

WELCOME TO EURO CAMPING

CHECK-IN & CHECK-OUT



UPON ARRIVAL

Registration is compulsory upon arrival and an **official identity document** must be provided for each person. The guest will have to sign the entry register in order to confirm valid registration. All the concepts subject to payment will have to be registered. Any variation will have to be reported immediately to Reception.

Under-18s cannot enter the Campsite unless they are accompanied by an adult responsible for them. **Group bookings** need to be previously accepted and authorized.

You will be provided with an **entry wristband**, which you must wear around your wrist throughout the duration of your stay.

In the case of lodgings, the **total amount** of the stay has to be paid at **check in**, as well as a **€100 refundable deposit** in order to cover possible expenses for damages.

Our staff will kindly lead you to your camping pitch or lodging and give you some indications to make your holiday even more enjoyable.

In the case of camping pitches, guests and equipment must stay **within the limits of the pitch** and **respect the assigned position**. **All changes of location require prior authorisation**. No fences, enclosures, raffia awnings, non-porous plastics or any other unauthorized elements may be installed in the camping pitches. It is also forbidden to tie hammocks or any other ropes around the trees.

It is forbidden to leave unoccupied tents or caravans installed without the express permission of the Management.

It is not allowed to install tents between lodgings or to use the structure of the accommodation to hang out towels, blankets or clothes in general.

UPON DEPARTURE

You can pay for your holiday during Reception opening hours **up to one day before you leave**.

Please be reminded that at departure **camping pitches must be free by noon** and **lodgings must be vacated by 10am**. Should you leave any later, you will also be charged for the departure day. **In any case** the fact of paying one more day as a result of overcoming the departure time gives right to keep the pitch or lodging for the rest of the day.

Guests are expected to leave lodgings **clean and tidy**, as they found it on arrival. Should this not be the case, a cleaning fee (€40) will be charged.

The keys to the lodging must be handed in at the Reception. In the case of departure outside office hours the key should be handed to the night guard, who can be found at the main entrance of the Campsite.

LIVING TOGETHER ON THE CAMPSITE

Every person entering the Campsite is obliged to comply with the present regulations, whose purpose is to create the best conditions for guests to respectfully live together inside the Campsite.

The **period of silence** at the site shall be from midnight to 8am. During these times, **the traffic of motor vehicles in the Campsite is forbidden**, with the exception of service staff and those guests who are allowed to depart from 7am. In the case of those guests wanting to enter the Campsite after midnight, a carpark outside the camping precinct will be provided.

To avoid possible accidents, **cycling on the Campsite is not allowed between 10pm and 7am**, except for the staff.

To ensure that everyone has a pleasant holiday and the natural environment, one must support a minimum of silence during the rest of the day, keeping the volume of radios, televisions and electronic devices at minimum to ensure it does not bother other guests.

It is recommended that vehicles shall be used as little as possible within the Campsite, reducing the **speed limit to 10km/hour**.

VISITORS

All persons **not included in the main stay will be treated as visitors**.

Visitors will only be allowed if invited by a camping guest.

Guests will need to welcome their visitors in the reception upon their arrival and ensure that they are duly **registered**. **An official identity document must be provided for each person** and the corresponding **visitor fee** shall be paid **upon registration**.

Visitors will be able to enjoy *Eurocamping* facilities until 6 pm. on the following day, only when the **maximum capacity of the pitch / accommodation allows it**.

Visitors carrying pets can access the campsite but they will need to respect the areas particularly defined for this purpose.

Please be reminded that our guests are responsible for their visitors' behaviour inside the Campsite.



PETS

Owners of pets or any other authorised animal shall comply with the *Official Regulation* issued by the *Generalitat de Catalunya* or the competent body that corresponds.

- Owners will be held responsible for any damages to people or belongings caused by their animals.
- All pets must have an **updated vaccination record and a copy** of it shall be **deposited at the Reception upon check in**.
- The entrance to the Campsite is forbidden to dogs classed as **dangerous breeds**.
- Pets may not be left alone or unattended on the camping pitches. Moreover, dogs must always be kept on a lead.
- Pets are not allowed in the restricted areas.
- Dogs must use the specially designated area (**Pipi Can**) to do their business.

SAFETY



For your safety and for the safety of others, we strongly ask that you pay the utmost attention and carefully follow our recommendations.

- No fires may be lighted with wood or any other sort of fuel excepting **gas** or **charcoal**.
- A **barbecue** must be used and the strictest safety measures shall always be adopted:
 - o Before lighting a barbecue, always make sure **no temporary prohibition signs** are present (wind gusts of over 25km/h or/and on days of low humidity).The Management keeps its right to prohibit using barbecues in days ow adverse weather conditions.
 - o It is forbidden to leave a **barbecue unattended**.
 - o It is compulsory to have a **container with water** next to the barbecue for emergencies.
 - o Never light barbecues **too close** to the accommodation.
 - o Before disposal, make sure that the fire has been **extinguished completely** and once the ashes are **cold** throw them in the **corresponding container** located in the points of selective collection.
- Each tent, caravan or any other vehicle shall be equipped with a **personal fire extinguisher**.
- Never leave electric equipment switched on in your absence.
- Campers shall have a cable protected by **moisture-proof hose**, equipped with a jack plug with ground connection.
- We kindly ask you to **always** follow the specific rules and regulations for the **swimming pool areas**, as well as any advice coming from the **lifeguards**. Please note that the Management authorises staff to remove any towels or objects left unattended on sunbeds for too long in order to reserve them.

IT IS ALSO IMPORTANT...



- To respect green areas and the Campsite facilities.
- To sort the waste in closed bags and place them in the corresponding containers provided throughout the Campsite.
- To use water and electricity responsibly, trying to reduce their use to the strictly necessary.
- To use water points or fountains for the only purpose of water supply.
- To reduce CO2 emissions by using motor vehicles as little as possible. We invite you to use bicycles or public transport to get around.
- To use the Carwash area for the only purpose of washing cars, caravans, awnings and other camping equipment and not to do so in any other area of the Campsite.



RESPONSIBILITY

Although continuous surveillance is guaranteed in the Campsite, the Management shall not be held liable for any robberies or thefts of guests' valuables.

The Management shall not be held liable for damages caused by other guests, acts of vandalism, human-induced fires, weather events and natural disasters or any other cause beyond the control of the Eurocamping Management itself. Each camper must have a liability insurance.

Campers infringing any aspect of these regulations shall be invited to depart from the Campsite. The Management of the Campsite has the right to expel anyone who doesn't respect the regulations provided for by the present set of Rules.

We request that you promptly inform the Campsite Reception of any complaints.

Eurocamping is committed to creating the right conditions to make each guest's holidays a truly unique experience. Please, help us improve! We kindly ask you to fill in a satisfaction survey through our app or ask for a copy in the Reception and put it the suggestion box you will find there.

