

# WELCOME TO *Eurocamping*

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

## UPON ARRIVAL

**Registration is compulsory** upon arrival. An **official identity document** must be provided for each person. The guests 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 the reception.

**Under-18s** cannot stay in 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 whole duration of your stay.

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, all 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 on 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

Please be reminded that at departure **camping pitches must be vacated by noon** and **lodgings by 10am**. Should you leave any later, you will also be charged for the departure day. **The fact of paying one more day as a result of overcoming the departure time does not** give the right to keep the pitch or lodging for the rest of the day **in any case**.

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

The keys to the lodging must be deposited in a postbox installed by the exit barrier. Departures outside office hours need to be notified beforehand.

# LIVING TOGETHER ON 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 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 protection of the natural environment, one must support a minimum of silence all day long, keeping the volume of radios, televisions and other 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 and the **speed** must be reduced to **10km/hour**.

Please note that the management authorises staff to remove any towels or objects left unattended on sunbeds on the swimmingpool for too long in order to reserve them.

## VISITORS

Visitors will only be allowed if invited by a camping guest. All persons **not included in the main stay will be treated as visitors**.

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.

In order to ensure our guests' well-being, we would like to remind you that Xalets Confort Plus and Best Village are exclusive private complexes. Therefore, other guests or visitors who exceed the maximum capacity of the accommodation are **not** allowed to access or use these facilities.



## PETS

Owners of dogs 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 belongings or people caused by their animals.
- All pets must have an **updated vaccination record and a copy** of it shall be **handed at 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 of 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 **completely extinguished** and once the ashes are **cold** throw them in the **corresponding container** located in the points of selective collection.
- Each tent, caravan, camper 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**.



## 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.
- 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.
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## 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 guest must have a liability insurance.

Any person infringing any aspect of these regulations shall be invited to depart from the campsite. The management of Eurocamping has the right to expel anyone who does not respect the regulations provided for by the present set of rules.



We kindly request that you promptly inform campsite reception of any complaints or suggestions you may have.

**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.**