

BOOKING TERMS AND CONDITIONS:

- These booking and payment terms and conditions apply to all bookings for pitches and accommodation made at Iris Park during the 2026 season.
- Bookings are only considered valid if made via the website or by email. Before the booking is finalised, you will be sent an offer which you may accept or decline; it is not binding on either party.
- To confirm the booking, a deposit of 30% of the total amount must be paid within 7 days of receiving the offer. Otherwise, the booking proposal will be automatically cancelled.
- Pitches and accommodation are allocated by the booking office, which undertakes to accommodate the wishes of all guests where possible; however, any complaints, cancellations or other issues relating to this will be rejected immediately.
- The balance for the accommodation (= total price minus the deposit) must be paid no later than 30 days before arrival; if it is not paid on time, the management reserves the right to cancel the booking without refund.
- The date on which the payment is credited to the bank account is considered the date of payment. We ask you to make an URGENT bank transfer if your booking is due to be made at short notice.
- Special offers may be subject to specific payment terms. Should these payment terms conflict with the provisions of these terms and conditions, they shall take precedence.
- Payment offers, reductions, and discounts offered by associations, etc., cannot be combined. For each booking, where applicable, we will offer the most advantageous option for the customer, subject to consultation.
- In the event of late arrival or early departure during your stay, the price per night as per the booking will apply. You must always notify us of this by email.
- If the booked pitch/accommodation is not occupied, without prior notice, by 12.00 noon on the day following the scheduled arrival date, the booking will be automatically cancelled and no refund will be given.
- The tourist tax is never included in the offer we send. The tourist tax amounts to €1.20 per person per day for those aged 14 and over. The tourist tax must be paid in cash on arrival.
- Obvious errors and/or general errors made during the booking process are not legally binding on the campsite. Such errors are, in fact, immediately recognised as such (from the perspective of an average traveller/camper).
- If you have booked accommodation, you will be asked to pay a €100.00 cash deposit on arrival. In the event of damage to the property or lost items, the cost will be deducted from the deposit.
- Pets are accepted only on request, subject to a fee and subject to availability on the pitches, but NOT in all accommodation; for further information, please check the description on the website.

- Cancellations can only be made in writing. The date of receipt of the email or letter regarding the cancellation is considered the cancellation date. • The booking includes the use of air conditioning in the accommodation for a fee of €5.00 per day (an average of 8 hours' use per day). Once the credit has been used up, the card must be topped up at reception.
- Cancellation policy:
 1. Up to 15 days before the booked arrival date, the deposit paid will be refunded, minus a €25.00 administration fee;
 2. Less than 15 days before the booked arrival date, no refund will be given (the deposit will be retained by the establishment).
 3. The same conditions apply to accommodation: for cancellations up to 15 days before arrival, the deposit will be refunded, minus a €25.00 administration fee; for cancellations less than 15 days before arrival, we will retain the full amount (deposit and balance).
 4. **IMPORTANT:** no travel insurance is included in the booking. In the event of cancellations, early departures or other specific circumstances, the customer is responsible for taking out private travel insurance; the campsite management will not be liable for any costs.
- All our agreements, contracts, terms and conditions are governed by Italian law.
- If any provision of these terms and conditions is found to be void or voidable, the remaining provisions shall remain in force.
- By reading this agreement, customers acknowledge that they accept the campsite's rules and regulations.

ARRIVALS AND DEPARTURES FOR PITCHES

- Check-in from 3.00 pm
- Check-out between 8.00 am and 11.00 am

ARRIVALS AND DEPARTURES FOR ACCOMMODATION

- Check-in from 4.00 pm
- Check-out between 8.00 am and 10.00 am

GATE CLOSING TIMES

Vehicles are not permitted on the premises between 11.00 pm and 7.00 am. Guests arriving after the opening times will not be able to enter. For personal requirements, please contact reception by email.

IMPORTANT! Access to your booked pitch is guaranteed from 3.00 pm. Access to your booked accommodation is guaranteed from 4.00 pm. We recommend planning your journey around these times.