

# Information for your holiday



## CAORLE LIDO ALTANEA



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### OFFICE OPENING TIMES

**Morning** 9:00 am – 12:30 pm / **Afternoon** 3:30 pm – 7:00 pm (The times may be subject to change)



### CHECKING IN

Your apartment will be clean and ready for you to enter **between 4:00 pm and 7:00 pm**.

You can come and check-in with us even in the morning.

From 10:30 am onwards, you can park your vehicle in the car park where you're staying and use your spot on the beach (if you've booked one).



### CHECKING OUT

Please clean and vacate the apartment **by 10:00 am** and hand the keys to the staff supervising the village.

*For ROBINIA/PINETINE, BETULLE, FAGGI, QUERCIA and FARNIE only, please hand over the keys in the agency.*

If you paid your deposit in cash when you arrived, please **hand back the ticket** you were given. The staff will carry out spot checks on the apartments to make sure they are clean and undamaged. If your apartment is dirty or damaged, your deposit will be **withheld (cash) or taken (credit card)**.

If you would like to **leave outside office hours**, please come to the agency to inform us the day before your departure and bring your deposit ticket with you.

When you leave, please place your keys in the box outside the agency.



### CLEANING

**Please leave your apartment clean and tidy**, or you will be charged a cleaning fee. The dishes must be washed, the fridge must be defrosted and left open, and all bottles, cans and other rubbish must be removed.



### WINDOWS, DOORS, ELECTRICAL EQUIPMENT AND BOILER

On the day of your departure, please turn off all electrical equipment and close all windows, balcony doors and shutters.

**The on/off switch for the boiler** will be either inside the bathroom or just outside the bathroom door.

**If the power goes off**, reset the trip switch in your apartment (it can normally be found near the front door) or the main one in the electricity meter room (which can normally be found on the ground floor of the building). If that doesn't work, please contact the agency.



### AIR CONDITIONING

**Please do not use the air conditioning with the windows open**, because it not only wastes electricity but can also stop the unit from working. If a technician has to be called, you will be charged.

If the air conditioning is NOT working, please contact the agency.



### LOST/DAMAGED KEYS

If you lose, damage or lock your keys inside the apartment, **it may be necessary to call a technician**, for which you will be charged.



### POOLS

The pools are only for guests staying in the establishments. They tend to be open **from mid-May to mid-September**, with opening times that vary during the season.

Please follow the rules and only use the pools during the opening times.



### BEACH

It's always best to book a spot on the beach **when you make the reservation** for your accommodation, because they can run out. Alternatively, you can hire one on the day of your arrival, either in our offices or at the cash desk by the beach.

You must not set up your own umbrellas, deck chairs, sun loungers or other equipment by the shore.



### PARKING

As a rule, each apartment comes with **an outdoor or indoor parking space on the premises**.

Only park your car in your allocated spot and **display your permit** if you are given one.

If your space is occupied, please contact the agency immediately.

If you have a second car, please use the public parking spaces in the resort.

The Management shall not accept any responsibility for damage to cars parked in spots under trees. We advise you to cover your car with a sheet.



### WASTE AND RECYCLING

Place dispose of waste in the appropriate bins:



Large green bin = **GENERAL WASTE**



Yellow bin = **PAPER AND CARD**



Small green bin = **FOOD WASTE**



White bin = **GLASS, PLASTIC AND ALUMINIUM**



### LAND TRAIN

Every day, a free shuttle service goes all of the way through the resort and down to the beach. It runs every 20 minutes or so at the following times: 9:15 am to 12:45 pm and 3:30 pm to 6:45 pm



### USEFUL NUMBERS

**112** Single emergency number = 112

Accident & Emergency department (Riva dei Bragozzi, 138)

**+** Out-of-hours doctor (Riva dei Bragozzi, 138)

tel. 0039 0421.484550

Doctor's surgery at the "Farnie" village



Local police (Via Strada Nuova, 1)  
tel. 0039 0421.81345



Store selling over-the-counter medicines  
in the "La Quercia" shopping centre



### ENTERTAINMENT

Free **entertainment** is provided **in the day and the evening** for all Agenzia Lampo guests.

The times and programmes are displayed on notice boards in our offices and elsewhere in the resort.

The meeting places are: The "Bosco degli Elfi" in the "Delfino" area (the "Mini Club", near the beach)

Happy Arena - Peter Pan park ("Mini Club") - "Granchio" area (on the beach) - Archery zone



### BEHAVIOUR

Please follow the building rules:

- **Do not disturb people** by being noisy, especially **during the quiet hours** (11:00 pm to 9:00 am and 1:30 pm to 3:30 pm).

- Do not hang washing outside the balconies or in the garden. **Please use the clothes airer.**

- **Do not use barbecues** on terraces or in gardens unless there is a chimney.

- **Money and valuable items should not be left in the apartment.**



### MOSQUITO CONTROL

Mosquito control procedures are carried out on a regular basis by a specialist company.



### WI-FI

Wi-Fi coverage is available around the pools and in the public areas of each village. The **password** is the gate code twice in a row.



### PETS

If your accommodation allows you to bring pets, please do not leave them alone for too long, always keep them **on a lead** in public places and pick up their waste.



### MARKETS

**MON** - Lignano/ San Donà di Piave/Concordia Sag.

**TUE** - Bibione/Eraclea/P.S. Margherita (serale)

**WED** - Latisana/Duna Verde.

**THU** - Portogruaro

**FRI** - Jesolo Paese

**SAT** - Caorle/San Michele al Tagl.