



DEVESA GARDENS

SAMAY RESORTS

GENERAL REGULATIONS DEVESA GARDENS

GENERAL PROVISIONS:

All persons entering the Campsite are obliged to comply with the provisions of this regulation and Spanish legislation regulating tourist camping.

INFORMATION:

Regulatory information and other relevant information for campers are displayed at the Campsite reception

RECEPTION HOURS:

Operating hours are from 8:00 am to 10:00 pm.

RIGHT OF ADMISSION AND INSTANCE:

Entry to the campsite will not be allowed, or individuals will be expelled with the assistance of law enforcement if necessary, if there is a well-founded presumption that they will fail to comply with the rules of coexistence, morality, or decency, or if they intend to enter for purposes other than engaging in activities typical of the establishment. In this regard, the right of admission is reserved. The right of admission is also reserved

for those who occupy or intend to occupy spaces that are manifestly disproportionate to the number of people using them with their belongings. Entry will not be allowed for those who owe debts to the Company for services provided previously and whose amounts were not settled at the time.

ENTRY REGISTRATION:

Entry to the campsite requires the presentation of the corresponding National Identity Document or Passport, as well as completing the documentation required by Spanish authorities at any given time. Location of tents, caravans, and

similar vehicles: The installation of tents, caravans, and vehicles can only be done during reception hours and in locations designated by the campsite management. Changes in location must be authorized.

ANIMAL ENTRY:

Entry of animals that manifestly pose a danger or cause discomfort to campers is prohibited. If animals have such characteristics, the company and the client may agree on conditions for their introduction.

RATES:

All fees for services must be paid, as appropriate, at the campsite reception or at the location of complementary services. Regardless of the agreed-upon length of stay, the Company may demand payment at any time for services already provided.

Additionally, in cases of agreed-upon stays, clients may be required to pay in advance, as a deposit, up to 100% of the amount for the agreed-upon stay. Payments for different stay rates will be calculated per day, based on the number of nights stayed, with at least one day's payment due in all cases, and the last day of stay ending at 12:00 pm. Tents and caravans are not allowed without the occupants being present daily at the campsite. If a client plans to leave the campsite and leave the tent, caravan, or vehicle, they must inform the reception office. The office may accept the absence under certain conditions, or, depending on the circumstances, require the client to vacate

the premises with all belongings. In any case, the minimum price to be paid while occupants are absent will be equivalent to the value of two people and one plot. The management reserves the right to dismantle parcels that have been left unattended without prior notice. Caravans that have been dismantled will be parked in the parking area and will incur the car parking fee. Those intending to depart before the opening hours of the Reception Office must settle their account the day before and return their identification bracelets. The Camping is classified by the competent authority in a specific category for which current regulations require the provision of certain services. Entry or stay rates for individuals, caravans, tents, and vehicles entitle the client to camping according to this regulation and the use of said services as detailed below.



DEVESA GARDENS

SAMAY RESORTS

WITHOUT ADDITIONAL PAYMENT: (CAMPER'S RIGHTS)

Public lighting	power outlets	sinks	hot water
beach volleyball	toilets	playground	basketball
trash cans and collection	swimming pool	football	first aid kit
campsite surveillance	Wi-Fi entertainment	laundry facilities	drinking water
consumption	petanque	Animation	Ping - pong

WITH ADDITIONAL PAYMENT ACCORDING TO RATES PROVIDED TO THE CLIENT:

Restaurant-bar-café	Padel	dog kenne
supermarket	horseback riding and ponies	trampolines
pedal karts	for plots	Minigolf
go-karts	washing machines and dryers	
boat rides	tennis	

Any service provided by the company that is not required by the current Tourist Ordinance for the Camping's assigned category is entirely voluntary. Consequently, the company may suspend its provision entirely or partially at any time, and during such suspension, the user must pay the corresponding fee as indicated at the reception at that time.

REST AND SILENCE HOURS:

The following hours are designated rest hours at the Campsite: **From 3:00 pm to 5:00 pm.** During these hours, clients must avoid all noise, voices, arguments, and sound devices (especially televisions and radios) that may disturb neighbors. **From midnight to 7:00 am.** During these hours, silence must be maintained, and vehicular traffic within the premises is prohibited, except in

exceptional cases where an emergency or a camping necessity requires it. Special care must be taken with the sound of televisions and radios. Outside of the established hours, the use of sound equipment is permitted as long as it conforms to appropriate conduct rules and does not disturb the peaceful coexistence of other clients.

VISITS:

Access to the camping area is exclusively reserved for registered users. In exceptional cases, at the customer's request and under their responsibility, the management may authorize limited-time visits from family or friends, who must present identification at

reception. Visits exceeding one hour will, for all intents and purposes, consider the visitor as a client for a day. The same applies when the visitor uses any camping area service.

VEHICLE CIRCULATION AND PARKING:

Within the campsite, vehicles must limit their speed to 10 km/h. Only vehicles belonging to clients are allowed to circulate within the premises. The use of vehicles of any kind within the premises is limited to client access and exit, thus avoiding sports or recreational use, especially bicycles and motorcycles. Vehicle circulation is suspended during nighttime silence hours. If returning to the campsite during this period, vehicles must be

parked in the campsite parking, and they can be brought to their plots in the morning. If a vehicle remains parked in the parking lot all day, the car parking fee will apply. Clients must observe parking prohibitions and avoid parking in areas that obstruct vehicle and pedestrian circulation and access. Cars must be parked within the limits of the assigned plot. If parked in another plot, clients must pay the extra plot fee for the occupied space.

MESSAGES AND MAIL:

Clients expecting messages or mail can collect them from their reception mailbox. Security services will only deliver messages to plots in case of urgent need.



DEVESA GARDENS

SAMAY RESORTS

CAMPERS' OBLIGATIONS:

- Comply with the specific provisions of the Camping's owner company aimed at maintaining order and its regime.
- Respect plants, animals, and facilities by using them properly.
- Follow basic rules of coexistence, morality, decency, and public order.
- Report to the Camping management any cases of febrile or contagious diseases they are aware of.
- Leave the campsite at the end of the agreed-upon period, unless mutually extended between the company and the client.
- Collect garbage and waste in plastic bags and deposit them in the containers provided by the company within the campsite.
- Leave the area where the tent or caravan is installed in the same condition as found, especially ensuring any holes or soil disturbances are rectified.
- Return any lost items found to reception.
- Keep the volume of radios and televisions moderate to avoid disturbing neighbors.
- Pets must be kept on a leash and have their corresponding health card up to date. Owners must pick up after their pets.
- The permanent use of identification wristbands is mandatory. Throughout the stay, it is compulsory to wear the identification wristbands visibly in all areas of the campsite, including common areas and sports facilities. The security department, as well as other campsite staff, may enforce compliance with this regulation for the benefit of all customers. These wristbands must be returned at the end of the stay.
- Parents are responsible for their children in all activities taking place within the campsite, as well as in all its facilities.

PROHIBITIONS:

Users of this campsite are prohibited from:

- Disturbing the rest of other campers during designated rest hours.
- Engaging in games or sports that may disturb other campers.
- Lighting fires except in designated barbecue areas and away from flammable objects. The use of wood is prohibited in the natural park.
- Bringing animals that may pose a danger or nuisance to campers.
- Feeding wild cats.
- Carrying weapons or objects that may cause accidents.
- Disposing of garbage outside designated containers, especially in public areas.
- Hanging clothes in unauthorized areas.
- Erecting fences or barriers in camping plots.
- Engaging in acts that may damage campsite property, hygiene, or appearance.
- Disturbing neighbors with loud noise from televisions and radios.
- Cutting or damaging plants and trees within the campsite.
- Using fireworks within or near the campsite.
- Allowing children under 13 years old to access and use the pool without adult supervision.
- Installing awnings or curtains in camping plots, or using non-green-colored ropes.
- Tying windbreaks to hedges. A 50cm distance from the hedge must be respected to facilitate maintenance tasks.
- Installing elements not corresponding to temporary camping use or that may damage the campsite's tourism image.
- It is prohibited to paint, even with chalk, any surface of the campground, whether it be furniture, floors, or walls, in order to preserve the cleanliness and integrity of the facilities.

SANCTIONS:

Campers who violate these rules or fail to comply with instructions from campsite management may be asked to leave the premises. Failure to comply may result in expulsion from the campsite, in addition to any fines imposed by competent authorities.

RESPONSIBILITY: The campsite is not liable for damages resulting from camper-caused fires, atmospheric incidents, or

natural disasters. The campsite only assumes responsibility for valuables deposited in the reception safe.

COMPLAINTS: Official complaint forms are available at the campsite reception for users to address any concerns or grievances.