



HOSPITALITY

Our staff is always available to courteously meet the needs of our customers.

Staff members working at the Reception Desk must wear a uniform in order to be easily identified with a name card with their full name on it. The facility extends this requirement to the entire staff at the campground as well as to subcontractors at the service of the campground.

- Staff members working at the Reception Desk answer the phone with an appropriate greeting and state their name during office hours. A bilingual automatic answering service takes calls when the office is closed.
- Every request of our clients, including information and reservations, must be carried out within 48 hours.
- Requests made directly at the Reception Desk are to be carried out the same day.
- Services that are free of charge, those with fee and instructions on how to request/use them are shared with customers upon arrival as well as while booking their stay.
- Information including a price list of available services (extras, cover charges, service included or not included, access mode etc.) must be updated and posted in at least one foreign language.
- There must be an info-point in the lobby (bulletin board, file folder etc.) where rules and regulations can be found.
- When a staff member receives a complaint, he or she must be ready to manage the situation and resolve the problem as soon as possible. Please use the supplied complaint form (or software).
- Complaints and reports of malfunctions and/or shortages in the living areas or campsites and common area buildings must be attended to by the end of the workday.
- If it is impossible to attend to certain types of complaints and reports immediately, the staff must inform the customer that his/her report has been filed along with the estimated amount of time needed to resolve the issue.

LIVING SPACE

The campsites designated for campers and gear must be numbered with a specific tag in full view that corresponds to the general map of our complex. The layout is to be posted in the campsite's lobby

SERVICES

Food service

- The restaurant menu must include at least one typical local dish per course (first course, second course).
- Staff members must be able to give customers a brief description of the history of the traditional dish.
- The menu must indicate if and when frozen food products are served. This rule is mandatory.
- The menu is to be printed in two languages with a description of the requested dish and/or main ingredients used.

Entertainment

- The association offering entertainment and activities must supply a programme written in two languages. Entertainment and activities must be held in specific and appropriate areas.
- Entertainment and activities must be performed or supervised by staff members and/or licensed associations.
- Entertainment and activities must feature sports or gymnastics.

Playground

- Equipment on the children's playground must be in perfect condition (rust-free, no sharp edges or dangerous pieces etc.). Regulations with instructions for use of the playground must be displayed.
- The playground must be checked at least once a month by maintenance personnel pursuant to the specific check-list.

Sports field

- Equipment on sports fields must be in perfect condition and risk-free.
- There must be no obstacles nor jutting areas which could potentially harm users.
- Posts in direct contact with playing fields (with the exception of goal posts or net posts) or those less than 50 centimetres from the playing field must be covered with the appropriate protective material.
- Playing fields adjacent to campsites, bungalows, mobile homes or other services must be enclosed and equipped with a protective net.
- Access to playing fields must be limited to those who are not subject to the risk of medical complications, as specified in campsite regulations.

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Pools

- The pool must be equipped with a self-cleaning system or manual.
- Regulations for pool use must be made available and displayed in full view.
- Pool hours must be displayed in full view.
- Water depth markers must be displayed at various areas of the pool.
- There must be no broken tiles, holes or dangerous obstacles on the pool floor. If immediate repair is not available, access to dangerous areas must be sealed off.

Toilet facilities

- Public toilet facilities and those located in service areas must be thoroughly cleaned and sanitized no less than three times a day during peak season (WC, all surfaces, floors, mirrors). Another alternative could be constant and rotating cleaning procedures.
- Cleaning services can be reduced during off-season according to the number of customers at the campground. At least one daily cleaning must be guaranteed.
- Out-of-order toilet facilities must be properly indicated and made inaccessible.
- The ladies' room must be equipped with sanitary napkin receptacles.
- The cleaning staff must have a registration form to indicate where and what they have cleaned.
- There must be at least one diaper changing table on the premises.

Cleaning and general maintenance

- Trash bins must always be clean in order to avoid unpleasant odours and inconvenience to customers.
- There must be one or more recycling areas on the campsite and differential weight disposal areas for customers must be made accessible to customers themselves. Furthermore, this area must also include a container for depositing used cooking oil.
- Rat and mosquito extermination must be carried out at least once a year.
- Paints, solvents and dangerous substances used for infrastructure and equipment maintenance must be stored in containers or on shelving units in an area with flooring (or pavement). Access to the area is limited to staff members only who must conform to the safety information indicated on packages.
- The technical areas of disposal of these substances and maintenance machinery must be duly marked. Campsite customers must be denied access.

CUSTOMER SAFETY

- The campsite must have fire fighting equipment and devices that are in perfect working order, ready for use and maintained pursuant to law.
- A general map of the campsite's emergency exits, useful phone numbers and safety measures must be displayed or given to customers.
- Customer safety must be guaranteed by licensed lifeguards at campsite pools and beach areas under the facility's management.
- Food security must be guaranteed to customers with the application of all legal standards.
- At least one defibrillation device must be present on the premises.
- Check-ups for Legionella and necessary treatments must be carried out on an annual basis.
- There must be a map of the locations of all fire fighting devices and equipment (fire extinguishers, hydrants etc.) on the premises.
- An evacuation drill of the facility must be carried out at least once a year.