. All visitors who intend to stay more than one hour after registration must also pay the current daily tariff and are authorised to remain within the village until the time agreed upon their arrival. Persons who are not registered are now permitted to enter the village.
25. Upon arrival, the Customer must take note of the evacuation routes, current tariffs, holiday packages, office hours, emergency numbers, restaurant/mini-market/bar opening times and all other information on village life. This information can also be consulted on the online noticeboard at <https://www.isoladeigabbiani.it/bacheca.html>.
26. Minors are only permitted if accompanied by parents or guardians. Adult Customers are directly responsible for the behaviour of their children. The children's activities and behaviour must under no circumstances breach the peace or compromise the welfare of other Customers and/or cause damage to the village buildings.
27. Customers who intend to check in to a campsite pitch without booking prior to arrival must, in any case, state the intended length of their stay and indicate this information on the pass that they have to show at check-out. In the event of Customers wishing to extend the timeframe initially indicated, they must return to Reception before the end of their stay and check the availability of the pitch for the additional days. If extensions are granted, personal passes must be modified to state with the new departure date. Any change to a different pitch must be authorized by the village staff.

PRICE LIST

28. The Customer is deemed to have read, understood and accepted the list price upon booking or, at the latest, upon checking in.
29. In the event of miscalculations in the booking, information provided in the price list is binding.
30. Any specific agreements and exceptions to the price list must be notified in writing on the booking form.
31. All groups, whether staying in an accommodation unit or a tent, have one car only included in the price. This does not apply to camper vans and minibuses, which do not have any cars included in the price. Moreover, they may not enter with any additional car, which is always counted as an additional car, unless declared in advance. Every accommodation unit in the village has an assigned space. It is suitable for vehicles up to 5.5 metres in length. Any arrival associated with stays in the village for SUVs, camper vans, minibuses or similar vehicles must be stated in advance to allow for a suitable space to be identified by the staff at Reception). Customers wishing to stay in camper vans and leave a car inside the village must pay a fee for the second car, in addition to the camper van tariff. 1 veranda is included in the rate for camper vans and caravans. The veranda must be attached to the vehicle and must be no wider than the camper van or caravan. If it is, it shall be deemed to be a service tent, and the

relevant number of square metres will be calculated, to which the tent rate shall then be applied. In any case, Customers must declare the presence of the veranda and state its precise dimensions when booking. To be defined as such, the veranda must not be used for sleeping.

32. Unregistered guests are not allowed to use the facilities in the village.
33. The camper van service with water and sewage hook-ups is included for camper vans registered at the current tariff. Hook-up is not allowed for external vehicles the owners of which not intend to check-in.

ACCOMMODATION UNIT HANDOVER

34. The booked accommodation unit is handed over to the Customer on the day of arrival by the times shown in the table below.

DESCRIPTION	HANDOVER AT CHECK-IN	KEY RETURN AT CHECK-OUT
GARDEN SUITE	BY 1.30 pm	BY 10 am
PARADISE SUITE BAY	BY 2.30 pm	BY 10 am
PARADISE SUITE SKYLINE	BY 2.30 pm	BY 10 am
SEASIDE SUITE	BY 3 pm	BY 9.30 am
NATURAL JUNIOR SUITE	BY 3 pm	BY 9.30 am
CAMPING PITCHES	BY 1 pm	BY 12 pm

35. The continued presence of persons or property on the site – in the mobile home or on the pitch – after the time set out in the table above will result in the charging of an extra day on the basis of the rate shown in the current price list, without prejudice to the requirement to vacate the site as soon as possible.
36. We do not accept variations in the number or the names of those listed in the booking proposal without prior agreement at the time of confirming the booking and/or subsequent online check-in. All accommodation is available only to the persons listed. The village Management reserves the right not to hand over the accommodation to guests who are not compliant with this rule.
37. Before arrival, the Customer will receive an email sent to his/her email address with a link to allow the completion of online check-in. If for any technical reasons the email is not received, the Customer may go directly to the www.isoladeigabbiani.it website and fill out the online check-in form in the appropriate section of the menu. Failure to fill out the online check-in form may result in delays to the handover of the accommodation.
38. The photos of the accommodation unit interiors shown in the catalogues or on the website are for illustrative purposes only. They are not necessarily indicative of the contents of the accommodation unit as booked. Accessories such vases, ornaments, etc. may be different from those shown or not included. Photos or advertising information may not be taken as substitutes for the inventory, which can be requested

- by writing to info@isoladeigabbiani.it. The Customer is expected to read all of the accommodation category descriptions on the website.
39. The accommodation units are generally supplied complete with crockery, pans, covers and pillows, bed linen and towels. Customers arriving outwith the scheduled times will find a courtesy bottle of water in the fridge and toilet paper in the bathroom; however, consumables such as soap, washing-up liquid and grills for the barbecue are not supplied – they can be purchased at the market.
 40. Linen change is weekly (for stays of more than 1 week). Requests for more frequent linen changes will be charged as indicated in the price list.
 41. Used linen must be placed in a bag on the table on the veranda outside the accommodation unit by the time agreed with the staff at Reception the day before. If the linen to be changed is not placed on the veranda by this time, the change will not take place. The "linen change" included in the price envisages the provision of a clean set of linen, which can be used to replace that in the bedrooms, bathrooms and kitchen. For more information and to resolve any issues in this regard, Customers should contact the Management at info@isoladeigabbiani.it.
 42. A detailed breakdown of contents can be requested from info@isoladeigabbiani.it.
 43. All accommodation units include an air-conditioning unit. Customers who intend to use the air conditioning unit must request the service at Reception. The air-conditioning unit must not be used if there is nobody in the accommodation unit. If a second key has been requested and provided and the customer is using it to get round this rule, a charge of €10 per day will be made, starting on the day on which the breach is detected and lasting until the end of the stay.
 44. The Paradise, Skyline and Garden SUITES also include a dishwasher; the cost of using it is included in the price. Following the Customer's request on arrival to use the dishwasher, it will be activated, otherwise no power will be supplied to it. Any use of the dishwasher (even if only to place dirty dishes in it) that has not been formally requested at Reception is prohibited. Any unauthorised use will result in the application of the "kitchen cleaning" charge set out in the price list. It is strictly prohibited to begin washing cycles prior to leaving the accommodation on the departure day. To avoid application of the "kitchen cleaning" charge at check-out, the dishwasher cycle must be complete, and there must be no plates or crockery in it. No compensation shall be paid for malfunctions that do not allow Customers to use certain appliances, such as TV sets, dishwashers, coffee machines, etc. The Management shall endeavour to resolve any issues, though unforeseen problems or problems outwith its control may result in delays. Examples of this may include issues arising during public holiday periods or unforeseen problems with the Management's default suppliers, etc.
 45. To protect his/her rights the Customer must sign an accommodation unit contents inventory upon checking-in and then check that contents are complete and the accommodation unit is as described and in good condition. The Customer must report any missing items or issues, or any unacceptable state of cleanliness immediately (in writing to clienti@isoladeigabbiani.it) so the Management may resolve the issue swiftly, allowing the holiday to start as per the customer's expectations. The village will not accept complaints made at the end of the stay concerning problems not formally reported on taking possession of the accommodation unit.
 46. The Customer must provide his/her credit card details on signing the inventory for charges to be debited in the event that the Management discovers unreported damage to the accommodation unit or contents after the handover of the accommodation unit. The credit card details will also be used to guarantee payment of the full outstanding amount owed by the Customer at the moment of checking out.
 47. If the Customer cannot provide credit card details as a guarantee, a €500 deposit must be left, which will be returned upon checking out. In that case, no additional sum

- may be charged to the account (e.g. for restaurant dinners, beach kit, etc.) and settled during check-out.
48. The cot and high chair that can be requested during the booking process are subject to limited availability.
49. It is essential that the Customer requests in good time – and then ensures that these items are listed in the contract – any accessories and/or optional items requested at the time of booking or during check-in, or included in the estimate.

CHECK-OUT

50. The accommodation unit booked must be handed back by the Customer strictly within the given timeframe, out of respect for the next customer. See details here <https://www.isoladeigabbiani.it/bacheca.html>.
51. The Customer may ask to hand back the keys to staff at the accommodation unit itself to ensure checks for damage are carried out while he/she is present.
52. If the Customer renounces this right and checks out by handing back the keys at Reception he/she expressly authorises use of the credit card given as a guarantee in the event that the authorised staff find any damage.
53. The Customer will be charged for any damage discovered at the moment of departure at the following rates:
- Damage to television €350
 - Damage to fridge €350
 - Damage to coffee maker €200
 - Damage to air conditioning unit €350
 - Damage to dishwasher €350
 - Damage, scratches or similar issues affecting the wall between the bathroom and the sofa € 350 per issue
 - Damage to sofas €250 per cushion or part of the sofa
 - Damage, holes, rips, permanent stains to curtains €250 each
 - Damage to sheets or quilts €100 each
 - Damage to pillows €30 each
 - Damage of any type to surface of indoor table €150
 - Damage of any type to surface of outdoor table €150
 - Damage of any type to chairs €80 per chair
 - Damage to furniture not specified in the list €250 per piece
 - Damage, scratches or similar issues affecting outdoor cover panels €30 per piece

“Damage” means any variation with respect to the state of the accommodation unit at the time the keys were initially handed over, excluding existing damage or defects already noted formally by the Customer.

54. The charge for one or more of the kitchen components shall be as follows:
- pots, pans €30 each
 - serving dishes €20 each
 - plates, glasses €5 each
 - bath mat €8 each
 - towels, sheets €8 each
 - other €20 each
55. In relation to covers, sheets, bedroom rugs, carpets and/or curtains, the cost stated above will be requested should – in the incontestable opinion of I Gabbiani srl – it not

- be possible for them to be cleaned by the laundry service.
56. In the event of morning departure before Reception opens, the Customer is required to organise the handover of the keys outside of the opening hours. This option must be communicated the morning before departure to give the staff time to make the necessary arrangements.

CAMPSITE PITCH HANDOVER

57. The campsite pitch booked will be handed over by staff by 1pm. The pitches are natural, rather than manmade. As such, they are all different and all make the most of the natural topography of the original Mediterranean maquis, while allowing Customers to park their vehicle nearby. For a holiday with tents, the pitches of “Wild” category offer unforgettable moments immersed in myrtle and mastic, in an area that is exceptionally panoramic yet secluded, just a short distance from the car park. The Premium pitches are those with an even better sea view or with more space available and an enhanced level of privacy. Naturally, based on the category to which they belong, the pitches may have specific characteristics.
58. Departure must take place no later than 12.00pm. Departures delayed by more than 30 minutes will connote payment of an extra day, and the pitch must be vacated as soon as possible.
59. Campsite guests must request connection to the electrical power supply points. Under no circumstances is the Customer allowed to organise connection to the power supply points on his/her own initiative. The Customer must not touch or open power supply points. The cable and plug for attaching to the supply points are not provided as standard by the campsite.
60. Only 1 tent or vehicle may be set up on a pitch, unless an alternative arrangement has been formally authorised.
61. The Customer must clearly display the campsite ID tag, which must be requested upon registration, in tents, campers or caravans.
62. Do not put up or take down tents, trailers, verandas or similar structures during the designated quiet hours.

DOGS AND CATS

63. Dogs are allowed on the campsite only if they are kept on a lead at all times, and fitted with a muzzle if belonging a dangerous breed (as defined in Italian Ministry of Health Decree No. 213 of 10-09-2004). Pet owners must present a valid, standard International Vaccination Certificate at check-in. Any failure to produce this evidence shall make it impossible for the animal to access the structure, and it shall be requested that the animal leave. No claim for compensation may be requested for holidays not taken as a result of the application of this rule. Pets must not be left unattended at the accommodation unit or anywhere else within the village, even for brief periods.

Following a reprimand by the resort's personnel for a breach of this rule, the Management may make a formal request that the animal leave. No claim for compensation may be requested for holidays not taken as a result of the application of this rule should the owners intend not to continue their stay in order not to be parted from their pet. Cats are admitted to the campsite only. They are not permitted in the village.

64. Dogs and cats inside the village must wear a flea collar at all times if they have not been treated prior to the holiday (documentation required).
65. Even if they are permitted to enter the accommodation (see article 109), dogs may not enter the bedrooms or jump on the beds or sofas.
66. Pets must always use the dedicated areas of the campsite for toileting and any fouling of areas inside must be cleared up using suitable tools (pallet and dog waste bags).
67. Pets must not be washed in the washrooms or public areas. Pets must not compromise other guests' peaceful enjoyment of the campsite.
68. Animals are forbidden from entering the beaches, in compliance with local Port Authority regulations. The only exceptions are the beaches equipped with facilities (such as Punta Negra) where pets are welcome and where there are dedicated services.
69. Any damage to people or property caused by animals is the sole responsibility of the owner who, by making the booking and consequently accepting these conditions of sale declares that he/she shall be covered by an insurance policy during the stay.

ACCOMMODATION UNIT CHANGE

70. Apart from cases in which the Customer uses the "fixed accommodation booking" or "specific pitch booking" prepaid service, pitch and/or accommodation unit assignment is at the sole discretion of the Management.

BROCHURE, WEB SITE AND COMMUNICATIONS

71. The distance from the sea to the Paradise accommodation unit veranda expressed in "paces", as may be published on the resort website, is measured in normal steps of an adult male. This measurement is an estimate and varies according to the person who performs it. In order to check the position of the accommodation unit, it is possible to view the map in the "Where to find us" section of the site, which shows the position of the various accommodation units in relation to one another and to the sea. In any case it is possible for the Customer to check the accommodation unit personally on arrival. No complaint will be accepted concerning the accommodation unit location or distance measured in "paces" after check-in.
72. I Gabbiani srl reserves the right to change all parts of the price list – including tariffs – at any time. Any changes will be communicated via the website. Changes cannot be backdated. For bookings already made before said changes are implemented, the Customer must refer to the price list in his/her possession at the time of signing the contract.
73. Tariffs published in the price list include current VAT at the time of payment on the category of services supplied and are applicable on a daily basis, regardless of the time of arrival. The price of the accommodation unit shown in the price list includes the use of electricity, water and gas.
74. Any errors on the map or website shall be rejected as the basis for complaints after having checked in and stayed in the village.
75. There are a number of natural beaches and coves that guests may use, both inside and outside the village, throughout the entire L'Isuledda peninsula. There are also

- plenty of small internal bays, some with sandy beaches and others with pebble beaches. The Management adheres scrupulously to the regulations on maintaining the beaches that lie within its responsibility.
76. The coves outside the village, on the peninsula, can also be accessed for swimming in accordance with existing regulations. Customers should contact the Palau Port Authority for further information.
77. The coves and beaches inside the village shown on the map are purely indicative and it cannot be guaranteed that they shall be usable for the entire period of the stay, because they are subject to natural variations (sea storms, etc.) over which the Management has no control. In this regard, the Management also acts in compliance with the regulations set out by the Municipality of Palau.
78. In general, those who access common land by sea must adhere to existing rules and regulations. Customers should contact the Palau Port Authority for further information.
79. Neither the existence nor the size of the coves can be guaranteed. In addition, the seagrass that naturally washes up on the beach cannot be removed. I Gabbiani srl cleans the shore for which it is responsible, removing any dirt and taking appropriate care of the environment. However, it is not possible to remove the seagrass that may end up on the beach due to the natural coastal storms, even if the quantity of seagrass were such as to limit use of the beach temporarily. Please be aware that seagrass is not seaweed – on the contrary, it is a marine plant that confirms the excellent quality and health of the water.

BEACH SERVICE

80. The Isola dei Gabbiani holiday village offers its Customers a beach with facilities where it is possible to hire sun loungers and parasols from 15 June to 15 September. The exact date on which the service starts and finishes is decided by the Management during the aforementioned period. The service is dependent on the weather conditions and can be suspended at any time at the sole discretion of the Management. The Management also reserves the right to suspend the service in rainy or windy conditions or in any other circumstances that it deems necessary to ensure the safety of users.
81. Beach kits cannot be booked in advance. The use of the kit is subject to availability. To use the service, the Customer must submit a request to the lifeguard on the day he/she wishes to use it.
82. The Paradise Suite Bay, Paradise Suite Skyline, Garden Suites and Seaside Suite all have a kit included in the price, depending on availability, which can be checked once on the beach. The staff member will allocate kits depending on availability. It is not possible to book the kit or to request a specific position.
83. It is strictly prohibited to place small parasols between the rows on the section of beach with facilities.
84. In the section of beach with facilities it is strictly prohibited to play racquet sports or ball games, or fly kites in front of the parasol area.
85. In the section of beach with facilities it is expressly forbidden to: • sit under umbrellas other than that assigned • take sun loungers from neighbouring parasols • erect small parasols between the rows • bring deckchairs or sun loungers or move village sun loungers to the shoreline • play racket sports or ball games, or fly kites in front of the rows of parasols • spread beach towels or similar accessories on the beach area in front of the rows of parasols.

ENTERTAINMENT SERVICE, ACTIVITIES, TOURS AND EXTERNAL SERVICES

86. A free entertainment service is available in July and August. No membership card need be purchased to take part. The service is included in the price of the booking. The mini-club service is generally available for a longer period. For details, check the digital noticeboard here: www.isoladeigabbiani.it/bacheca.html. The services provided through outsourcers – even if promoted by I Gabbiani Srl – should not be considered directly or indirectly linked to I Gabbiani srl. The company's input is deemed to be limited purely to the promotion of the local area and the possible activities that it offers, with a view to offering discounts or ensuring special deals for those staying at the village in return for the visibility that the Management of the village can provide. I Gabbiani Srl does not profit for the activities, tours and similar services, and may not therefore be held responsible in any way for the activities that the informed Customer may decide to purchase from the partner companies of I Gabbiani Srl.
87. The Management reserves the right to manage schedules, duration and activities as it sees fit – according to the agreements with the supplier. No complaints or legal claims may be made in connection to the holiday purchased as regards the nature of the proposed entertainment programme or any temporary interruptions thereof.
88. The young children's activity service, when operational, is entrusted to an external company deemed to offer a high-quality service. However, the Customer must assess the person with whom he/she is leaving his/her own child and and/or be present during the activity. I Gabbiani srl may not be held responsible under any circumstances.

SHUTTLE BUS SERVICE

89. The free internal shuttle bus service takes village Customers to the beach equipped with facilities during the period when it is open. Customers who wish to use the service must strictly adhere to the instructions provided by staff.
90. No complaints or legal claims shall be entertained in connection with the holiday purchased as regards the nature of the free service being offered or any temporary interruptions of the service.
91. In periods when it is available, a shuttle bus service to transport windsurfing equipment from the village entrance down to the beach is also offered. Interested Customers should ask at Reception for more details or visit <https://www.isoladeigabbiani.it/bacheca.html>.
92. The Management declines all responsibility for any damage to people or property incurred during transport.

FULL OR HALF BOARD SERVICE

93. The rates for the "half board" or "full board" service shall be charged for the entire duration of the holiday even if not all meals are taken.
94. The "half board" or "full board" service cannot be offered for only part of a holiday, and it can only be booked for the entire duration of the stay.
95. The "half board" or "full board" service includes:
At Breakfast: coffee or cappuccino; fruit juice and croissant
At lunch or dinner: two courses of the Customer's choice (antipasti, starter, main course)
0.5 litre of water and coffee
96. Upon request a Customer can ask for the aforementioned services to be provided directly on the veranda. The Customer is required to collect the dishes from the restaurant.
97. Breakfast is not served on a buffet basis, nor are any of the other meals.

98. In the interests of the Customer, to guarantee the best quality and quantity of the food offered, the half board or full board accommodation packages provide lunches and dinners based on the choice between one or more dishes appearing on the dedicated menu, which changes on a daily basis.
99. The Customer is free to choose from from these options. It is not possible to cook food brought by the Customer.
100. Any special dietary requirements – for example vegetarian, vegan or others – must be communicated in writing before arrival during online check-in. The acceptance and responsibility for managing any special requests must be confirmed to the Customer in writing.
101. The village is not equipped to prepare food for coeliac sufferers.
102. On the day of arrival, the Customer must read the information on dinner and lunch times for the half board or full board packages.

WI-FI SERVICE

103. There is free Wi-Fi for bar/restaurant Customers.
104. Customers who book a stay of at least a week in the village or on the campsite are entitled to free Wi-Fi access.
105. The Customer is expected to collect the relevant vouchers from Reception.
106. The Customer is expected to use the internet connection for private (non-professional) use.
107. The service is not available to minors aged under 18.
108. The Customer must give the operator his/her information. The company shall in no way be held liable in the event that the service is partially or totally interrupted for part or all of the Customer's stay.

CLEANING

109. The cost of the accommodation unit includes the “cleaning on departure” service in the case of stays of at least 7 nights (or in the case of stays of at least 14 nights at the High-Season rate). For stays that fall (for at least 1 night) under the High-Season rate, “cleaning on departure” is included if the stay lasts for at least 14 days. In any case, the “cleaning of departure” service never includes the cleaning of the hob, crockery, cutlery and utensils, etc. The Customer is expected to hand back the accommodation unit with the hob, crockery, cutlery and utensils, etc. all clean. Should, as part of the checks carried out upon departure, it be discovered that the above have been cleaned only partially or not at all, the Customer will be charged the cost as shown on the list.
110. To allow the Management to offer all guests the highest levels of hygiene and cleanliness, any Customers intending to stay with dogs must provide his/her credit card details as a guarantee of the appropriate use of the accommodation unit, authorising through acceptance of these conditions of sale the charging of the card should it be discovered upon departure that any damage has been done or if there is even the slightest indication of the (prohibited) presence of dogs in the beds, on the sofas or in the rooms of the accommodation unit.
111. The Customer may request daily cleaning of the accommodation unit at the cost shown in the list for the single “base” or “superior” service, or for the weekly cleaning service. All details are provided on the list.

GENERAL RULES DURING THE HOLIDAY

112. Customers must respect the peace and avoid making noise that may disturb other guests from 1am to 7am in high season and from midnight to 7am in the other seasons. Motorised vehicles must not be used inside the village at these times. If guests wish to enter at these times, they can leave their vehicle at the entrance and proceed on foot. Vehicles must be returned to the parking space assigned upon arrival by 9am the following day.
113. All vehicles must be driven slowly, respect the signs.
114. All guests must carefully look after the areas outside their accommodation unit. Rubbish, paper, food and barbecue or similar materials must be cleared up carefully before departure. In the event of failure to comply with this prescription, a cleaning charge of €20 may be applied to the Customer's final bill.
115. In addition, Customers are not permitted to:
- use the barbecue on windy days or use wood instead of charcoal; Staff may request that the barbecue is not used in any case
 - light open fires inside the village and/or on the beaches;
 - wash cars, bicycles or themselves at the camper service water fountains or other water-supply points on the site
 - alter the camping pitch by digging ditches, holes or channels in the ground
 - erect fences, lay pavements or set up ropes at head height
 - erect awnings or similar structures
 - discard rubbish outwith the bins provided
 - damage plants
 - use any political flag or stage any political meeting, demonstration or gathering.
116. Shared services, sink areas and so forth must be used with in carefully, leaving them clean and tidy after use.
117. Use of stoves and lamps rated higher than 25 W is forbidden.
118. It is against the law to touch, feed or capture the turtles that may be seen around the island. Severe sanctions shall be applied.
119. As prescribed by the general regulations, during winter but also during the village opening season, regular rodent control and mosquito disinfestation treatments are carried out in order to guarantee the best hygiene and sanitary conditions.
120. These operations are carried out by external specialist firms, in accordance with the competent inspection and control associations, in line with the authorisations that the company has received and which are renewed annually.
121. The Management reserves the right to post notices warning about spray disinfestation in all public areas the day before spraying takes place. Customers must respect what is written in these notices (keep doors and windows closed during the operation, do not leave food and personal items outside the accommodation unit, do not let children and animals play in the area outside the accommodation unit until 6pm).
122. This operation is carried out according to the law in force, with components that are not harmful to humans.
123. However, at any time, during office opening hours, Customers may request and obtain a written list of the substances used. If the Customer has advised the company of particular situations at the time of booking, it will be possible to supply the Customer with the name of a doctor who may be consulted on this subject.

WASTE RECYCLING

124. Waste is separated for recycling at the resort in compliance with the applicable municipal regulations in waste sorting into the following categories: plastic, paper, glass, cans and organic.
125. Any types of waste not defined above must be placed in (dry) general waste.
126. All Customers who check-in to the resort implicitly accept the general conditions and commit to waste recycling in compliance with the stated regulations.
127. The resort staff are authorized to monitor the proper management of waste as set out above. Any unsorted waste contained in the bags in the accommodation unit or on the pitch will result in the application of a €30 charge.
128. All accommodation units have bins that the Customer can freely use for their waste. In any case, the Customer must take all of his/her the waste to the collection points in the vicinity of the accommodation unit, which are emptied daily by the staff. Regardless of how the Customer has decided to use the containers within the accommodation unit, it is important that the bags are disposed in accordance with the label (Plastic, Wet, Cans, Glass, etc.) in the bins at the recycling points.
129. Staff do not carry out door-to-door rubbish collection and do not empty the bins inside the accommodation units. It is the Customer's responsibility to take of waste generated in the accommodation units to the recycling points located in various parts of the village.
130. Prior to check out and in all cases, guests are responsible for depositing all rubbish in their accommodation – whether such items are inside or outside of the rubbish bins – into the specific disposal containers located throughout the campsite.
131. Any rubbish found in the accommodation unit at the check-out time will be removed by the staff and the sum of 30 euro will be charged for this service.
132. Customers are asked to request more information from Reception if they require any clarification.

FIXED-NUMBER BOOKING

133. The only option for selecting a specific accommodation unit within the category is by purchasing the “fixed-number booking service” at the cost set out in the “fixed-number price list”. This option is available only to Customers who have already stayed at the village in the past. Except for when the Customer has purchased this service, the Management has the right to assign the accommodation unit number upon customer arrival. The accommodation unit cannot be changed during the stay.
134. Selecting the fixed-number booking service eliminates any entitlement to any promotions that may be running.
135. The camping pitch is assigned by the Campsite staff and cannot be changed without their express permission – except in cases where the Customer has purchased the specific camping pitch booking services at the cost set out in the “fixed-number price list”.

PROMOTIONS

136. Promotions are valid if published on the www.isoladeigabbiani.it website, or if stated on the price list or another form of official communication made by the village. Even if published as above, the Management has the right to suspend promotions at any time. To ensure that the Customer has the right to the promotion and/or a discount it must be clearly listed in the booking offer that the Management fills out in advance and sends to the Customer for acceptance. Should the Customer, on the basis of a promotion, be entitled to pay the deposit in two instalments but fail to meet a given deadline, I Gabbiani srl shall be entitled to withhold the amount paid and to offer the accommodation unit previously reserved for the Customer in question to another Customer.
137. The promotional discount is normally applied to the accommodation unit tariff only and not the holiday in general; extra services such as half board, use of the jetty, fixed-number booking and so forth are excluded. In any case the total amount explicitly defined in the definitive booking offer remains valid.
138. It is always advisable to ask for details and specifications via info@isoladeigabbiani.it in order to be made aware of the applicable methods and content of any promotions.
139. Promotions are considered temporary and may be interrupted at any time.
140. For the same reason, promotions cannot be backdated (to before the date of publication) for the benefit of Customers who had already made a booking prior to that date. The actual date of the confirmed booking is binding.
141. In the same way, promotions cannot be used by Customers who had a temporary hold option during the season prior to that of the promotion. The right to use a promotion, having opted for a temporary hold, is no longer valid when the Customer cancels the option for the temporary hold without confirming the booking for the selected accommodation unit.
142. Current promotions cannot in any case be used in conjunction.
143. Any special initiatives (special offers, last-minute deals, etc.) published on the website or other media for use by new Customers do not have retrospective validity for contracts that have already been signed.
144. On condition that they are still valid, discounts are always calculated on the total balance, not the payment of the deposit.

LOYALTY PROGRAMME

145. The holder of the LOYALTY CARD may not request the accumulation of points relating to receipts later than the 31st day after the document date.
146. Receipts must be intact and perfectly legible and the hard-copy original must be submitted. The Customer is required to request detailed information in order to verify the duration and applicable methods of the currently valid programme.

VESSELS AND JETTY

147. Owners of motor boats, sailboats or windsurfing equipment must abide by the local Port Authority regulations and respect all signage and prohibitions in place.
148. Customers who intend to leave their boat trailer at the resort during their holiday must fill in and sign the special form appointing the resort staff wherein it is stated that the trailer has been delivered without any part or component damaged.
149. If the form available at Reception or another document stating that I Gabbiani srl takes responsibility for an undamaged object is not signed, no sum shall be due if the

- owner submits a claim for damage to the trailer during the holiday.
150. The owner of a given vessel must fill in the available contract document with all information about said vessel.
151. Mooring must be carried out by the Customer, who declares that he/she considers the equipment supplied under contract terms (jetty and mooring rings) to be fit for purpose. If the contract is also not signed at the time of mooring, for any reason whatsoever, the Management declines all responsibility for damage to people or property deriving from incorrect or unsuitable mooring.

INSURANCE AND LIABILITY

152. On checking-in, Customers declare that they have insurance to cover for any damage that they may cause to third parties.
153. The village declines any responsibility for objects or money lost or stolen from inside the accommodation units or those owned by the Customer and also from shared facilities and public places. It declines all liability for damage to people or property not attributable direct negligence by village staff, for damage, malfunction or faults caused by bad weather or force majeure.
154. While the village remains fully committed to providing goods and services of resort-standard quality, the Management does not guarantee the continuous supply of water and electricity; the tariffs, however, remain unaltered even if the supply of water and/or electricity should be temporarily interrupted.
155. No compensation shall be paid for events defined as impossible to prevent through regular maintenance (problems with the boiler, cistern or similar facilities). No claims for compensation shall be accepted in relation to any issues not promptly highlighted at the start of the holiday or any issues that may subsequently arise, or any issues deriving from bad weather or force majeure.

ACCEPTANCE

156. These general conditions of sale are available for consultation on the www.isoladeigabbiani.it website; they are also displayed on the noticeboard; moreover, they can be requested by email at Customers@isoladeigabbiani.it; it is also possible to request a copy in person from the staff.
157. These general conditions are deemed to be fully accepted at the time of booking and/or checking-in; the Customer undertakes therefore to respect fully every article from the moment he/she signs the definitive booking offer. The Customer should contact Reception on arrival if he/she has any doubts or requests for clarification.
158. The Management reserves the right to remove anyone who is not adhering to the rules specified above. Specifically, the Management reserves the right to remove anyone who, at its sole discretion, is breaching the peace and/or disturbing the safety of village life, and in particular the Management reserves the right to report offenders to the relevant authorities in order to make them respect this right and ensure the peaceful enjoyment of other Customers in cases of aggressive behaviour towards any other person, or in the event of theft or similar situations that staff may encounter. Even in the event of being removed from the site for the aforementioned reasons, the Customer is required to settle the balance as per the contract/price list. Any conduct that may result directly or indirectly in compromising the peace and/or safety of the village – for guests, staff or partners – shall be deemed a justification for express termination of the existing contract between the parties, authorising I Gabbiani srl to withhold the sum paid and to demand the removal of guests who, for example, are drunk and disorderly;

who act aggressively, making threats and/or behaving in an offensive or insulting way; or who attempt to extort or make threats in response to staff requests to respect the rules or the contract. In unpleasant circumstances such as those described above for illustrative purposes, and without prejudice to the right to demand the removal of a guest who has already been checked-in, I Gabbiani srl is authorised to refuse check-in and to terminate the contract on the part of those displaying similar conduct (being insulting, making threats, etc.) prior to check-in.

159. These general conditions of sale constitute an integral part of the contract and are explicitly accepted through the signing of the booking and/or registration form.

160. By making the booking, checking-in and accepting these condition of sale, the Customer declares that he/she is aware that in the context of the holiday there may be professional photographers employed by the company or amateur photographers not associated within it or Customers who wish to capture life within the village. The Customer accepts that any photographs taken may be uploaded to the Facebook page of the Isola dei Gabbiani. The company itself, on the basis of its awareness of the current legislation and on the basis of its respect for individual Customers, shall engage solely in non-profit uses, excluding entirely the use of photographs of famous people or shots that identify individuals (unless the individual involved has agreed to this use). The only shots that will be used are those intended to share moment of the normal activities of Customers within the village.

ONLINE BOOKING

161. By confirming an online booking by credit card, the Customer declares that he/she has read these conditions of sale in their entirety.

ITALIAN VERSION

162. In the event of disagreements concerning the interpretation of the various language versions, it is acknowledged that the Italian version shall take precedence over all others. The same applies to any translation errors that may have been made. Customers are asked to request confirmation in relation to specific aspects.



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