GENERAL TERMS AND CONDITIONS OF SERVICE, BOOKING AND PARKING

Pompeii Ruins Parking - Maxi Parking | Version 15 September 2026

OPERATOR	CH COSTRUZIONI SRL
REGISTERED / TAX DETAILS	Via Plinio 66, Pompei (NA), Italy - VAT No. 09363541211
PARKING FACILITY	Pompeii Ruins Parking - Maxi Parking, Via Plinio 95, 80045 Pompei (NA), Italy
CONTACTS	+39 347 451 7028 (phone/WhatsApp) - +39 350 946 7666 - pompeiiruinsparking@gmail.com
WEBSITE	https://pompeiiruinsparking.it/

The applicable terms are those in force and made available to the Customer at the time of booking.

1. Purpose and scope

These Terms and Conditions govern bookings and use of the services offered by CH COSTRUZIONI SRL through pompeiiruinsparking.it and at Pompeii Ruins Parking - Maxi Parking. They apply to bookings made online, by telephone, e-mail, WhatsApp or directly at the parking facility, unless specific conditions are disclosed before confirmation.

"Customer" means the person making the booking or using the service; "Operator" means CH COSTRUZIONI SRL. A Customer booking for third parties confirms that they are authorised to do so and undertakes to inform the driver of these Terms.

2. Services offered

The main service consists of vehicle parking in areas organised by the Operator. The booking system may provide for different vehicle categories, including cars, campers, minivans, buses and any other categories made available from time to time.

A booking relates to a vehicle category and a parking period; it does not confer a right to a specific bay or location within the facility.

For buses, groups, oversized vehicles or non-standard requirements, availability and operating arrangements must be confirmed in advance by the Operator.

The website may also offer ancillary services, including an airport shuttle by reservation. Ancillary services are subject to the conditions disclosed when requested or confirmed.

3. Opening hours and access

Opening hours are those published on the website or communicated by the Operator and may be changed due to events, seasonality, organisational needs, public-authority measures or other operational circumstances.

The Customer must comply with signs, staff instructions, internal routes and assigned areas. Access or vehicle collection outside the communicated opening hours must be agreed in advance.

4. Booking and confirmation

To book online, the Customer selects the information requested by the system, including parking period, vehicle category, contact details and an available payment method, and completes the process according to the on-screen instructions.

A booking is deemed accepted when the booking system or the Operator sends a confirmation containing a booking reference or the essential service details.

The Customer must promptly check both the information entered and the confirmation received. Errors relating to dates, times, registration number, vehicle category, contact details or other information may affect proper performance of the service.

5. Availability and organisation of spaces

A booking is valid for the stated vehicle category and period on the basis of the information supplied by the Customer.

The Operator freely organises parking spaces, access arrangements and vehicle positioning according to operational, safety and capacity requirements and may, where necessary, use nearby areas or additional spaces available to the Operator.

If the Customer arrives with a vehicle of a different category, size or characteristics from those declared, service remains subject to availability of suitable space and to any conditions applicable to the different category.

6. Rates and commercial conditions

Rates, discounts, promotions and commercial conditions are those shown in the booking system or communicated by the Operator before confirmation.

The total displayed before the booking is completed is the amount applicable to that specific request, subject to changes resulting from subsequent Customer amendments, parking extensions, a different vehicle category or additional services.

Rates and promotions may be changed at any time for future bookings without requiring an amendment to these Terms.

7. Payments

The website may permit advance payment via PayPal, eligible cards through the payment provider or any other payment tools made available, as well as payment at the parking facility where offered.

The payment methods actually available are those displayed during booking. A booking is treated as paid only when the transaction has been effectively confirmed by the relevant payment provider or by the Operator.

Full payment-card details, when processed through external platforms, are handled by the payment provider under its security procedures and are not directly handled by the Operator.

Any refund that is due or granted will normally be made to the same payment method originally used, where technically possible.

8. Changes, cancellations and no-show

Requests to change or cancel a booking must be communicated to the Operator at least 72 hours before the booked entry time.

For cancellations received at least 72 hours in advance, any refund is subject to the conditions shown during the booking flow, in the booking confirmation or otherwise communicated by the Operator. Bookings made less than 72 hours before entry may be treated as non-refundable.

Cancellations received within 72 hours of entry, no-shows, arrival outside agreed times or early departure do not entitle the Customer to a refund, unless the Operator expressly states otherwise or mandatory law requires otherwise.

Changes are always subject to availability and may result in different commercial or operating conditions.

9. Delays and parking extensions

If delayed, the Customer must notify the Operator. Arrival after closing time or outside an agreed time may make access impossible until the next available opening period.

Any extension is subject to availability and to the conditions applied by the Operator at the time of the request. The Customer should request an extension before the booked period expires.

Staying beyond the booked period requires payment of the amounts applicable to the additional parking time.

10. Vehicle condition and Customer obligations

The Customer must use the parking facility prudently and present a vehicle suitable for lawful circulation and parking, without manifest conditions that may create danger, obstruction or damage.

The Customer is responsible for the accuracy of information supplied and must disclose in advance oversized vehicles, trailers, protruding accessories or other special characteristics.

Illegal, dangerous or unsuitable substances, materials or goods may not be brought into or left in the vehicle. People or animals must not be left in the vehicle in breach of law or safety requirements.

Parking a camper or minivan does not authorise camping, waste-water discharge, use of external equipment, hook-ups or activities other than ordinary parking unless expressly authorised.

11. Facility security, CCTV and belongings in the vehicle

The facility is operated in accordance with the organisational and security arrangements established by the Operator and may be subject to CCTV monitoring in accordance with applicable law.

The Customer must properly secure the vehicle and should not leave cash, documents, valuables, electronic devices, luggage or other unnecessary property in plain sight.

Unless a separate service is expressly accepted in writing, booking parking does not include separate receipt or inventory of movable property left inside the vehicle.

Any matter not expressly regulated by these Terms is governed solely by applicable mandatory law.

12. Conduct within the facility and refusal of service

The Operator may refuse access or require a person or vehicle to leave if these Terms, staff instructions or safety rules are not observed, or where conduct or vehicle conditions may create danger, disturbance, obstruction or prejudice to the organisation of the service.

The Customer is responsible, in accordance with applicable law, for damage caused by the Customer, accompanying persons or the Customer's vehicle to people, structures, systems, equipment or other vehicles.

13. External events and service suspension

The Operator may change, restrict, suspend or temporarily reorganise the service where necessary for operational reasons, safety, maintenance, measures by public authorities, public events, weather, traffic conditions, interruption of essential services or other circumstances not reasonably controllable.

In such cases the Operator may adopt the organisational solution considered most appropriate, subject only to any mandatory rights that apply.

14. Ancillary services and shuttle

Any ancillary service, including the airport shuttle, must be requested and confirmed separately and is subject to availability, timing, number of passengers, luggage, pick-up or destination details and other organisational requirements.

The commercial and operational conditions of ancillary services are those communicated and accepted when the relevant service is booked.

The Customer must provide adequate advance notice of schedule changes, delays or other relevant information.

15. Communications

The Operator may use the contact details provided by the Customer for communications relating to the booking, payment, access, parking, organisational changes and requested services.

The Customer is responsible for ensuring that the contact details supplied are accurate and accessible.

16. Privacy and CCTV

Personal data are processed for booking management, payment, customer support, security, administrative requirements and legal obligations in accordance with applicable law.

Full information is contained in the Privacy Policy published on the website and in any specific notices relating to CCTV or payment providers.

17. Complaints and notices

Any notice or service-related request should be communicated to the Operator without delay using the contact details published on the website and, where available, quoting the booking reference.

Customers are encouraged to report any issue before leaving the facility so that it can be checked immediately where possible.

18. Governing law and disputes

These Terms and the related contractual relationship are governed by Italian law.

Matters not expressly regulated are subject to applicable law. Only statutory rights and jurisdiction rules that are legally mandatory remain unaffected.

For relationships with persons who do not qualify as consumers, unless otherwise agreed in writing, jurisdiction lies with the court territorially competent for the Operator's registered office.

19. Changes to these Terms

The Operator may update these Terms at any time. Amendments apply to bookings entered into after publication of the new version, unless otherwise required by law.

If any individual provision is ineffective or unenforceable, the remaining provisions remain valid.

20. Acceptance

By completing the booking and selecting the relevant acceptance box, the Customer confirms that they have read and accepted these Terms and any specific conditions shown in the booking summary. Version: 15 September 2026.