
RULES OF PROCEDURE FOR DREVERNA CAMPING HOLIDAY HOUSES/MODULE ROOMS

UAB „Beno laivynas“, Company code 304717970

GUEST ARRIVAL AND REGISTRATION

1. The campsite shall receive and serve guests in accordance with the established and published reception opening hours seven days a week. Those wishing to enter or leave outside working hours should notify in advance in order for exceptions to be made.
2. Arrival of guests from 15:00, departure until 12:00.
3. At the request of the campsite guest and if possible, late departure (stay in the holiday home is extended until 6 pm) is provided for an additional fee (50 percent of the daily price of the holiday home).
4. A guest arriving at the holiday house must present a valid identity document.
5. Upon arrival at the holiday home, the guest is presented with a guest card, which must be filled in according to the data of a valid identity document (passport, identity card).
6. A bracelet is issued upon guest registration. The number of bracelets issued is equal to the number of guests staying in the cottage. All residents of the campsite must wear the issued bracelets during their stay. The bracelets are intended for free use of Dreverna camping services (playgrounds, spas, swimming pools, etc.). A camping employee who notices a guest without a bracelet in the recreational services area has the right to ask him to purchase a day visitor's ticket or leave the area.
7. When registering the arriving guest, the campsite administrator shall use the data of the document submitted by him / her, and upon completion of the registration - return the identity document to the guest.
8. Day visitors visiting guests staying in the cottages before 22:00 must purchase a guest ticket at the campsite reception.
9. Guests staying in the holiday home (s) after 22:00 must check in with an identity card or a valid passport and pay for the accommodation.
10. Persons under the age of 18 are only admitted to the campsite with adults.

PAYMENT OF THE ORDER, REFUND POLICIES

11. Advance booking is confirmed by prepayment of the booking fee, which is equal to 100 percent of the total price of the stay. The reservation fee is payable within 3 days of booking.
12. The guest must pay the bill in advance within 3 days of booking or on the day of arrival, if the booking is made less than 2 days before arrival (exceptions may apply).
13. Your credit card will not be charged. The fee for the accommodation must be paid in advance via bank transfer.
14. Camping guests staying in the holiday house for less than 24 hours (24 hours) pay the price of the whole day, regardless of the time of payment and / or arrival.
15. A guest who has paid for the services provided but decides not to use them will not be refunded. If you leave the campsite earlier than planned in the reservation, if you do not stay full time, the money will not be refunded to the guest for the time not spent.
16. In case of late arrival, a fee will be charged for the actual downtime of the cottage.
17. The money for not provided stay at Dreverna camping is refunded 100% during COVID-19 pandemic in the following cases:
18. The incoming guest is infected with COVID-19 (should be provided proofing documents).
19. In case of Covid-19 official lockdown of Lithuania when providing accommodation is officially prohibited.
20. In case of Covid-19 official lockdown of the country or city the guest is coming.

RULES FOR GUESTS WITH ANIMALS

21. Guests with pets must notify the administration in advance. The administration reserves the right not to provide or terminate accommodation at the Dreverna camping without prior notice of arrival with pets. In this case, the money for the night is non-refundable.
22. Maximum of 2 animals with a maximum height of 30 cm may be accommodated in the holiday house. Guests with pets are accommodated only in houses no. 1 and no. 2 (cottages next to Lagoon) and no. 33 and 34 (cottages by the pool). If these houses are occupied, guests with pets can be accommodated in other houses. In this case, a fee of 5 Eur per night applies.
23. Pets must not endanger the people living in the camping, their rest, health and life.
24. Pets must be with muzzles and on a leash in the camping area.

25. Do not leave your pets unattended in the camping area.
26. Pet owners must collect animal excrement and dispose of it in a container.

27. OTHER RULES

28. The camping administration reserves the right not to allow unwelcome persons.
29. Hours of rest from 10 p.m. until 8 p.m. Only non-noise activities are allowed during this period. It is forbidden to listen to music loudly, make noise, drive around the area in motor vehicles.
30. If the inventory of the rest house is lost or damaged, the perpetrators shall compensate the damage according to the acquisition value of the item. If guests cannot be accommodated due to damage, the full price of the holiday home will be paid during the damage elimination period.
31. It is forbidden to use the towels from holiday house by the pool, in the spa area, on the lagoon beach.
32. The camping area is monitored by video cameras.
33. Guests who have been twice warned of breaches of public or internal rules shall be discharged from the camping without a refund.
34. Persons visiting camping guests must comply with these Rules.

IN THE HOLIDAY HOUSE IS PROHIBITED

35. To move furniture (without the approval of the administration).
36. Store flammable materials in the holiday house.
37. To create a barbecue or other open fire devices on the terrace of the rest house.
38. To damage the inventory.
39. To accommodate more persons in the holiday house than the camping administrator was informed.
40. To bring unauthorized persons to the holiday house without informing the administrator.
41. Leave electrical appliances on.
42. Use of electrical appliances, except for the electric hob, kettle and in cases when those appliances are taken from the administration and the administration has been notified in advance about the use of such appliances (it is not prohibited to use various chargers: computers, telephones; shavers, hair dryers).
43. Keep animals and birds in holiday houses without notifying the administration in advance.
44. Keep aggressive animals that may harm other camping guests.
45. Prevent other camping guests from enjoying the rest.
46. To make noise during the night (22:00 - 8:00) and not to allow other camping guests to sleep.
47. Smoking in holiday homes is strictly prohibited. Fine - 100 Eur. For your safety, all rooms are equipped with fire alarms.
48. It is prohibited to leave young children unattended in holiday homes, and parents or guardians of minor children (caregivers) must ensure the safety of children in the holiday home.

49. GUESTS LIVING IN A HOLIDAY HOME MUST

50. Follow the general Dreverna campsite and these rules.
51. When leaving the holiday home, hand over the door key to the administrator and make sure that all the services are paid for, hand over the occupied holiday home.
52. Strictly follow fire safety rules.
53. When leaving the house, make sure that all electrical appliances are properly switched off: lights, TV, etc.
54. Be sure to check that all hot and cold-water taps are tightly closed.
55. When leaving, make sure that the house is securely locked and no unauthorized person can enter it.
56. If any failure is observed in the holiday home, the campsite administrator must be notified immediately.
57. The key to the holiday home may be issued only upon presentation of an identity document by the guest. If the house key is lost or damaged, the fine is 10 euros.

58. CAMPING HOLIDAY HOME GUEST SERVICE AND PREMISES MAINTENANCE

59. The premises, equipment, furniture and bedding of a holiday house shall be clean and tidy.
60. The camping staff may repair small premises and inventory without disturbing the rest of the guests.
61. The camping administration is not responsible for unsafe and lost valuables and / or damage to them in the holiday home.
62. When camping guests behave criminally (not in compliance with the laws of the Republic of Lithuania), the administration always applies to the competent authorities.

63. STATEMENTS AND REQUESTS

64. The camping administration is always waiting for guests' requests and suggestions in order to improve the quality of services provided.