



ISAMAR HOLIDAY VILLAGE/ISARESIDENCE AND PRESTIGE REGULATIONS 2025

Welcome to Isamar Holiday Village/Isaresidence/Prestige

The Management wishes you a pleasant stay and ask you to consult these rules, as the act of entering the Village constitutes their complete acceptance and observance.

The general rules are intended to create the best conditions to ensure respectful coexistence of several people inside the Village.

1. STAY

1.1 During the stay, the guest is required to:

- Wear the identification bracelet, which allows to recognise authorised guest. The security staff and all the employees are authorised to stop and check whoever is not wearing it;
- Provide a real time notification of any incoming and departing guest;
- Provide personal ID and lodging number to the security, when asked;
- It is not allowed to use the mobile home power to recharge electric scooters or for any other improper use;
- Barbecuing is allowed on the terraces of Isamar Holiday Village's lodgings and in the garden of ground floor apartments of Isaresidence and Prestige, using only CE branded electric grills (no coil, no gas);
- It is not allowed to start a fire;
- Minors are not allowed to purchase alcoholic drinks;
- It is not allowed to enter the offices if not properly dressed;
- Using candles is not allowed;
- Using radio/TV sets is allowed only with a moderate volume, respecting peace and quiet;
- Using roller skates, bikes and scooters is not allowed inside the premises and on the waterpark area;
- Children younger than 12 can use the elevators only if accompanied by an adult;
- It is forbidden to hang towels and linen on the apartments terraces;
- It is not allowed to occupy Isaresidence/Prestige corridors with beach toys;
- It is not allowed to wash Isaresidence/Prestige terraces (in order not to disturb other guests);
- It is not allowed to put up tents outside the lodgings.

1.2 Isaresidence/Prestige guests are allowed to Isamar Holiday Village, the resort is 1 km far and reachable by our free shuttle (the electric train) or by car. It is possible to enter Isamar Holiday Village on foot or by bike, the car can be parked outside (P1 subject to a fee o P2, free and 200 mt far).

1.3 Any violation of these rules can result in the immediate annulment of the contract. In this case, the Management is entitled to withhold the whole amount as compensation for damaging the image of the resort itself.

2. TRAFFIC AND QUIET TIME

- 2.1 The circulation of any type of motor vehicle is forbidden from 1:00 p.m. to 3:00 p.m. and from 11:00 p.m. to 07:00 a.m. except for new check-in or emergencies.
- 2.2 It is allowed to park inside the resorts only one car or motorbike per lodging (except for Nova, Master Suite, Master Lodge, Familiy Lodge e Lodge that include 2 parking spaces). The vehicle must be parked in its own numbered space.
- 2.3 Inside Isamar Holiday Village motor vehicles may circulate only at the entrance to reach the assigned house unit and at the exit to reach the exit. It is not allowed to use motor vehicles to reach other parts of the Village. The maximum speed allowed is 10 km/h. The driver must pay attention to pedestrian crossings and always give right of way to pedestrians.
- 2.4 The car/motorcycle allowed inside must be declared at check-in with the license plate number. Every other vehicle must be parked outside.
- 2.5 Bicycles, skates and scooters are allowed exclusively on the roads of Isamar Holiday Village and not in the pedestrian walks. It is forbidden to use skates indoors, along the porches or on the pools area.
- 2.6 Boats or carts, campers and caravans are not allowed inside the resorts.

3. WATER PARK AND POOLS

- 3.1 It is not allowed to enter the swimming pool before the opening hour, please check on the timetable.
- 3.2 Sunbeds and umbrellas' reservation is not allowed. It is forbidden to occupy sunbeds when not at the pool. Unattended items will be removed.
- 3.3 It is compulsory to take a shower before entering the pools.
- 3.4 The access to the slides is allowed to children with a minimum height of 1 meter.
- 3.5 Babies must wear absorbent swimsuits instead of normal diapers.
- 3.6 It is forbidden to use the pools while the red flag is lifted. In this case the swimming pools are closed and unattended;
- 3.7 It is forbidden to use inflatable toys or balloons;
- 3.8 It is forbidden to dive and to run on the pools' edges;
- 3.9 Only bathing suits allowed while in the swimming pools;

4. MEDICAL SERVICE

The touristic medical service is available at Isamar Holiday Village. It is compulsory to report any contagious disease to the doctor and to the management as soon as possible.

5. DEPARTURE

All guests must check-out within 10:00. Keys, climacard and bracelets must be given back to the reception and everybody must leave the resorts bringing outside their vehicle.

6. ENVIRONMENTAL AWARENESS

The waste sorting is operational in our resorts. Everybody must respect the effective following rules in order to improve energy savings and environmental awareness:

- Throw the waste in the appropriate bins;
- Respect waste sorting according to the effective rules;
- Do not damage the green areas;
- Do not start bonfires;
- Do not tamper with or damage any equipment;
- Do not use or contaminate the ground with harsh cleaning products;
- Check on any possible leaking from your vehicle;
- Excavations of any kind are forbidden;
- Do not waste water;
- It is forbidden to hang ropes on the terrace or on the plants;

During your stay, regular mosquito pest control will be carried out. The products used are environmentally friendly, non-toxic and do not cause harm to human and animal health.

7. THEFTS-DAMAGES-LIABILITY OF THE RESORTS

- 7.1 The resorts are not liable for the lack/loss of objects or valuables of the Guests and/or members of the Crew, each Guest and member of the Crew is obliged to diligently guard their own objects and/or valuables./.
- 7.2 The lodging will be subject to integrity check equipment. The delivery status of the housing unit will also be checked, and any damage will be notified by e-mail and supplied with photographs. The management has the right to charge any damages.
- 7.3 The resorts are not liable for damages caused by the conduct of other guests, as well as damages resulting from events of force majeure such as weather, natural disasters, epidemics, diseases, falls of trees, branches, gusts of wind, accidents at sea, except for wilful misconduct or gross negligence on the part of the resorts themselves.

8. ADDITIONAL GUESTS

- 8.1 Additional guests are allowed as far as included in the accommodation capability (even when babies). Every new guest must check-in at the reception and pay the tourist tax in case of overnight. Daily guests must check-out at the reception within 8:00 p.m. Any later or missing communication will imply the charge of the tourist tax.
- 8.2 As implied in point 8.1, it is strictly forbidden to host outnumbering guest. In the event of a breach of the prohibition, the management has the right to terminate the contract according with the cancellation policy.

9. MINORS

- 9.1 Minors are admitted, only if accompanied by a parent/tutor. In case of parents' absence, the accompanying person must present the parents' authorisation to travel with him/her, exempting the resort from any liability. The parents/tutors will take care of the minors, in order not to put them in danger while using the playground, the waterpark or any other

facility. Adults are therefore required to supervise them and ensure that they maintain a proper conduct under their responsibility.

- 9.2 The guest acknowledges that no minor supervision is performed by the resort; Minors must be accompanied and supervised by an adult during the stay and the utilisation of any facility.

10. DOGS REGULATION

- 10.1 Dogs can circulate in the common areas of the resorts and on the dog beach on a leash and under the strict control of the owner. Muzzle can occasionally be requested by the Management.
- 10.2 Dogs must never be left unattended in the lodgings or on the terraces, not even free of roaming around. While at the dog beach, the owner must ensure that the dog can't reach other guests and that the dog is not able to get to other guests' accommodation/space.
- 10.3 The owner must ensure that hygiene rules are complied with. Droppings must be collected immediately and disposed of in the appropriate bins.
- 10.4 Dogs are not allowed at the water park (including toilets and showers).
- 10.5 Access to the sea is allowed exclusively in the dedicated area "Dog Beach" using the appropriate entrance. It is expressly forbidden to transit in the equipped beach area. At the end of the bath the dog must be immediately reinsured on the leash, while in the water the dog must always be attended by the owner.
- 10.6 The owner must ensure that the dog does not disturb other guests in any way. Liability (civil and criminal) for any damage or injury caused by the animal to third parties and the Resort facilities rests entirely with the Owner.

11. RECREATIONAL ACTIVITIES-USE OF EQUIPMENT

- 11.1 The participation of the Guest and the Crew in the entertainment activities (sports and non-sports) offered by the resorts and the use of the equipment, is the full responsibility of the guest, as a parent and/or guardian and/or guardian of minors. The guest releases the resorts from all liability in respect of any damage caused, except for wilful misconduct and gross negligence on the part of the resorts themselves.
- 11.2 The use of the equipment and the participation in recreational activities by minors is only allowed under the close supervision of an adult.
- 11.3 The use of the gym is exclusively allowed from 12 years old on. Children younger than 12 can enter the gym (without using the machines) only if accompanied by an adult.
- 11.4 The guest agrees to indemnify the resorts against any damage to the facilities and/or third parties connected with and/or arising from his/her participation in recreational activities.

12. APPLICABLE LAW AND JURISDICTION

- 12.1 For everything not governed by this regulation, the contract between the guest, the crew and the resorts shall be governed by the Italian law.
- 12.2 Any dispute between the resorts and the guest (including any members of the crew), arising out of or related to the contract with the resorts shall be exclusively competent in



the Court of the place where the guest has his residence or domicile, if located in the territory of the Italian State.

- 12.3 Otherwise, any dispute between the resorts and the guest (including any members of the crew) arising from or related to the contract with the resorts will be submitted, exclusively, to the jurisdiction of the Italian Court, territorially located in the Court of Padua.

