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## ANNEX 1

Annex to the Agreement for the access of Accommodation Facilities to the parking space reservation system at Grifoparking and related services - Three-year period 2026–2028.

### TERMS AND CONDITIONS OF USE FOR GUESTS GRIFO PARKING AND RELATED SERVICES

These Terms and Conditions govern the access to and use of the Grifoparking facility and its related services (shuttle/passenger transport and luggage handling, where available).

These Terms are made available via the link provided on the Voucher and on-site at the parking facility.

By accessing the parking facility and/or using the services, the Guest fully accepts these Terms and Conditions.

#### 1. Parking Access, Identification, and Assistance

**1.1** Access is strictly limited to users holding a valid Voucher issued by the accommodation facility where the Guest is staying. Upon entry, the Guest must present the QR-Code shown on the Voucher, in accordance with current operating procedures.

**1.2** In the event of an emergency, the Guest may request assistance via the intercom/call devices located on the entry/exit columns and/or at the automated pay station, where available, as well as through the contact details provided in Section 8.

**1.3** The Guest is required to display the parking pass/sticker on the vehicle's dashboard for inspection purposes.

#### 2. Standard Parking Period and Operating Hours

**2.1** Unless otherwise specified on the Voucher, the standard parking period is from 12:00 PM on the day of arrival to 12:00 PM on the day of departure.

**2.2** Unless otherwise specified on the Voucher, the operating hours are as follows:

- **Parking Check-in:** from 12:00 PM until the closing time of the Grifoparking offices (available on the official website).
- **Parking Check-out:** from 8:00 AM to 12:00 PM.

**2.3** The parking facility check-in/check-out process is completely independent and separate from the accommodation facility's check-in/check-out.



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### **3. Overstay (Extra-Time) and On-Site Payments**

**3.1** Leaving the vehicle parked past 12:00 PM on the day of departure is only permitted subject to parking space availability, and in any case, no later than midnight (12:00 AM) of the same day.

**3.2** Any additional parking time (extra-time) is subject to direct payment by the Guest at the on-site automated pay stations, following the instructions provided by the staff and/or the payment machines.

**3.3 Extra-time rate:** €3.50 per hour (or fraction thereof), up to a daily maximum of €28.00, subject to any updates to the current rates for the Montebaldo parking facility.

**3.4** Any request for extra-time must be submitted by the Guest to their accommodation facility, which will provide the necessary instructions. The Guest remains strictly responsible for direct payment at the Grifoparking pay stations.

### **4. Unattended Parking – Liability Rules**

**4.1** The parking facility is an unattended area, and management has no obligation to guard or monitor the vehicles.

**4.2** The parking management is not liable for theft or damage to the vehicle and/or items left inside caused by third parties, nor for damages arising from external events beyond its organizational control.

**4.3** The user is liable for any damage caused to persons or property within the parking facility and must promptly report any accidents or damage caused to the staff.

### **5. Traffic Rules, Safety, and Proper Parking**

**5.1** Users must comply with all signage, designated routes, and instructions provided by the staff. Pedestrians must exercise appropriate caution.

**5.2** Vehicles must be parked strictly within the lines indicating the designated parking space; occupying multiple spaces, even partially, is strictly prohibited.

**5.3** If a vehicle occupies multiple spaces, the user may be charged the corresponding rate for the extra spaces, and/or the vehicle may be relocated or towed according to applicable procedures, at the driver's/owner's expense where permitted by law.



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## **6. Shuttle / Passenger Transport Service**

**6.1** The shuttle/passenger transport service, where available, is provided exclusively during parking check-in and check-out, within operating hours, and subject to the availability of vehicles and staff, traffic (including pedestrian traffic), safety, and weather conditions.

**6.2** Service scheduling and operations are managed by the staff; immediate vehicle availability is not guaranteed, and the service is not exclusive.

**6.3** Operational priorities may be applied (e.g., check-outs requested/booked the previous day may take priority over same-day requests), as communicated on-site.

**6.4** Management is not liable for delays or the unavailability of the shuttle service due to organizational or external factors, nor is it responsible for any missed connections (flights, trains, appointments, or similar).

## **7. Luggage: Transport and Temporary Storage**

**7.1** Where available, luggage transport and/or temporary storage is carried out according to the operational procedures communicated by the staff (e.g., tagging/identification and issuance of a claim ticket or equivalent). Management reserves the right to refuse unsuitable luggage (excessive size, hazardous contents, etc.).

**7.2** The luggage storage/transport service is not intended for the safekeeping of money, documents, jewelry, or other highly valuable items. Guests must not hand over such items separately and must keep them under their direct personal supervision. If such items are nonetheless left inside the handled luggage, they remain the Guest's sole responsibility, and management accepts no liability for them. Staff reserves the right to refuse to handle luggage declared to contain valuables that are inconsistent with the nature of the service.

**7.3** Any liability of the management is strictly limited to the value of damaged and/or lost goods for which the Guest can provide proof, and in any case, within the maximum limits set by applicable law.

**7.4** Found luggage and lost items will be kept for a maximum period of 30 (thirty) days. After this period, they will be handed over to the Local Police (*Polizia Locale*) as lost property.



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## **8. Contacts and Reports**

**8.1** In case of emergency, the Guest may use the on-site call devices.

**8.2** Any reports or complaints must be submitted promptly, including (where possible) the license plate number, date/time, reservation number, and a description of the event, along with any supporting documentation.

**8.3 Grifo Parking Contacts:** +39 030 8779696 – [parking@sirmioneservizi.it](mailto:parking@sirmioneservizi.it)

**8.4** For requests to modify or cancel a reservation, the Guest must contact the accommodation facility where they are staying.

## **9. Updates**

**9.1** These Terms and Conditions may be updated to reflect operational and/or organizational needs; the legally binding version is the one made available via the provided link and on-site.

*Updated as of January 26, 2026*