

# WELCOME TO *Eurocamping*

Everyone entering Eurocamping must comply with these regulations, which are designed to ensure a harmonious and enjoyable stay for all.

## **UPON ARRIVAL**

The customer must prove his or her identity and that of the rest of the companions, by presenting their ID or other official identification documents, and registering any items requiring payment. Any deviation from the original reservation must be reported immediately to reception. The reservation holder is responsible for his or her companions and visitors and informs them of the consequences of any type of irresponsible behaviour.

Minors are not allowed to be alone on the campsite; they must be accompanied by an adult person who is responsible for them.

### **Group bookings must be accepted and authorized in advance.**

All customers will be provided with an identification bracelet to be worn on their wrist during their stay.

Our guards will accompany you to your plot or accommodation and give you some instructions to make your stay even more pleasant.

For pitches, the location and marked boundaries must always be respected and no changes can be made without prior permission from reception. The installation of fences, raffia canopies, non-porous floors and any other unauthorized element is not permitted. It is also not allowed to tie hammocks or other ropes to the trees. If in doubt, please check with the surveillance staff.

It is not permitted to leave the caravan or tent on the plot without any occupant, unless explicit permission has been obtained from the management.

Placing tents between accommodations or on their plots is not permitted. It is also not permitted to hang towels or clothing on the structure, as well as putting up awnings.

## UPON DEPARTURE

Please note that the pitches must be vacated **before 12:00 pm** and the accommodations **before 11:00 am**. Once the pitch or accommodation is vacated, you must leave the campsite facilities. If the departure takes place later than the maximum allowed time, the customer must **pay for another day**. Please note that under no circumstances does this give the right to use the plot or accommodation for the remainder of the day or until the following day.

The accommodation must be left **clean and tidy**, as found on arrival. Otherwise, an amount of € 40 will be charged for cleaning.

The key of the accommodation must be deposited in the barrier mailbox. If you want to leave outside reception opening hours, you must inform us in advance.

## LIVING TOGETHER ON THE CAMPSITE

**Quiet hours** are from midnight to 8 am. Within these hours, the movement of motor vehicles is **prohibited**, with the exception of staff and customers who are allowed to leave the campsite after 07:00. If you arrive at the campsite after midnight, it is necessary to park your car at the designated parking spaces outside the campsite.

In the campsite, **the use of electric scooters and similar is prohibited during high season (13/7 - 21/8), except for authorized staff and customers with mobility problems**. During low and medium season, the use of electric scooters and similar is only prohibited to children under the age of 16. Such use must be individual.

To prevent accidents, **cycling is not allowed between 10 pm and 7 am**, with the exception of staff.

It is recommended to use motor vehicles as little as possible on the campsite and to limit their speed to **10 km/h**.

Respect the vehicles and work equipment of the camping staff and follow their instructions.

To ensure a pleasant stay for everyone and to respect the natural environment, we ask that you maintain a minimum of silence outside these hours and keep the volume of radio, television and other electronic devices low at all times and not to disturb other users. Likewise, the position of the air conditioners is limited and they cannot be directed towards other plots, so they must be directed towards the street.

Any disrespect towards the campsite facilities, whether by deliberately defiling or damaging them, and its staff, will be considered a serious offense and will be sufficient grounds for eviction as assessed by the campsite management.

Likewise, management authorizes staff to remove towels or other items that have been left on the pool loungers for too long with the intention of reserving them.

For safety and coexistence reasons, the use of balls, recreational inflatables, and any other objects that may disturb other swimmers or that, in the lifeguards' judgment, pose a risk or inconvenience in the establishment's pools is strictly prohibited.

Only inflatable armbands and anti-rollover floatation devices specifically designed for babies are permitted.

## **PETS**

Every owner of a dog or other authorized animal is obliged to comply with the official regulations established by the Government of Catalonia or the corresponding body.

The owner of the animal is responsible for any damage it causes, both to people and property.

All dogs are required to have a current **vaccination record** and this must be shown at reception upon arrival.

The animal may not be left alone and/or released on the property.

They are not allowed in the areas where they are prohibited.

Dog breeds classified as dangerous are not allowed.

They are not allowed to relieve themselves outside the specially designated areas.

## **VISITORS**

**Visits are not allowed during high season (13/07 – 21/08) due to capacity issues.**

Out of high season, only visits to customers staying at the campsite are allowed. Any person who is not part of the main stay is considered a visitor.

The owner must receive his visitors at the reception upon arrival and ensure that they are correctly registered. To do this, it is necessary to present the relevant identification documents and to pay the visitation fee applicable at the time of registration.

Visitors are allowed to spend the night at the campsite, **always respecting the maximum capacity of the plot/accommodation.**

Visitors with pets are allowed to access the campsite, always respecting the areas where pets are admitted.

We remind our customers that they are responsible for the behaviour of their visitors.

In order to guarantee the tranquillity of our customers, we would like to point out that the facilities of the accommodations with private pool are exclusively intended for the use of the customers staying there. For this reason its use is not allowed for other people staying or visiting the campsite exceeding the maximum capacity of the accommodation. For the same reason, access to these areas and private accommodations is restricted to guests who are staying in them.

## **SECURITY ON THE CAMPSITE**

For your own safety and for the rest of the guests of the campsite, we ask you to pay attention to the following recommendations and to follow them during your stay.

It is not allowed to light a wood fire or any other form of combustion, with the exception of **gas or coal.**

Always use a **barbecue** and take maximum safety precautions:

- Before lighting the barbecue, make sure that there is no **temporary prohibition on the APP of Eurocamping** (wind force of 25 km/h or more or days with low humidity).
- **Do not leave the barbecue while it is on.**
- A **container of water** should be kept nearby so that it can be used in an emergency.
- Do not light barbecues near the property.
- When you're done, make sure the grill is **completely turned off** and, once cold, pour the ashes into the **appropriate container** found at the selective collection points.
- Each user must have **an individual fire extinguisher.**
- Never leave electrical equipment switched on unattended.

Provide a moisture-resistant cable hose and a grounded plug.

Follow the rules posted at the **pool areas** and the advice of the **lifeguards.**

## **ALSO IMPORTANT**

Respect green areas.

Sort the waste into closed bags and deposit them in the corresponding selective collection containers.

Make reasonable use of water and electricity and try to use only what is strictly necessary.

Use fountains only for water supply.

Reduce CO2 emissions by using the car as little as possible. We recommend promoting public transport and cycling to explore the area.

Use the car washing area only for this purpose and not in other areas.

## **RESPONSABILITIES**

Despite constant surveillance at the campsite, the management is not responsible for possible theft or theft of the user's property.

The management is not responsible for damage caused by other customers due to vandalism, fire caused by the campers themselves, atmospheric incidents or natural disasters or any other cause beyond the control of the establishment. Every user must have civil liability insurance against third parties.

Anyone who violates any aspect of these regulations will be asked to abandon the campsite. The management of Eurocamping is authorized to exclude any person who does not comply with the provisions laid down in these regulations.

We request that you contact reception to report any complaints or suggestions to us.

At Eurocamping we strive to create the right conditions so that your stay becomes a unique experience.

**Help us to improve!** Please rate us using the stars you'll receive by email after your stay.