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BOOKING

1. Information received by the Customer by telephone or sent to customers by email or via the online booking system about the booking 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 from the Management) 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. Accommodation units made available by the Management for rental on dates compatible with the Customer request can also be booked online from the website home page. Only credit card payment is accepted in this case, using the specified methods.
5. In both cases, the company will send an email confirming the booking, receipt of the deposit 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 inferior to the amount requested the Customer must pay the difference upon settling the outstanding balance, on the basis of the applicable price list.
7. Bookings only and exclusively include 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 written (special discount in specific periods, a particular accommodation unit, etc.). The contract and its express content 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 mentioned in the definitive booking offer.
9. Any offers or discounts to which the Customer is entitled, even if present in the total booking fee, are not applied to the deposit to be paid but 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 prepared but before the start of the holiday (variation of 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 at most 3 days before arrival). By signing the contract and 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.

LATE ARRIVAL, EARLY DEPARTURE AND CANCELLATION

12. Any late arrivals must be communicated strictly in writing at the latest the day before the arrival date indicated in the contract. If this is not the case I Gabbiani srl is authorised to rent the accommodation unit to another customer without any obligation to refund. The Customer agrees to pay for the entire holiday even in the event of early departure. In the event of a no-show or cancellation less than 30 days before the start of the holiday, the Customer is required to pay the outstanding balance on the full amount shown in the booking confirmation.
13. If the Customer cancels the booking, he/she is obliged to communicate the cancellation by recorded delivery at least 30 days before the start of the holiday and I Gabbiani srl will refund 50% of the amount paid. In the event that no official communication is received within the limit and in the prescribed way, the entire deposit shall be retained.
14. In the event of the cancellation of a booking linked to a promotion that formally requires the payment of a standard deposit as set out in the previous point, the Customer shall not be entitled to the reimbursement of the deposit paid, regardless of the cancellation date. Bookings made on promotions and with the down payment of 50% are deemed automatically non-refundable. In case of cancellation of a booking linked to a promotion:
 - > If cancellation arrives in the prescribed way 90 days before the start of the holiday 90% of amount paid will be refunded.
 - > If cancellation arrives in the prescribed way 60 days before the start of the holiday 70% of amount paid will be refunded.
 - > If cancellation arrives in the prescribed way 30 days before the start of the holiday 50% of amount paid will be refunded.
 - > Alternatively, if the cancellation arrives in the prescribed way and at least 30 days before the start of the holiday, the Customer will have the right to use a voucher to the value of the amount paid against the original booking to book a new holiday in another period before the end of the season. The total new booking fee must be greater or equal to the original holiday booking fee regardless of the amount paid for the original holiday. There are no limits as to period, accommodation or formula.

FORM AND PROCEDURE

15. By signing and returning the definitive booking offer the Customer declares that he/she has read and accepted the price list that can be requested from info@isoladeigabbiani.it and on the site, the present general sales conditions with the rules downloadable also from the internet site www.isoladeigabbiani.it. Furthermore he/she declares that he/she has read all the details viewable 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 on Privacy he/she authorises I Gabbiani srl to handle his/her information and has read the notice on handling 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 for access to the resort, communicating any discrepancies or variations immediately.
18. The Customer must pay the total outstanding balance up to one week before the start of the holiday, print the statement of account and show it to the check-in staff on arrival at our resort, during check-in before taking possession of the accommodation unit. If, in contrast, the Customer is unable to demonstrate the 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.
19. Any extra services purchased after booking (like washing machine tokens, beach kit or other) can be paid for immediately or before departure.
20. Payments can be made in cash within the maximum legal limit or with debit or credit cards. The Customer must inform himself which credit cards are accepted for the payment.
21. The Customer can redeem vouchers for payment but must first check whether they are valid and accepted at our resort and obtain prior consent for use.
22. After checking in the Customer will receive a pass to be shown on request to resort staff, along with the indications to be displayed on the dashboard of the car or motorbike and on the accommodation unit (tent, camper van, caravan).
23. Failure to observe the established terms of payment, within the established time schedule, constitutes express termination clause giving I Gabbiani srl the right to resolve the contract, without prejudice to the greater damage suffered by the company.
24. Visitors of our guests – including relatives and friends – may not enter the Village without express authorisation from the Management, and unless 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 allowed to enter the village.
25. Upon arrival the Customer must study evacuation routes, current tariffs, holiday formulas, office hours, emergency numbers, restaurant, mini-market and bar opening times and all information regarding village life.
26. Minors are only accepted if accompanied by parents or guardians. Adult customers are directly responsible for the behaviour of their children. Children's activity and behaviour must under no circumstances disturb the peace and 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 however declare the length of their stay and indicate this information on the pass that they have to exhibit at check-out. In the event of customers being interested in extending the initially declared stay, they must return to Reception before the end of their stay and check the availability of the pitch for further days. If extensions are granted, personal passes must be modified accordingly with the new departure date. The change of a camping place must be authorized by the resort staff.

PRICE LIST

28. The Customer is understood 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 included in the price (camper vans excluded). 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 not have more than 1 vertical side closed – if it does, it shall be deemed to be a service tent, and the relevant number of square metres will be calculated, applying the tent rate. in any case, you must declare the presence of the veranda and state its precise dimensions when booking.
32. Unregistered guests are not allowed to use the services in our village.
33. The camper van service with water and sewage hook-ups is included for camper vans registered according to the current tariff. Hook up is not allowed for external vehicles whose owners 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 3 pm	BY 10 am
PARADISE SUITE BAY	BY 4 pm	BY 10 am
PARADISE SUITE SKYLINE	BY 4 pm	BY 10 am
SEASIDE SUITE	BY 5 pm	BY 9:30 am
NATURAL JUNIOR SUITE	BY 5 pm	BY 9:30 am
CAMPING PLACES	BY 1 pm	BY 10:30 am

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 leave the site with the greatest urgency.
36. We do not accept variations in numbers and names of people 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. Village Management reserve the right not to hand over the accommodation to guests who do not respect this rule.
37. Before arrival the Customer will receive an email sent to his/her email address with a link to complete online check-in. If for any technical reasons the email is not received the Customer may go directly to the online check-in section of our website www.isoladeigabbiani.it
38. The photos of the accommodation unit interiors shown in the catalogues or on the website are purely illustrative and are not an indication of the contents of the accommodation unit itself. Accessories like vases, ornaments, etc may be different

- or lacking. Photos or advertising information do not substitute the inventory that is visible hereafter. The Customer is expected to read all of the accommodation category descriptions on the website.
39. Our accommodation units are generally complete with crockery, pans, covers and pillows, bed linen and towels.
 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. Linen must be placed on the table on the veranda outside the accommodation unit by 4.00pm on the day of linen change. If the linen to be changed is not placed on the veranda by this time, the change will not take place.
 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 Paradise, Skyline and Garden SUITES also include a dishwasher; the cost of using it is shown on the price list. 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 is prohibited. Any unauthorised use will result in the "kitchen cleaning" cost set out in the price list being charged.
 44. To protect their rights customers must sign an accommodation unit contents inventory at check-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, problems or unacceptable state of cleanliness immediately (in writing to Customeri@isoladeigabbiani.it) so the Management may resolve the issue swiftly and for the holiday to start as per customer expectations. The resort will not accept complaints made at the end of the stay regarding problems not formally reported on taking possession of the accommodation unit.
 45. The Customer must give credit card details on signing the inventory for charges to be debited if resort management discovers damage to the accommodation unit or contents not reported after accommodation unit handover. 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.
 46. If the Customer cannot give 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.
 47. The cot and high chair that can be requested during the booking are subject to limited availability.
 48. It is essential that the Customer requests in good time any accessory and optional items requested or included in the estimate, ensures that these items are listed in the contract.

CHECK-OUT

49. The accommodation unit booked must be handed back by the Customer strictly within the given times for respect of the next customer.
50. 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.
51. 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 of the authorised staff finding any damage.

52. 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 the dishwasher €350
 - Damage, scratches or similar to the wall between the bathroom and the sofa 350 per instance
 - Damage to the sofas €250 per cushion or part of the sofa
 - Damage, holes, rips, permanent stains to the curtains €250 each
 - Damage to the sheets or quilts €100 each
 - Damage to the pillows €30 each
 - Damage of any type to the surface of the indoor table €150
 - Damage of any type to the surface of the outdoor table €150
 - Damage of any type to the chairs €80 per chair
 - Damage of the furniture not specified in the list €250 per piece
 - Damage, scratches or similar damage of 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.

53. 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

54. 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.
55. In the event of morning departure before Reception opens, the Customer is required to organise the handover the keys outside of opening hours. This option must be communicated the morning before departure to allow organisation of staff.

CAMPSITE PITCH HANDOVER

56. The campsite pitch booked will be handed over by staff by 1pm.
57. Departure must take place by 10.30 am. Delayed departure of more than 30 minutes will imply payment of an extra day, and the pitch must be vacated with maximum urgency.
58. Campsite guests must request connection to the electric power supply columns. Under no circumstances are guests allowed to organise connect to the power

- supply by themselves. Do not touch or open power supply columns.
59. Only 1 tent or vehicle may be set up on a pitch, unless an alternative arrangement has been formally authorised.
 60. The Customer must clearly display the campsite ID tag which must be requested at registration in tents, campers or caravans.
 61. Do not put up or take down tents, trailers, verandas or similar during quiet hours.

DOGS AND CATS

62. Dogs are allowed on the campsite only if on a lead at all times and wearing a muzzle if a dangerous breed (as per Ministry of Health Decree no. 213 dated 10-09-2004). Pet owners must present a valid, standard International Vaccination Certificate at check-in. Pets must not be left unattended at the accommodation unit or any other place inside the village.
63. Dogs and cats inside the resort must wear a flea collar at all times if they have not been treated prior to the holiday.
64. Even if they are permitted to enter the accommodation (see article 109), the animals cannot enter the bedrooms or jump on the beds or sofas.
65. 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).
66. Pets must not be washed in the washrooms or public areas. Pets must not cause any disturbance of the peace for other guests.
67. Animals are forbidden from going onto beaches in compliance with local Port Authority regulations. The only exceptions are the equipped beaches (such as Punta Negra) where pets are welcome and where there are dedicated services.
68. Any damage to people or property caused by animals are the sole responsibility of the owner.

ACCOMMODATION UNIT CHANGE

69. Apart from in cases where 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

70. The distance from the sea to the Paradise accommodation unit veranda expressed in “paces” as published on our website was measured in normal steps of an adult male. This measurement is estimated and variable 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 the sea. In any case it is possible to personally check the accommodation unit on arrival. No complaint will be accepted regarding the accommodation unit location or distance measurement in “paces” after check-in.
71. 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 changes, the Customer must refer to the price list in his/her possession at the time of signing the contract.
72. Tariffs published in the price list include current VAT at the time of payment on the

category of services supplied and are daily rates, regardless of time of arrival. The price of the accommodation unit shown in the price list include use of electricity, water and gas.

73. Any errors on the map or website are not accepted as foundation for complaints after having checked in and stayed in our village.
74. There are a number of natural beaches and coves that guests may use, both inside and outside the Village, in the entire L'Isuledda peninsula. There are also plenty of small internal coves, some with sandy beaches and others with pebbles. Our company adheres scrupulously to the regulations on maintaining the beaches that lie within its responsibility.
75. The coves outside the Village, on the peninsula, can also be accessed for swimming in accordance with existing regulations. Contact Palau Port Authority for further information.
76. The coves and beaches inside the village shown on the map are purely indicative and cannot be guaranteed to be usable for the entire period because they are subject to natural variations (sea storms, etc) in which our company cannot intervene, in compliance with the regulations also imposed by the Municipality of Palau.
77. In general those who access common land by the sea must adhere to existing rules and regulations. Contact Palau Port Authority for further information.
78. Neither the size nor presence of the coves can be guaranteed, nor can the algae that naturally washes up on the beach be removed.

BEACH SERVICE

79. The Isola dei Gabbiani Village offers its Customers a beach with facilities where it is possible to hire sun loungers and beach umbrellas in July and August. The exact date on which the service starts and finishes is decided by the Management in the period mentioned above. The service is guaranteed according to 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.
80. Beach kits cannot be booked in advance. To use the service, you must make a request at Reception on the day you want to use it.
81. The Paradise Suite Bay, Paradise Suite Skyline and Garden Suites have a kit included in the price, depending on availability, which can be checked once you on the beach. The staff member will allocate a kit to you depending on availability. It is not possible to book a specific position
82. It is strictly prohibited to place small parasols between the rows on the section of beach with facilities
83. In the section of beach with facilities it is strictly prohibited to play racquet sports, football, or fly kites in front of the parasol area
84. In the section of beach with facilities it is expressly forbidden to:
 - sit under umbrellas other than the one assigned to you
 - take sun loungers from neighbouring umbrellas
 - erect small umbrellas between the rows
 - bring your own deckchairs or sun loungers or move the Village sun loungers to the water's edge
 - play racket sports, ball sports or fly kites in front of the umbrella rows.
 - spread beach towels and the like on the beach area in front of the umbrella rows.

ENTERTAINMENT SERVICE

85. A free entertainment service is available in July and August. No membership card needs to be purchased to take part.
86. 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 will be accepted in connection with to the holiday purchased as regards the nature of the proposed entertainment programme or any temporary interruptions thereof.
87. The young children's activity service, when operational, is entrusted to an external company judged to be suitable for guaranteeing the best service. In any case 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 in any circumstances.

SHUTTLE BUS SERVICE

88. The free internal shuttle bus service takes village customers to the beach with facilities during the opening times. Customers who wish to use the service must strictly adhere to the instructions of staff when using the service.
89. No complaints or legal claims will be accepted in connection with the holiday purchased as the nature of free service proposed or eventual temporary interruptions of the service.
90. In periods when it is available, a shuttle bus service to transport windsurf equipment from the village entrance down to the beach is also offered. Ask at Reception for more details.
91. The Management declines all responsibility for any damage to people or property during transport.

FULL OR HALF BOARD SERVICE

92. The "half board" or "full board" service will be charged for the entire duration of the holiday even if not all meals are taken.
93. The "half board" or "full board" service cannot be granted for only part of a holiday.
94. The "half board" or "full board" service includes:
 - At Breakfast: coffee or cappuccino; fruit juice and croissant
 - At lunch or dinner: two courses of your choice (antipasti, starter, main course)
 - 0.5 litre of water and coffee
95. Upon request a Customer can ask for the above-mentioned services directly on the veranda. The Customer will be required to collect the dishes from the restaurant.
96. Breakfast is not served on a buffet basis.
97. In the interests of the Customer, to guarantee best quality and quantity of the food offered, the half board or full board pension provides lunches and dinners based on the choice between one or more dishes from the menu among the daily specials. The Management makes up to three alternative dishes for half board or full board available every day.
98. The Customer may choose freely from these options. It is also not possible to cook food brought by the Customer.
99. Any special dietary requirements – for example vegetarian, vegan or other – must be communicated in writing before arrival at online check-in. The possibility of accepting and managing any special requests must be confirmed to the Customer in writing.
100. Our village is not equipped to handle food preparation for coeliac customers.
101. On the day of arrival the Customer must read the information on dinner and lunch

times in the half board or full board formulas.

WI-FI SERVICE

102. There is free Wi-Fi for bar customers.
103. Customers who book a stay of at least a week in the village or on the campsite are entitled to free Wi-Fi access on the basis of the listed conditions.
104. Should the service be provided during the period of the customer's stay by means of a voucher, the Customer is expected to pick up the vouchers from Reception.
105. The Customer is expected to use the internet connection for private (non-professional) use.
106. The service is not available to minors under 18.
107. 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 his/her stay.

CLEANING

108. The cost of the accommodation unit includes the "final cleaning" in the case of stays of at least 7 nights (or 14 nights at the High-Season rate). For stays that fall (for at least 1 night) under the High-Season rate, "final cleaning" is included on if the stay lasts for at least 14 days.
In any case, the cleaning 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 controls carried out in the check-out phase, it is 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.
109. To allow us 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 correct use of the accommodation unit, authorising through acceptance of these conditions of sale the charging of the card should at check-out it be discovered that any damage has been done or 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.
110. The Customer can request daily cleaning of the accommodation unit at the cost shown in the list.

GENERAL RULES DURING THE HOLIDAY

111. Customers must respect the peace avoiding making noise that may disturb other guests from 01.00 to 07.00 in high season and from 00.00 to 07.00 in 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 9.00 the following day.
112. All vehicles must drive slowly and respect the signs.
113. All guests must carefully look after the areas outside their accommodation unit. Rubbish, paper, food and barbecue materials or similar must be cleared up carefully before departure. If this is not the case a cleaning charge of €20 may be applied to the Customer's final bill.
114. All Customers are furthermore forbidden to:
 - a. use the barbecue on windy days and use wood instead of charcoal. Staff may request that the barbecue is not used in any case;

- b. light open fires inside the village and/or on the beaches;
 - c. wash cars, bicycles or themselves at the camper service water fountains or other water points on site;
 - d. alter the camping pitch by digging ditches, holes or channels in the ground;
 - e. erect fences, lay pavements or set up ropes at head height;
 - f. erect awnings or similar;
 - g. discard rubbish outside of the bins provided;
 - h. damage plants;
 - i. use any political flag or political meeting, demonstration or gathering.
115. Shared services, sink areas and so forth must be used with care, order and cleanliness and left clean and tidy after use.
116. Use of stoves and lamps higher than 25 W is forbidden.
117. It is against the law and severely punishable to touch, feed or capture the turtles that may be seen around the island.
118. As prescribed by general law during winter but also during the village opening season regular rodent control and mosquito disinfestation treatments periodically take place in order to guarantee best hygiene and sanitary conditions.
119. 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 and which are released annually.
120. 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 close during 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 six).
121. This operation is carried out according to the law in force with components not harmful to humans.
122. However in any case and at any time, during office opening hours, it is possible to 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

123. Waste is separated for recycling at our structure according to municipality regulations: plastic, paper, glass, cans and organic.
124. What is not included as one of the preceding elements must be placed in general waste.
125. All customers who check-in to our resort implicitly sign the general conditions and commit to waste recycling in compliance with the given regulations.
126. Our staff are authorised to check 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.
127. All accommodation units have bins that the Customer can freely use them for their waste. In any case the Customer must take all of the waste to the collection points close to the accommodation unit, which are emptied daily by our staff. Regardless of how the Customer has decided to use the containers within the

- accommodation unit, it is important that the bags are disposed of according to the label (Plastic, Wet, Cans, Glass, etc.) on the bins at the recycling points.
128. Staff do not empty the bins inside the accommodation units. It is the Customer's responsibility to dispose of waste generated in the recycling points located in various zones of the resort.
 129. Prior to the check out and in all cases, guests are responsible for depositing all garbage present within their accommodation, whether such items are inside the garbage bins or outside of them, in the specific disposal containers located throughout the campsite.
 130. Eventual rubbish found in the accommodation unit at the check-out time will be removed by our staff and the amount of 30 euro will be charged for this service.
 131. Customers are expected to request more information at Reception if they require any clarification.

FIXED NUMBER BOOKING

132. The only way to be able to choose 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 resort in the past. Apart from 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.
133. Selecting the fixed number booking service removes any entitlement to any promotions that may be running.
134. The camping pitch is assigned by the Campsite staff and cannot be changed without their express permission – save in the case of where the Customer has purchased the specific camping pitch booking services at the cost set out in the "fixed number price list".

PROMOTIONS

135. Promotions are valid if published on the "Last Minute & Promo" page of the website www.isoladeigabbiani.it, or if stated on the price list or another form of official communication. Even if published the Management has the right to suspend promotions at any time. To ensure that you have the right to the promotion and/or a discount it must be clearly listed in the booking offer that the Management pre-fills and sends to the Customer for acceptance. Should the Customer, on the basis of a promotion, be entitled to pay the deposit in 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.
136. The promotion discount is normally applied to the accommodation unit tariff only and not the holiday in general; extra services like half board, wharf, fixed number booking and so forth are excluded. In any case the total amount explicitly defined in the definitive booking offer is valid.
137. It is advisable to still ask for details and specifications at info@isoladeigabbiani.it to be made aware of the methods and content of promotions.
138. The promotions are considered temporary and may be interrupted at any time.
139. For the same reason promotions also cannot be backdated to before the

- date of publication by Customers who have already made a booking before that date. The actual date of the confirmed booking is binding.
140. In the same way promotions cannot be used by customers who had a temporary hold option during the season before that of the promotion. The right to using a promotion is waived, having opted for temporary hold, even wherever the Customer cancels the option for temporary hold without confirming the booking of the selected accommodation unit.
 141. Current promotions cannot in any case be used together.
 142. Any special initiatives (special offers, last minute deals, etc.) published on the website or other media for use by new Customers do have retrospective validity on contracts that have already been signed.
 143. Discounts, while remaining valid, are always calculated on the total balance, not the payment of the deposit.

TEMPORARY HOLD

144. During the current season it is possible to request a temporary hold on an accommodation unit for the following year. By temporary hold we mean the possibility of asking the village management to “hold” (free of charge) a specific accommodation unit for the following season. This option sees the management being asked to insert into the booking plan a temporary hold in instances in which not all of the booking conditions have been met (e.g. public holiday planning, etc.) The management reserves the right to accept the hold by in any case this will be deemed binding for the company. In effect this is a right of first refusal in relation to the decision to book a specific accommodation unit or not.
145. The Customer can request a temporary hold by filling in the special form and leaving his/her credit card details to guarantee a temporary hold.
146. No amount will be charged on signing up for a temporary hold. Only in the event that the hold is not confirmed by the deadline shall the sum of €100 be charged as a temporary hold service handling fee of €100 for an accommodation unit and €50 for a pitch.
147. Customers who do not have a credit card may pay at the time of formalising the temporary hold a handling charge as specified above.
148. The amount paid by the Customer for the “temporary hold service” will be completely refunded if the Customer makes a booking before the cut-off date of 7th January of a number of days equal to or greater than those requested (and in the same period). The amount will be deducted when paying the outstanding balance of the holiday.
149. The temporary hold option has the advantage of increasing the waiting time before a booking has to be formalised.
150. If the Customer does not make a booking or books for a shorter period than the temporary hold request or on different dates, it will not be possible to have the temporary hold service cost refunded.
151. The temporary hold booking name is non-modifiable and non-transferable. When making the subsequent booking request, the temporary hold booking name must be the same person as the booking reference name.
152. The subsequent booking dates may vary by maximum 2 days from the original temporary hold request – according to availability – to accommodate changes in ferries, flights, etc.
153. A temporary hold is not a booking and is thus not binding for the company.
154. I Gabbiani srl reserves the right to not accept the temporary hold request or to not accept the subsequent booking request for any reason whatsoever and at its sole discretion.

155. No request or claim for reimbursement may be made on the basis of an option.

LOYALTY PROGRAMME

156. 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.
157. Receipts must be intact and perfectly legible and the hard copy original must be submitted. The Customer is required to request to the detailed chart in order to verify the duration and methods of the currently valid programme.

WATERCRAFT AND WHARF

158. Owners of motor boats, sailboats or windsurfs must abide by the local Port Authority regulations and respect all signage and prohibitions in place.
159. Customers who intend to leave their boat trailer at our resort during their holiday must fill in the special form nominating our staff (which must be signed) where it is stated that the trailer has been delivered without any part or component damaged.
160. If the form available at Reception or a document stating that I Gabbiani srl takes responsibility for an undamaged object is not signed, nothing shall be owed if the owner complains of damage to the trailer during the holiday.
161. The owner of a watercraft must fill in the available contract with all information about the watercraft.
162. Mooring must be carried out by the Customer who declares that he/she considers the equipment supplied under contract terms (wharf and mooring rings) is 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 things, deriving from incorrect or unsuitable mooring.

INSURANCE AND RESPONSIBILITY

163. On checking-in Customers declare that they have insurance covering for any damage that they may cause to third-parties.
164. The village declines any responsibility for objects or money lost or stolen from inside our accommodation units or those owned by the Customer and also shared facilities and public places. It declines all responsibility for damage to people or things not deriving from direct negligence by village staff, for damage, malfunction or faults caused by bad weather or force majeure.
165. Despite our full commitment to providing goods and services of resort standard quality, the Management does not guarantee continuous supply of water and electricity; the tariffs however remain unchanged even if supplies of these are temporarily interrupted.
166. No damages are owing for events defined as impossible to prevent with regular maintenance (boiler, cistern or similar). No claims for compensation shall be accepted in relation to any issues not promptly highlighted at the start of the holiday or for the subsequent arising of any issues, or for any issues deriving from bad weather or force majeure.

ACCEPTANCE

167. These general conditions of sale are available for consultation on our website

www.isoladeigabbiani.it; they are also displayed on the notice board; they can be requested by email at Customeri@isoladeigabbiani.it; you can also request a copy in person from the staff.

168. These general conditions are deemed to be fully accepted at the time of booking or checking-in; the Customer undertakes therefore to respect fully every article from the moment he/she signs the irrevocable booking proposal. Please contact Reception on arrival if you have any doubts or requests for clarification.
169. The Management reserves the right to remove anyone who is not adhering to the rules specified above. The Management reserves the right to remove anyone who, at its sole discretion, is disturbing the peace and 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 peace for other customers in the case of aggressive behaviour towards any other person, in the event of theft or similar conditions that the staff may encounter. Even in the event of being removing from the site for the aforementioned reason, the Customer is required to settle the balance as per the contract.
170. 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.
171. 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 customer who want to capture life within the resort. 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 resort.

ONLINE BOOKING

172. 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

173. In the event of disagreement regarding the interpretation of the various language versions, it is acknowledged that the Italian version shall prevail over all others.



ISOLA DEI GABBIANI is a registered trademark

I GABBIANI SRL

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