



SITE RULES

Welcome to hu Eraclea Mare

We are happy to have you here.

To guarantee everyone a peaceful and respectful stay, we ask that you take a few minutes to read these rules. They are posted at the entrance of the village and are available digitally on the website and web app, and via email and online check-in.

By accessing the site, you automatically and unreservedly accept the rules.

Upon arrival

To enter the village, each guest must present a valid original identity document, including children (a health insurance card is not a valid document). Be sure to check that your registered data is correct, report any discrepancies to management, and notify us in advance of any changes, such as arrivals or departures of people.

Upon arrival, we will give you an identification wristband: wear it for the duration of your stay, show it at the request of the security staff, and return it at check-out.

The tourist tax must be paid on arrival, in cash or via electronic payment.

Accommodation is available from 16:00; pitches from 12:00.

We allow a maximum delay of 24 hours from the scheduled check-in time. Beyond this limit, the reservation will be cancelled.

Upon departure

Pitches must be vacated by 12:00 on the day of departure; accommodation by 10:00. If these limits are exceeded, you will be charged for an additional day.

In case of early departure, all days of the original booking will still be charged.

Upon departure, return the keys, car pass and all wristbands at the exit, and settle any extra payments at the reception.

Minors

Minors unaccompanied by a parent or legal guardian may access the village only if in possession of a valid identity document and accompanied by an adult with written authorisation, who is legally responsible as their guardian.

Download the authorisation form [\[link\]](#).

Visitors

Management reserves the right to allow access to visitors and day guests, subject to the organisational needs and availability of the site.

Each day guest is required to show proof of identity and pay a variable daily fee depending on the season. They will be given a wristband to wear for the duration of the visit.

Entry is allowed only on foot, with exit before 23:00. Day guests' cars must be parked in the dedicated communal car parks.

Internal road traffic

Vehicles and motorcycles are permitted to enter after registering the vehicle number plate. The pass provided upon arrival must be visibly displayed on the vehicle for the entire duration of the stay on site.

Parking of vehicles is permitted in the spaces indicated by management.

The maximum speed on site is 5 km/h (walking pace).

We invite you not to travel by car except to enter and exit the village.

Pets

Pets are welcome on all our sites, subject to certain rules. Pets must meet current health regulations; it is necessary to present each pet's health record with the relevant vaccinations at check-in. In the absence of the health record, access will not be permitted.

Dogs must always be kept on a lead, except within dog areas and specially marked areas. Owners are responsible for any damage caused by pets. Pets are not allowed in some common areas of the site, such as the swimming pool, and in certain clearly marked areas.

Please review the pet policy [\[link\]](#).

Camping & caravanning

For each pitch, occupancy is permitted with two tents or one motor vehicle (car + caravan, car + tent, campervan), unless specifically authorised by management.

It is not permitted to change pitch without authorisation from management.

Connecting to the electricity hook-ups is only permitted for the lighting and power supply of internal equipment in caravans, campervans and tents. The current is 220 V/50 Hz with sockets rated at 10 A for all pitches.

The pitch must be kept perfectly clean and tidy.

Accommodation units

The accommodation is available from 16:00 and must be vacated by 10:00 on the day of departure. If check-out is not complete by this time, management reserves the right to empty the accommodation and store the items at the reception until 00:00. After this time, management reserves the right to dispose of the removed items. It is not possible to stay in the village beyond the check-out time.

No installations are permitted between accommodation units (tents, tarps, caravans, fences, etc.). Cars must be parked in the assigned spaces.

The accommodation units are provided with bed linen and towels.

You will find one set of sheets for each bed and one set of towels per person (face towel and shower towel). Sheets are changed weekly for stays longer than 7 nights, upon request.

Extra linen sets can also be provided on request.

Each accommodation unit is equipped with an air conditioning system with smart home management that turns off automatically when you leave the accommodation. We invite you to use the air conditioner only when you are present, with the doors and windows closed: this small gesture makes a big difference for the environment.

Upon departure, the accommodation must be left clean and tidy, free of rubbish and with clean dishes. Otherwise, you will be charged a cleaning fee. In the event of breakages or missing items, the associated costs will also be charged.

Behaviour and hours

We ask you to avoid behaviour, activities, games and the use of equipment that may disturb other guests in the village.

From 23:00 to 7:00, we request the highest possible level of silence. During these hours, the circulation of motor vehicles is prohibited, including entry to and exit from the site.

We ask that you respect the vegetation, hygiene and cleanliness of the complex. The village and all its guests are required to separate waste and recycling: use the designated coloured containers carefully and precisely.

It is forbidden to use unsupervised open flames (candles, citronella, charcoal, torches, etc.). The use of gas or electric barbecues is permitted, as long as they are located in the dedicated areas.

Medical facility

The village has a medical centre. The facility provides services for a fee (rates displayed). For outpatient visits, the doctor will see patients during the times indicated.

Infectious diseases or suspected infectious diseases must be immediately reported to the doctor or to management.

Lost and found

Before you depart, make sure you have not left any personal belongings inside or at the site. Management cannot be held responsible for forgotten items.

If you do forget an item, please contact the site at reception.eracleamare@huopenair.com.

Responsibility

The responsibility of the Management/Site is governed by Articles 1783 et seq. of the Italian Civil Code.

The Management/Site cannot be held responsible for damages of any kind caused by Guests to other Guests.

The village Management has the right to remove anyone who does not respect these Rules. Any complaints and grievances must be communicated promptly to the village reception.



Emergencies

In case of emergency, follow these two steps:

1. Call the emergency number (112)
to contact the ambulance, police, fire brigade or other authorities.
2. Notify reception immediately via +39 (0)55 0298080

It is essential that you inform us as soon as possible to coordinate our response.

Useful numbers

Reception: [Tel. +39 \(0\)55 0298080](tel:+390550298080)

Email: reception.eracleamare@huopenair.com

