

# INTERNAL REGULATIONS



**REGISTRATION:** All guests must register at Reception upon arrival, giving details of all the concepts subject to charges.

**VALUABLE BELONGINGS:** The Company is not responsible for valuable items, had they not been deposited for custody; likewise, it could not be held responsible for any loss or stolen item, in any type of accommodation (pitch, bungalow or room).

**CONTROL:** Keep the registration sheet you were given at check-in, you must be able to show it to any staff member on their request and you will need it to check-out and pay the bill. Likewise, you must return the key and access card of your accommodation in the same condition they were handed to you.

The additional cost for a lost or broken card is 10€.

The additional cost for a lost bungalow or room key is 10€.

The additional cost for a lost pitch key is 1€.

**QUIET HOURS:** To ensure a pleasant stay and rest to all our guests, the established quiet hours are from 01:00 to 08:00h at night-time, and also from 15:00 to 17:00h in summer-time.

**DRIVING:** Driving speed limit inside the campsite is 10 km/hour.

Accessing or exiting the campsite is forbidden between 00:00 and 08:00h, as well as driving inside the enclosure, solely being allowed pedestrian movement.

**PITCHES:** When checking-in, you will be assigned a pitch. In case you had other preference, you must first check with reception before settling on any other pitch or using the bathroom of your assigned one. Whenever possible, with prior notice and acceptance by Reception, you will get your wanted site.

You will exclusively use your assigned pitch, being forbidden the invasion of a neighbour pitch or the delimitation with any type of construction.

It is the client's responsibility to clean and maintain the individual bathroom on the pitch.

Your caravan, motorhome or vehicle must be stationed on the pitch in order to allow circulation on the lanes and access to the other pitches.

The maximum electric power supply available on the pitch is 15 Amperes.

**BUNGALOWS:** Cleaning and preservation of the accommodation is the client's responsibility during the stay. Vehicles must be parked next to the bungalow in a way that allows circulation and access to the rest of the campsite.

**DOUBLE ROOMS:** Preservation of the accommodation is the client's responsibility during the stay. If you want your room to be cleaned during your stay, put the green sign on your door before 12:00h. Vehicles must remain parked in the dedicated area, in a way that allows circulation and access to the rest of the campsite.

**CHECK-IN/OUT TIMES:** Check-in time, for any type of accommodation, is from 14:00h on the day of arrival and check-out time is until 12:00h on the day of departure.

If you wanted to enter your accommodation before 14:00h or extend your stay after 12:00h, you should previously check the conditions and possibilities with Reception.

With regard to rates and payment, a full day of stay lies between the timeframe of 14:00h (check-in) and 12:00h (check-out). In case of checking-out at a later time, an extra day would be charged.

**VISITS:** Access to any type of accommodation is exclusively reserved to registered guests. Accessing without prior registration and payment at Reception is not allowed.

To access any accommodation of the camping (bungalow, room or pitch), even if only visiting, everybody must register at Reception, showing their ID or Passport and paying the fee of the corresponding season.

**ENVIRONMENT:** In order to preserve all the facilities in good condition, you are asked to please use the bins situated all over the campsite and the containers situated outside for recycling.

**ANIMALS:** Animals must be kept on a leash at any time and under permanent control and responsibility of their owners. The owners are liable on civil and economic levels of their pet's behaviour and of the damages it may cause to both people or facilities. The animal must wear a muzzle and have a microchip. Dogs considered as dangerous breed are not allowed. For more Information check our pet admission policy.

Management informs you that any installation (tent, caravan or motorhome) left unattended for more than a month, without prior notification to Reception, would be removed and no ownership could be claimed.

**The above rules are mandatory and to be followed by all the customers of this campsite.**

**For any inquiry, please consult Reception.**