



## GENERAL REGULATIONS LA MARINA RESORT

### GENERAL PROVISIONS

Anyone entering the Campsite is subject to meet the general rules of this document and the Spanish legislation regulating touristic camping.

### INFORMATION:

All relevant information about the campsite is on display at the campsite's reception and the information judged to be of interest to the campers.

**OPERATING HOURS:** The reception desk opens from 8 a.m. to 10 p.m. in winter and until 11 p.m. in summer

### ADMISSION RIGHTS:

- The campground reserves itself the right to allow anybody inside the property or to expel anybody even with the help of police force if needed, whenever there is a reasonable amount of evidence that the person is not going to respect the rules regarding decency, morality or community, or to those who intend to enter the campground to perform acts that differ from those that the campground has been established to. In these situations, we reserve the right to admit or expel anybody.
- We also reserve the right to admit anybody that will use an excessive amount of space related to the number of people living in the lot.
- We will not allow anyone to enter who owes money to our company for services given in the past and in which amounts have not been paid in full.

### ENTRY REGISTRATION

It is MANDATORY to register at the reception desk using a passport or National ID Card. It is also necessary to fill out the forms requested by Spanish laws.

### LOCATION OF TENTS, CARAVANS AND OTHERS

The parking of tents, caravans and other vehicles can only be done during the reception desk working hours and, on the places marked by the campground's management. Any change made should have proper authorization

### ANIMAL ENTRY

The entry of any animal that may be disturbing or causing any harm to other campers is prohibited. If any animal meets such characteristics, the campground and the client would have to agree on special conditions to allow the entry of such an animal. It is allowed to stay with a dog on the bungalows Neptuno, Mediterraneo, Tabarca and Duna. This will require an extra charge per night for the pet.

### RATES

The rates for all contracted items will be paid, as applicable, at reception of the establishment. Regardless of the agreed length of stay, the company may require customers to pay in full for the contracted services at any time. For stays longer than 90 days, the services accrued will be paid for at least every 30 days. For forfait contracts, the minimum stay must be paid in advance. The company has the right to require the customer to pay in advance and as a deposit up to 100% of the amount of the agreed stay in certain cases of agreed stays. Payments for the different rates for stays shall be calculated per day according to the number of nights, with a minimum charge for one day in all cases, and it being understood that the last day or day of departure ends at 11:00 a.m. at the campsite and at 12:00 p.m. at the bungalows. It is not permitted to occupy pitches with vehicles, motorhomes, caravans, tents, or similar items if guests are not present at the campsite daily. If the customer plans to leave the campsite and leave any of these items installed, they are obliged to inform the reception office, which may accept the absence under certain conditions and for particular circumstances, or require the customer to leave the complex with all their belongings.

The minimum daily price to be paid, even when the guests are absent, will be the equivalent value for two people plus the plot. The management reserves the right to dismantle any pitches whose occupants have left the campsite without notifying the reception.

Any items that have been removed will be parked in the car park and will be charged at the daily rate for "car in parking". Those who intend to leave before the reception office opens must settle their account the day before. The establishment is classified by the competent authority in a certain category for which current regulations require the provision of certain services. The rates for admission or stay of persons, caravans, tents, and vehicles entitle the customer to camp in accordance with these regulations and to use the aforementioned services as detailed below



## NO ADDITIONAL PAYMENT: (CAMPER'S RIGHTS)

Public lighting	First aid	Camping security	Swimming pool for children and adults
Washers	Gym, fitness-center	Drinking water	Entertainment
Sinks	Electric plugs in bathrooms	Warm water	Petanque
Basins	Toilets	Children's playground Marina Land	Wi-Fi
Mail delivery	Trash pick-up	Children's playground Marina Park (check timetables)	Carwash

## WITH EXTRA PAYMENT AND RATES ON CLIENT'S VIEW

Bar - restaurant - cafeteria	Tennis-Paddle	Safe deposit box
Hair salon	Spa	Trampoline
Supermarket - store	Medical-pharmaceutical care	
On-lot plugs	Dinogolf	
Washers and dryers	Bali swimming pool (check seasons)	

Any services rendered by the campground, not contemplated by the current Tourism Ordinance, will be on a voluntary basis. To that effect, the campground reserves the right to cancel the before said services totally or partially at any time and will proportionally bill the clients if those services are being rendered. The pricing for these services will be posted at the Reception Desk

## SILENCE AND REST SCHEDULE

These are the resting hours at the campsite:

- Hours of rest are: FROM 15:00 UNTIL 17:00 During these hours, the client will avoid any type of loud noise, yelling, discussions or loud TV sets or radios in a way in which no problems are caused to the rest of the clients.
- Hours of silence are: FROM 24:00 UNTIL 8:00 IN THE MORNING During these hours, all noises must be avoided, driving will be restricted in the campground area, except for emergencies. Special attention must be paid to noises made by TV sets and radios

## VISITS

Entry to the campground area will be exclusively restricted to clients. In exceptional cases, the campground's management can allow the entry of friends or family of any client under their responsibility and always for a limited time. Visitors are required to present proof (ID, passport, etc.) of identity at the reception office, and the holder of the documentation must collect it when leaving the complex. Any visit lasting longer than one hour or if the visitor makes use of any service in the camping area will result in them being considered a customer for one day and they will be required to pay the fee established for this purpose in the visitor rates.

## PARKING AND DRIVING

- The maximum speed allowed for vehicles inside the campsite is 10 km/h.
- Only vehicles belonging to guests are permitted to circulate. Within the grounds, the use of any type of vehicle is limited to guest access and departure. The use of vehicles for sports or leisure purposes is restricted, particularly in the case of bicycles, motorcycles, scooters, etc.
- Vehicle traffic will be suspended during quiet hours at night. When a customer returns to the complex after midnight, they must leave their vehicle in the outdoor parking lot and take it to the assigned indoor parking space in the morning. If the vehicle remains parked outside throughout the day, it will be charged the daily "car in parking lot" rate.
- Guests must observe parking restrictions and avoid parking in areas that obstruct traffic and access for people and other vehicles.
- Cars must be parked within the boundaries of the assigned plot space. If parked in another space, the guest will be required to remove the vehicle immediately and pay an extra day's fee for the space used.
- Customers authorized by management to park their vehicle in the outdoor parking area must pay the daily rate for "car in parking lot."

## MAIL AND MESSAGES

Customers that are awaiting messages or mail delivery will be able to do so at their private mailbox in the reception area. Exceptionally and only in cases of emergency, mail can be delivered to their tents or plots.



## LOST OBJECTS POLICY

Lost, forgotten or abandoned objects by clients in the camping, will only be returned under clients request and expenses will run to its account.

## CAMPER'S OBLIGATIONS

- A) Follow the good behaviour rules dictated by the company owner of the campground.
- B) Take care of the plants and installations, making proper use of them.
- C) Observe the basic rules of morality, decency, and public order.
- D) Communicate immediately to the campground management any cases of illness/disease that the customer may know of and/or could potentially be contagious.
- E) Leave the complex after the agreed time, unless this is extended by mutual agreement between the company and the customer. In this regard, the use and enjoyment of the facilities end at 11:00 a.m. for camping customers and at 12:00 p.m. for bungalow guests
- F) Pick up the litter and rubbish and place it in plastic bags and put them in the appropriate containers that the campground has throughout the facility.
- G) Leave the land where the tent or caravan has been set up in the same condition as it was found, taking special care to remove any trenches or earthworks that may have been made, as well as pegs or other fastening elements.
- H) Leave at the reception desk any lost objects they may find.
- I) Keep the volume of stereo and/or TV sets at a moderate level so neighbours will not be disturbed.
- J) Regarding pets: collect their excrement. Have them tied up. Be responsible for their surveillance and ensure that they comply with the corresponding health regulations.
- K) Use of identification bracelets: Throughout the year, it is mandatory to wear identification bracelets clearly visible on the wrist within the campsite, in common areas, sports areas, spa, and swimming pools. The security department, as well as other campsite employees, may enforce compliance with this rule for the benefit of all guests. Long-stay guests (30 nights or more) must return their access wristbands. Replacement of an identification wristband due to loss or other reasons will incur a charge of €10.00 per unit.
- L) Parents will be responsible for their kids in all the campsite activities and in the campsite facilities

## PROHIBITIONS

- A) To disturb the rest of other users of the campground during the times marked as rest or sleep times.
- B) Disturbing other guests with loud voices, talking, smoke from barbecues, or certain games or sports.
- C) It is forbidden to light a fire except in properly conditioned barbecues and away from any flammable object. For safety reasons, only the use of charcoal is allowed.
- D) Keep the company of animals that could potentially harm or disturb other campers.
- E) To feed wild cats.
- F) To carry any weapon or objects that could cause accidents.
- G) To leave trash or rubbish outside the containers designated for that purpose, especially throwing any garbage on the streets or water fountains.
- H) Bring to the campground any people without the proper consent from the campground's management. In this regard, see the section on "visits."
- I) Hanging clothing to dry in places not marked to do so.
- J) To install any type of wall or fence in the lot used by the camper.
- K) To commit any acts that could pose any threat or harm anybody in the campground facilities.
- L) Riding bicycles without lights once it is dark outside.
- M) The use of gas cylinders on the plot will not be permitted without the prior presentation of a valid inspection certificate issued by an official installer or company. No use of gas cylinders is permitted inside or outside the bungalows.
- N) It is strictly forbidden to cut the branches of the trees or damage the plants on the campsite. You cannot tie ropes to the trees without having previously protected. Before departure all types of ties that have been installed should be removed.
- O) It is strictly forbidden to use any kind of fireworks at the campsite or surrounding area.
- P) Use of the swimming pool is forbidden for minors under the age of 10 without adult supervision. Entrance to the fitness is not allowed for children under the age of 14. To access the buffet, children under 14 must be accompanied by an adult.
- Q) It is not allowed the installation of awnings or curtains in the parcels, as well as the installation of covers with a different colour than green.
- R) It is forbidden to tie windshields to the hedge. A minimum distance of 50cm will have to remain free from the hedge so that the campsite can carry out the necessary maintenance.
- S) Specifically prohibited the installation, on the part of the customers, of any elements that do not correspond with those of temporary use, habitual and own use, of the stay of the campsites, and which can harm the tourist image of this establishment. Particularly it's not allowed to settle in the plots, floors, fences, sinks, electrical appliances or any other element that, by its fixation, transmits image of permanency in the campsite. Constituting its installation, by part of the client, enough cause for the resolution of the lodging contract, whatever its modality is, without right to any indemnification.

## SANCTIONS

The camper that does not follow any of the before said prohibitions, the general dispositions stated by the campground, or fails to observe the basic rules of good manners and neighbourhood will BE ASKED TO LEAVE THE CAMPGROUND'S FACILITIES. If the camper does not agree peacefully, he/she will be EXPELLED from the campground by the management that at the same time maintains the right to pursue matters further using the existing laws.



## RESPONSIBILITY

According to the current rules regarding security and surveillance, the campground will not be held responsible of the damages that may be caused because of a fire caused by the campers as well as any type of weather-related catastrophes. Claim forms are available at the campground's reception area for the camper's use, should he/she have any complaints or claims about the campground. The management is only responsible for the money and documents that clients deposit in the reception safe.

## VISA

These rules are an official document given by the decree of the activity.

## COMPLAINTS

The camping has a quality certificate according to ISO 9001 rule and from this perspective a reclamation is the same as an improvement suggestion. That is why we encourage you to fill in our questionnaire to go on improving.

## FACILITIES TIMETABLE

May change according to the occupation of the Camping, high or low season and day of the week. We recommend consulting the exact timetable displayed in the notice boards distributed by the camping and on our website. Schedules are published weekly.

## ADDITIONAL INFORMATION

In the event of heavy rain caused by extraordinary weather condition, there is no danger for our client's safety when the water overflows the streets into the pitches, because there are not currents. We have different draining systems able to drain 500m<sup>3</sup>/hour, in addition to two natural overflow channels that end in the pine forest. Therefore, the water accumulated is drained in a few hours.