

BOOKING CONDITIONS

- The booking and payment conditions are applicable to all pitch and accommodations reservations made at Iris Park during the 2025 season.
- Reservations are considered valid only if made through the website or via email. Before the final booking you will be sent an offer which may or may not be accepted, it is not binding on either party.
- To complete the booking it is necessary to pay a deposit equal to 30% of the total or with a minimum amount equal to the value of the first night, within 7 days of receiving the offer. Otherwise the booking proposal will be automatically cancelled.
- The pitches and accommodations are assigned by the booking office, which undertakes to accommodate the wishes of all guests if possible, however any complaint, waiver or anything else related to this will be immediately rejected.
- The **balance of the accommodation** (= total price minus the deposit) must be paid no later than **15 days before arrival**. If it is not paid in time, the management has the right to cancel the booking without refunds.
The balance of the pitches must be paid upon arrival.
- The date on which the payment is posted to the bank account is considered the payment date. We ask you to make an **URGENT** bank transfer if your reservation is under date.
- In the case of special offers there may be different payment methods linked to them. In the event that the aforementioned payment methods conflict with the provisions of this regulation, they will replace them.
- Payment offers, reductions, discounts due to associations, etc. they are not cumulative. For each reservation, if applicable, we will offer, after consultation, the most advantageous option for the customer.
- In case of late arrival or early departures during the stay, the price of the night as per the reservation will be applied. It is mandatory to always communicate this via e-mail.
- If the booked pitch/accommodation is not occupied, without notice, by 12.00 on the day following the scheduled arrival day, the reservation will be automatically cancelled.
- The tourist tax is never included in the offer sent by us. The tourist tax amounts to €0.80 per person per day, for those over 14 years old. The tourist tax must be paid in cash upon arrival.
- Obvious errors and/or errors in general during the booking phase do not bind the campsite legally. These errors are in fact (from the point of view of an average traveller/camper) immediately recognized as such.
- If you have booked accommodation, you will be asked for €100.00 in cash or by credit card on arrival as a deposit. In case of damage to the accommodation or lost items, the cost will be deducted from the deposit.
- Pets are accepted only on request for a fee and based on availability on the pitches, but NOT in all the accommodations, for more information check the description on the website.
- The reservation includes the use of air conditioning in the accommodation for an amount of EUR 5.00 per day (an average of 8 hours of use per day). Once the amount has been used up, the card must be recharged at reception.

- Cancellations can only be made in writing. The date of receipt of the cancellation e-mail or letter is considered the cancellation date.
- In case of cancellation :
 - 1) up to 15 days from the booked arrival date, the deposit paid will be refunded minus Euro 25.00 as administrative costs;
 - 2) less than 15 days from the booked arrival date, no refund will be provided (the deposit is retained internally).
 - 3) For accommodations the same conditions apply, for cancellations up to 15 days before arrival the deposit will be refunded with a deduction of Euro 25.00, for cancellations less than 15 days we will retain the entire amount (deposit and balance).

IMPORTANT: No travel insurance is included in the booking. As regards cancellations or early departures or other specific cases, it is the customer himself who must have private travel insurance, nothing will be owed by the campsite management.

- Italian law is applicable to all our agreements, contracts, terms and conditions.
- If any of the provisions in the terms and conditions prove void or voidable, the remaining provisions will remain in force.
- Customers are also aware that by reading this agreement, they accept the campsite regulations

ARRIVALS AND DEPARTURES FOR PITCHES:

Check-in from 3.00 PM

Check-out from 8.00 AM to 11.00 AM

ARRIVALS AND DEPARTURES FOR ACCOMMODATIONS:

Check-in from 4.00 PM

Check-out from 8.00 AM to 10.00 AM

GATE CLOSURE: from 11.00 pm to 7.00 am it is not possible to circulate with vehicles. For reservations with arrivals later than the opening hours it is not possible to enter.

For personal needs please contact the reception via e-mail.

IMPORTANT!

Access to the booked pitch is guaranteed **from 3.00 PM.**

Access to the booked accommodation unit is guaranteed **from 4.00 PM.**

It is advisable to plan your trip around this time.