



## CAMPING RULES

### CAMPING INTERNACIONAL LA MARINA

**General Rules.** - Anyone entering the campground is subject to meet the general rules of this document and the Spanish legislation regulating touristic camping.

**Information** - All relevant information about the campground is on display at the Campground's office.

**Operating Hours** - The reception desk opens every day from 8 a.m. to 10 p.m. in winter and until 11 p.m. in summer

**Admission right** - 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 COMPULSORY 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.

We recommend showing the International Camping ID Card, with a current date, as an alternative to using your passport.

**Caravan and tent Location.** - 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. **Under no circumstances the access of animals is allowed in any bungalow.**

**Rates.** -All services must be paid either at the reception desk or wherever those services take place in the case of extra services.

Independently from the amount of time agreed, the campground could ask the client for full payment for the services already rendered. We recommend making all payments every 7 days for all given services, every 30 days for longer periods. We may also ask for payment of the full amount in cases where the reservation was made in advance.

Payment for different rates will be accounted for per day, according to the number of nights spent, understanding that the check-out time ends at 12:00 P.M.

Recreational Vehicles and tents will not be admitted without its occupants being at the campground every day. If the client plans on leaving the campground leaving his/her tent or vehicle at the lot, he/she must immediately notify the personnel at the reception desk. It will be up to the campground to decide whether to accept the conditions for the clients to leave, reserving the right to make the client leave with all his/her belongings. In any case, the minimum price to pay with no one living on a lot will be the equivalent to 2 people on a lot. The campground shall have the right to dismantle any lots in any case in which the clients leave the facilities without communicating it to the reception desk. It also reserves the right to dismantle any lot that is not occupied. Caravans and Recreational Vehicles will be parked in the parking lot and will be billed according to the time spent.

Whoever plans on leaving before the opening time at the reception desk must pay for all services rendered the day before leaving.

The campground is classified by the pertinent authorities in a category which rules demand a minimum of services. Our rates allow guests to enjoy our campground based on the rules previously stated as well as the use of the services contained in the following chart:

*With no extra payment: (camper's rights)*

Public lighting	Electric plugs in bathrooms	Children's playground
Washers	Toilets	Swimming pool for children and adults
Sinks	Trash pick-up	Entertainment
Basins	Camping security	Petanca
Mail delivery	Drinking water	Wifi
First aid	Warm water	
Gym, fitness-center	Ping-Pong	

*With extra payment and rates on client's view:*

Bar – restaurant – cafeteria	Washer and dryers	Car wash	Trampolines
Phone	Pharmacy	Car vacuum	Spa
Store - Supermarket	Supermarket – store	Tennis-Paddel	
On-lot plugs	Hair salon	Safe deposit box	

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:**

#### **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. In that case, they must leave proper ID at the campground's reception desk during the length of their visit. Any visit longer than an hour means that the visitor will be considered a client for the day. The same will happen if the visitor uses any of the campground's facilities.

**Parking and driving.** - The maximum speed inside the camping is 10km/hour. Entry of cars to the campground area will be exclusively restricted to clients and its use reduced to the access and the exit of the precincts avoiding, specially, the sporting use of motorcycles and bikes. During the night rest hours driving will be restricted in the campground area. If you arrive at the camping during these hours, you should park your car in the parking place, taking it back to your pitch the next morning. If the car remained in the parking the whole day you will be asked to pay the rate of car in parking place. Clients will respect the parking prohibitions and will avoid parking in areas which make traffic more difficult. Cars must be parked into the limits of the pitch. If you park it in some other pitch, you will be asked to pay the rate of the pitch in which you have parked. If you leave your car at the upper parking, you will be charged with the "car at parking place" fee.

**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 lots.

**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.

### **Campers' obligations. -**

- A) Follow the good behavior rules dictated by the company owner of the campground.
- B) Respect 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 facilities once the contract for their stay has expired unless they reach an agreement to extend the stay.
- 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 lot where they spend their stay in the same condition as it was at the moment of arrival, taking special care of rearranging any dirt that was moved out of place during their time at the campground.
- 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 neighbors 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) **It is mandatory to wear the permanent identification bracelet.** Throughout the year it is compulsory to wear identity bracelets visible when being around the campsite, including common areas and sports courts. The security department and the other employees of the campsite can enforce this for your own welfare and safety. These bracelets must be returned at the end of the stay.
- L) Parents will be responsible of 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) To practice any games or sports that could harm or disturb other campers.
- 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 disturbance to other campers.
- E) To feed wild cats.
- F) To carry any weapon or objects that could cause accidents.
- G) To leave trash outside the containers designated for that purpose, especially throwing any garbage on the streets or water fountains.
- H) Bringing to the campground any persons without the proper consent from the campground's management.
- I) To hang 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) To disturb neighbors with loud noises from stereo systems, TV sets or barbecue smoke.
- 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 should remove all types of ties that have been installed.
- O) It is strictly forbidden to use any kind of fireworks at the campsite or surroundings.
- P) Use of the swimming pool is forbidden to minors under the age of 10 without adult supervision. Entrance to the fitness is not allowed to 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) It is specifically prohibited the installation, by 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 it is its modality, 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 neighborhood 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 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 under 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** - 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 an 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.