



CAMPSITE REGULATION LAS PALMERAS

1- ACCESS TO THE CAMPSITE: Access is reserved exclusively for campers; anyone else must ask Reception for the entry permit. The Management reserves the right of admission. The holder of the invoice shall be liable for the acts attributable to him/her and his/her companions.

2- REGISTRATION: Upon arrival, the client shall sign in at reception and must expressly declare the persons and items that are entering the campsite and subject to payment. Any change to these must be notified to reception, with the presentation of the letting slip. Failure to do this shall mean that the eventual withdraw of any concept will not be taken into consideration and will be charged to the full stay.

3- MINORS: Those under the age of 18 shall only be admitted when accompanied by an adult, and the aforementioned adult shall be responsible for any eventuality. Parents or companions of minors shall be liable for any damages or accidents caused by the latter during their stay on the campsite.

4- VISITS: Persons outside the campsite who wish to visit family and friends must leave their vehicle at the check-in parking and pay the corresponding invoice at reception. The vehicle must always be left in the exterior parking of the campsite. In the event that a camper receives visitors who have been previously registered, they would be committing a serious infringement and will be asked to leave the campsite.

5- ACCOMMODATION: Upon arrival, clients will be assigned an accommodation by reception. The client may request a possible change to this accommodation at reception. Under no circumstances may the client occupy or reserve any accommodation whatsoever without the knowledge of reception. The vehicle must be parked inside the plot. The capacity of the plots is 6 people, including children and babies. It is likewise forbidden to plant any vegetation or crop in the plot soil or in the flower beds. Cords and hammocks must be freestanding (e.g. not attached to fountains, lamp posts or trees). Wind-breaks and sunshades must be of a quality to preserve a neat image of the campsite. It is forbidden to remove elements from inside the accommodations for the purpose of taking them to the beach and it is likewise forbidden to hang washing lines on the terraces.

6- DEPARTURES: The plots and accommodations must be left vacant before 12 a.m. (midday) on the day of departure. Otherwise, another day will be charged including all signed up concepts. Clients are requested to clean the accommodation before handing over the keys. Failure to do so will result in retention of the deposit pursuant to the booking conditions.

7- VEHICLE TRAFFIC: The maximum speed permitted on the campsite is 10 km/h. Vehicle traffic is prohibited between midnight and 7 a.m. Clients that arrive or choose to leave between these hours must leave their vehicle in the parking of the Cangrejo zone.

8- NIGHT-TIME DEPARTURES: Clients who wish to leave before the campsite opens must park their car in the parking of the Cangrejo zone before the campsite closes and pay the full amount up to the day of departure.

9- DOGS: Dogs that are identified as dangerous breed or that have characteristics that make them potentially dangerous are prohibited from entering the campsite. Animals are not allowed in any accommodation, except in the plots and the Park&Pet and Tropical bungalows, where the entrance to one animal per accommodation is allowed, provided that it is accompanied and remains tied at all times. It is obligatory to take the dogs to the designated dog toilets to relieve themselves. We remind you that the municipal regulations prohibit the presence of dogs on the beach (April 1 to October 15).

10- BARBECUE: In the Caracola zone barbecues are prohibited in all the bungalows and glampings. In the rest of the campsite, the use of coal or gas (no wood) barbecues is tolerated in the pitches, provided acceptable weather conditions and preventing other campers from being disturbed. It remains absolutely forbidden to light fires on the soil in the area of the campsite, beach or environs.

11- PAYMENT OF INVOICES: Invoices must be paid preferably 24 hours prior to departure, following presentation of the letting slip at reception. The invoices for stays in excess of one month must be paid on a monthly basis. The invoices corresponding to bungalow and glamping stays shall be paid on arrival at the campsite.

12- CHECK-IN PARKING: This must be used exclusively for the period of time required to register at reception. No parking is permitted for the purpose of visiting other clients, going to the beach or to the restaurant.

13- SILENCE: There shall be no noise from midnight to 7 a.m. The rest periods between 2 p.m. and 4 p.m. and between 11 p.m. and midnight must be respected. During rest periods campers are requested to lower the volume of televisions, radios, hi-fi equipment, etc., and reduce the use of vehicles as far as possible.

14- BOATS: Users of sailing boats, jetskis or motorboats must only use the purpose-built canal to access the sea and return from the sea and must navigate at a distance of 300 meters from the beach. The boats shall be kept on the clients' plot. It is strictly forbidden to leave any type of boat on the beach.

15- WIND-BREAKS: Wind-breaks shall be limited to the fullest; only those authorized by the reception of the camping shall be installed. They should have their own anchors and not need iron rods or ropes tied to trees or other furnishings for installation. They should have a horizontal metal support round tip at the top and should be light coloured and unlined.

16- BICYCLES AND OTHER VEHICLES: These cannot be used in sporting or dangerous competitions. Driving or cycling after 11:00 pm is prohibited for security reasons. Bicycles are obliged to ride with lights on after 09:00 pm. The use of petrol-driven vehicles, such as mini-bikes, quads, etc., is forbidden.

17- FLAGS OR OTHER ADVERTISING DISTINCTIONS. It is forbidden to place flags, badges or advertising distinctives in the fence or any furniture of the campsite. Neither are they allowed in the accommodation itself if they are attached to masts or other elements that highlight their placement and exceed the height of the tent or caravan.

18- ELECTRICITY SUPPLY: It is forbidden to connect plugs that are unsuitable for the sockets. The Management reserves the right to prohibit power supply to clients that do not have an electrical installation in perfect conditions.

19- SAFETY DEPOSIT BOXES: Valuable objects may be deposited in the safe-deposits located at information and booking office (subject to charges).

20- SEWAGE AND WASTEWATER: For reasons of hygiene and preservation of trees and plants, those must be emptied in the chemical toilets located in each block for this purpose and never over the soil.

21- FOUNTAINS, SINKS AND WASHING MACHINES: Drinking water from the fountains is to be used exclusively for human consumption. The sinks are for washing plates and kitchen utensils and the washing machines are for washing clothes. Please use the facilities properly and leave them in optimal conditions after use.

22- RECYCLING: Rubbish must be deposited in the refuse containers located in the different areas of the campsite. **Under no circumstances can hot coals from the barbecues be thrown into these containers.** Special containers are available to be used for barbecue ashes.

23- TOPLESS: This is not allowed in the swimming pool or any other area of the campsite.

24- INSURANCE: The Management refutes any possible liability in the event of theft, accident or damages to persons or inanimate objects caused by third parties unconnected to the establishment. Neither shall the Management answer for damages caused through storms, hail, fires or other causes of force majeure. Clients are obliged to provide insurance for any accidents that may be caused by themselves or their possessions during their holidays with us. In the offer packs, this is already provided by the campsite.

25- BREACH: The Management reserves the right to ask clients who seriously infringe these regulations to leave the campsite.

It is reminded that according to article 212-6-2 of the Decree 75/2020 of Catalonia Tourism, in case of eviction, the campsite can remove the camping elements to a new location within the campsite and outside the camping area without the need to ensure the conditions of vigilance.

LA DIRECCIÓN