

# TAÏGA CAMPSITES & RESORTS INTERNAL REGULATIONS

These regulations are mandatory for all guests, visitors, users, and employees, as established in:

## **Andalusia**

- Decree 26/2018, of 23 January, on the administrative organisation of tourist campsites and overnight areas. Official Journal of Andalusia no. 27 (07-02-2018).

## **Murcia Region**

- Decree no. 193/2022, of 27 October, regulating tourist accommodation at campsites and in areas for motorhomes, caravans, camper vans, and similar.

## **Navarra**

- Regional Decree 24/2009, of 30 March, Regulation on the administrative management of tourist campsites in Navarra Region.

## **Aragon**

- Decree 35/2023, of 5 April, Regulation on outdoor tourist accommodation facilities and designated tourist accommodation.

## **Catalonia**

- Decree 75/2020, of 4 August, on tourism in Catalonia. Official Journal of Catalonia no. 8195 (06-08-2020).

## **Community of Valencia (Benidorm)**

- Decree 6/2015, of January 23, issued by the Consell, regulating campsites and transit overnight areas for motorhomes in the Valencian Community.

Regulation on tourist accommodation at campsites and in areas for motorhomes, caravans, camper vans, and similar in each Spanish Region.

The Campsite reserves the right to request assistance from law enforcement to remove from the premises any users who breach internal regulations, attempt to enter or remain on site for purposes other than normal use of the service, or whose behaviour poses a risk to their own safety, that of other guests, or Campsite staff.

Visitors must register at reception by presenting their ID card or an equivalent document, which will be recorded on a visitor form. Visitors may stay for up to one hour. After this time, they will be regarded as guests and required to pay the applicable fee.

No one under the influence of alcohol or drugs is permitted to enter or remain on the campsite.

Visitors are not allowed to enter the site during the high season unless expressly authorised by the Campsite.

## **RIGHT OF ADMISSION AND STAY**

Guests and visitors must be appropriately dressed at all times in communal areas of the campsite, adhering to the rules of respectful behaviour and decorum.

Swimsuits must be worn in the campsite swimming pools. Any other long garments or accessories are strictly prohibited in all pools. For hygiene reasons, all burkini swimwear must be made from neoprene.

To maintain a respectful, family-friendly environment for all guests, topless sunbathing is not allowed in any part of the facilities, including pools, terraces, gardens, and communal areas.

Entry to the site's restaurants is prohibited for anyone wearing wet clothing, or who is bare-chested or not wearing footwear.

Guests are kindly requested not to hang clothes or towels on the balconies of the accommodation.

All users are kindly requested to wear full swimwear while on the premises.

Failure to comply with this rule may result in disciplinary action by the Campsite, including immediate expulsion without any entitlement to a refund or claim against the Campsite.

Anyone previously expelled for breaching this regulation or who has not voluntarily paid for services received will be refused entry.

Anyone exhibiting clear signs of intoxication or drug use will be refused entry.

Anyone not registered as a paying guest of the campsite will be refused entry.

At a guest's request and under their full responsibility, the Campsite may authorise admission for family and friends for a limited and specified period, in which case such visitors must register at Reception with an official ID document and pay the corresponding fee. Exceeding the allotted time will result in the visitor being regarded as a paying guest for a full day. Any unpaid bills incurred by the visitor will be charged to the guest staying on site.

Under no circumstances will family, friends, or acquaintances of guests be granted entry without the Campsite's approval.

In accordance with Order INT/1922/2003, all guests must present the appropriate official documentation (ID card, passport, or residence permit).

All persons aged over 14 must hold valid documentation in order to access the campsite.

Unaccompanied children are not allowed entry unless accompanied by their parents or legal guardians.

## **CHECK-IN REGISTER**

The check-in register will specify the start and end time of the contract between the guest and the establishment. Please consult reception for any changes.

Remaining in accommodation beyond the agreed period will incur an additional day's charge.

It is compulsory to present an ID card, driving licence, or passport to access accommodation at the campsite and to complete any documentation required by the Spanish authorities, in addition to completing the relevant admission form.

All persons aged over 14 must provide valid documentation.

Guests may provide the following documents for identification purposes:

- Spanish guests: ID card, passport, or driving licence.
- Foreign guests: passport, identity card or document.
- Foreign residents in Spain: passport, identity card or document, Spanish residence permit or foreigner identity card.

Children staying on the campsite must be accompanied by their parents or legal guardians, and, if over 14 years old, must possess a valid ID card, identity card, document, or passport.

Children staying without their parents or guardians must always be accompanied by a responsible adult and present a written and signed authorisation from the parents or legal guardians, including a copy of their ID card, passport or driving licence.

Parents, guardians, or authorised adults are responsible for children and any acts or damage they may cause to the facilities, and must cover any damages or costs deemed appropriate by the Campsite. Parents will therefore indemnify and hold harmless the Campsite, its directors, employees, and any other party entitled to indemnification from any losses, claims, damages, or liabilities arising directly or indirectly from the child.

Entry will be refused if the above requirements are not met, with no entitlement to a refund or claim against the Campsite.

The electrical outlets provide 220 V and maximum power of 1000 W/5A. Use of non-approved plugs is prohibited. For safety reasons, guests must disconnect their power system when not used for an extended period. Reception will provide all the information necessary for the smooth operation of the facilities, including any surcharges.

Tap water is for human consumption only. The fountains are designated solely for collecting water. The use of sinks, washbasins, and showers for any purposes other than those designated (e.g. washing utensils, clothes, or animals) is prohibited.

Lighting fires is strictly prohibited except in barbecues provided on the campsite and in stoves or camping gas appliances used in expressly authorised areas. All fire safety regulations issued by competent authorities must be observed at all times.

Waste is collected daily from the designated bins. Dumping waste on paths, camp pitches, communal areas, or adjacent green spaces is prohibited.

Tying guy lines, ropes, or equipment to trees is prohibited. Clothes may only be hung in the designated areas using clotheslines with protective coverings. Guests must respect the campsite's irrigation system at all times.

Wristbands must be worn to use the pool during summer, at Easter, and at any other times or in any facilities specified by the Campsite.

## **RULES OF CONDUCT AND USE OF SERVICES AND FACILITIES**

Campsite guests and users must observe these rules in order to ensure respectful behaviour by all:

- Be aware of, accept, and comply with the Internal Regulations
- Adhere to the fundamental rules of safety, respectful behaviour, decency, and hygiene necessary for the proper use of the establishment, with particular regard to the unique nature of camping, where politeness, cleanliness, and mutual respect are essential. Behaviour by individuals who are clearly intoxicated or under the influence of drugs, which disturbs or might disturb other campers, will not be tolerated.
- Use the designated control and identification measures for individuals or vehicles correctly, as specified for each situation. Identification wristbands, or any other system considered appropriate, are mandatory in specific areas of the campsite (e.g. pools) as well as during certain seasons (e.g. Easter or summer), provided prior notice is given before arrival.

- Respect nature, trees, vegetation, animals, etc., as well as all campsite facilities, ensuring they are used responsibly.
- Inform the Campsite of any cases of suspected contagious illness.
- Refrain from making noise during rest hours.
- Leave the campsite once the agreed period has ended, unless an extension is mutually agreed between the Campsite and the guest.
- Leave the camp pitch in the same condition in which it was found.
- Wash kitchenware or laundry in the facilities specially designated for this purpose.
- At check-out, the bungalow or glamping must be left in a clean and tidy condition. Kitchenware and utensils must be washed and put away, and all waste must be disposed of in the designated bins. Failure to comply with this rule may incur an additional charge equivalent to the cost of any damaged items or the extra cleaning service (€35).
- Participate in evacuation drills organised by the Campsite in accordance with its Emergency Response Plan.
- Help sort solid waste by using the bins detailed below:
  - Place organic waste and rubbish in sealed plastic bags before depositing them in the appropriate bin.
  - Deposit glass, paper, cardboard, metals, and plastics in the designated bins.
- Report any accidents or emergencies to campsite staff as soon as possible, so they can respond appropriately.
- Take care to safeguard your personal items and belongings.
- Carry any personal identification issued by the Campsite and present it to staff upon request.
- Use 1 kV two-pole weatherproof extension leads with a 2.5 mm<sup>2</sup> earth wire and a weatherproof Schuko-type plug. The cable must be a single length, with no joints or extension cords.
- Avoid creating a tangled cluster of cables plugged into a power strip (electrical technicians will inspect these facilities using thermal imaging cameras). All wiring and accessories must comply with the Low Voltage Electrical Regulations and ITC standards.
- For exterior lighting, use devices with an IP65 protection rating, fitted with low-consumption LED lamps (maximum 8 watts), and an extension cable as described above, all of which must be disconnected after midnight.
- Place multi-socket power strips underneath the camper awning, ensuring they are at least 30 cm above the ground.
- Park caravans or motorhomes intended for long-term stays without their owners only in the locations and according to the technical conditions established by the Campsite and its staff; in such cases, all awnings must be taken down and auxiliary camping equipment stored inside the caravan or motorhome.
- Treat campsite staff with politeness and respect.

The following is prohibited:

- Washing vehicles, boats, or trailers on the campsite.
- Pouring dirty water onto plants, paths, or camp pitches.
- Carrying weapons, handling petrol, or using flammable products outside of authorised areas.
- Cleaning and manipulating fish outside of specifically designated areas.

- Smoking in all accommodation units and in all areas marked as smoke-free.
- Playing group games, tournaments, or other sports activities in non-designated areas unless expressly authorised by the Campsite.
- Organising large drinking parties, smoking hookahs, or drinking to excess in communal areas.
- Installing unauthorised structures, fences, or enclosures that alter the aesthetics or safety of camp pitches.
- Using tables, chairs, or auxiliary structures that exceed the dimensions authorised by the Campsite.
- Covering the camp pitch with materials other than the raffia mat authorised by the Campsite.
- Smoking in enclosed facilities or in areas specifically designated as smoke-free.
- Emptying chemical toilets outside the designated areas.
- Using gas canisters larger than 13 kg, unless expressly authorised by the Campsite and in strict compliance with safety regulations.

## **PROHIBITIONS AND OBLIGATIONS OF USERS, GUESTS AND STAFF**

In addition to the aforementioned, the following are strictly prohibited:

- Accessing campsite areas marked as restricted except for staff expressly authorised by the Campsite. Any user who breaches this prohibition and accesses such areas does so at their own risk, expressly exempting the Campsite from any direct or indirect consequences, damage, or loss resulting from unauthorised access. Breaching this rule may result in disciplinary measures deemed appropriate by the Campsite, including immediate expulsion from the premises and, where applicable, the incident being reported to the relevant authorities.
- Communal facilities and services may only be used by guests who are properly registered and checked in at reception, during the period of stay previously agreed with the Campsite, and provided they are up to date at all times with payment of all established fees and charges. Access to and use of these facilities and services by unauthorised persons, unregistered users, or guests who have not settled the fees for their stay is expressly prohibited. Failure to comply may result in appropriate action by the Campsite, including immediate expulsion.
- Disturbing campers during rest hours.
- Playing games or sports that could disturb other campers, or engaging in any sporting, cultural, recreational, associative or leisure group activity, without proper authorisation.
- Smoking inside accommodation and in areas designated as non-smoking. Smoking electronic cigarettes or vapes is similarly not allowed inside rooms or in non-smoking areas.
- Please be aware that consuming or handling narcotics is strictly prohibited on this site, and any such activity may lead to eviction, referral to the relevant authorities and, penalty fines.
- Lighting fires or barbecues in any part of the campsite.
- Filming or taking aerial photographs using unauthorised or improper drones or similar devices.
- Tying ropes between trees to hang clothes or for other purposes.

## **REASONS FOR TERMINATION OF THE ACCOMMODATION CONTRACT AND GROUNDS FOR EXPULSION OF USERS**

The Campsite reserves the right of admission and will terminate contracts with any guests who do not respect the establishment's internal regulations, breach the rules on courtesy and respectful behaviour, or disregard the principles of civility set out in these Campsite Regulations and Internal Rules.

Breaching any part of these regulations, or engaging in behaviour that disturbs other campsite guests or offends public morals and good customs, may result in immediate eviction from the campsite without refund or any right to reclaim payments made.

The contract with guests may also be terminated for any of the reasons set out in the Civil Code, particularly the provisions of Article 1124, as well as any other applicable legislation governing contract termination or rescission. Any guests in breach of these regulations will be required to leave the site immediately, without any entitlement to a refund or to make a claim against the Campsite.

## **LOST ITEMS**

### Registration

- All found items will be recorded in the lost property book or system according to the established internal procedure.

### Safeguarding according to item value

- Low-value items: will be kept for 1 month.
- Higher-value items: will be kept for 6 months.

### Safeguarding following the initial term

- If the designated period elapses without the item being claimed, it will be placed in the box designated for unclaimed lost property (or handled as otherwise specified).

## **CHECK-IN AND CHECK-OUT TIMES ON ARRIVAL AND DEPARTURE DAYS**

Check-in and check-out times, reception office hours, camping hours, and quiet and rest periods are displayed at reception and must be strictly observed.

During rest periods, guests must refrain from any noise, sounds, loud voices or arguments.

During quiet periods, guests must refrain from any noise, sounds, loud voices or arguments, from moving their vehicles, and from setting up or dismantling camping equipment.

The maximum permitted noise level during quiet and rest periods is 50 dB.

The following rules apply when using audio equipment:

Playing music through portable devices is prohibited at all times. Portable sound equipment must remain switched off and unplugged while within the campsite.

TV sets inside tents, caravans, or motorhomes must be kept at a low volume, specifically below 50 dB, ensuring that sound is not audible from adjacent camp pitches.

## **RESTRICTIONS ON THE USE OF MOTOR VEHICLES**

Vehicles may only be driven within the campsite on arrival or departure from the site, never exceeding 10 km/h.

Driving motor vehicles during quiet hours is prohibited.

Vehicle horns may be sounded only when strictly necessary.

Guests may park their vehicles only in designated car parks or on their camp pitch, ensuring they do not block or obstruct vehicle or pedestrian access routes.

Users without a valid contract who occupy a camp pitch without authorisation are permitted to use campsite roads and paths solely to access the camp pitch on which their mobile home is located. In such cases, access is granted exclusively to the person(s) officially registered as the owners of that mobile home.

The campsite complies with current vehicle parking regulations and provides a limited parking area close to reception. Once quiet hours begin, vehicles which have left the campsite are not allowed to re-enter the camping area but may park in the reception car park if spaces are available. If this car park is full, vehicles may not enter or park within the campsite until quiet hours conclude or a space becomes available.

Bringing any personal electric mobility vehicle, in any of its forms, into any enclosed campsite facilities (such as restaurants, cafés, toilets and washing facilities, reception areas, and especially bungalows), including but not limited to personal mobility devices (PMDs) such as electric scooters, Segways, hoverboards, electric skateboards, and any others that may fall under the aforementioned definition, whether electric or battery-powered, is prohibited, with the exception of vehicles for persons with reduced mobility.

This measure is based on public health and safety concerns, as the batteries in such vehicles pose fire risks if mishandled, defective, or charged with inappropriate devices. Failure to comply with this rule may result in expulsion from the campsite.

Use of personal mobility devices within the campsite is permitted only on designated roadways (not on pavements or pedestrian areas), always adhering to road signs and observing the maximum speed limit of 10 km/h applicable to all vehicles. Personal mobility devices must always comply with applicable traffic regulations, specifically the following:

- Minimum age for operation: 16 years.
- Helmets are mandatory.
- Lights must be used after dark.
- Carrying more than one person on a personal mobility device is prohibited.
- The owner must provide a roadworthiness certificate with a QR code verifying that the electric mobility device complies with all legal requirements. This requirement is subject to a transitional period: personal mobility devices sold after 22 January 2024 must be certified. Earlier models may operate without a certificate until 22 January 2027.
- Riding the device after consuming alcohol or drugs is prohibited.
- It is prohibited to wear headphones or use a mobile phone or other such equipment while riding.

Use of all personal mobility devices as defined above is prohibited on campsite facilities, except for vehicles for persons with reduced mobility. Failure to comply with this rule may result in expulsion from the campsite.

Guests using personal mobility devices in any form within the campsite do so at their own risk.

Accordingly, the guest will indemnify and hold harmless the Campsite, its directors, employees, and any other indemnitees from all claims, losses, damages, or liabilities arising directly or indirectly from the use of personal mobility devices.

## **EXPRESS PROHIBITION ON THE INSTALLATION OF UNAUTHORISED ITEMS ON CAMP PITCHES**

- Use of the establishments referred to in Decree No. 193/2022 of 27 October will always be in the capacity of user only, with the sale or leasing of camp pitches or fixed accommodation facilities for periods longer than 12 months being prohibited pursuant to Article 31 of Act 12/2013 of 20 December.
- The licensee of the camp plot or accommodation facility may not sublet, either in whole or in part, the plot or facility leased to them.
- All stays at the accommodation are temporary and may not exceed 12 months. A new reservation for a camp pitch may be made only once a full month has passed since the expiration of the previous reservation.
- Guests may not install fixed items on camp pitches that are inconsistent with the temporary nature of the stay, such as enclosures or fences, flooring or paving, large appliances, sinks, workbenches or tables, or any other elements implying permanent, stable, or residential use beyond the period referred to above.
- Failure to comply with this provision constitutes sufficient cause for termination of the accommodation contract without compensation and will be deemed a serious offence of installing fixed elements, as specified in Article 48.11 of Act 12/2013 of 20 December, with all consequences provided therein.

## **PETS**

Authorised pets must be registered, and the applicable fee as listed in the price list paid. The registration form must be completed, and all relevant health documentation must be in order.

Any animal permitted entry at reception must remain with its owner at all times, be kept under control on a leash no longer than 2 metres, and never be left unattended. The owner must ensure the animal relieves itself only in designated areas, and must pick up all excrement.

Dogs, in particular, must always be kept on a leash. Any dogs classified as potentially dangerous must also wear a muzzle and be on a fixed-length leash, and their owner must hold the corresponding special licence and appropriate insurance.

Animals are prohibited from entering reception, the pool area, the children's play area, the toilets, the supermarket, or the campsite restaurant.

Security personnel are expressly authorised to collect any animal found unattended on the campsite without its owner or handler and to notify municipal services to take custody of the animal, with any costs incurred charged to the owner.

If the owner repeats the aforementioned offence, the Campsite may refuse admission to the animal, which may also justify expelling the owner from the site without any right to reimbursement or claim against the Campsite.

The owner is civilly and financially liable for any injury or property damage caused by their animal. Accordingly, the animal's owner will compensate and hold harmless the Campsite, its managers, staff, and any other party entitled to compensation for any losses, claims, damages, or liabilities arising directly or indirectly from the animal.

Animals must be prevented from barking or making noise, especially during rest hours (11 p.m.–8 a.m.).

Dogs must not be tied up or left alone on the camp pitch without supervision.

As an exception to this rule, guide dogs accompanying visually impaired persons will be authorised entry, subject to the conditions set out in Act 5/1998 of 23 November.

Rules inside the accommodation:

- A maximum of 2 dogs per accommodation is permitted.
- Dogs are not allowed on beds, sofas, or furniture.
- Dogs must not be washed in the accommodation's showers, sinks, or washbasins.
- Dogs must not be left unattended inside the accommodation for extended periods to prevent damage, barking, or stress.
- Owners will be liable for any damage to furniture caused by their animal.
- It is recommended to bring a blanket, bed, or carrying case to ensure the dog's comfort.

## **PHOTOGRAPHS AND RECORDINGS**

Photographs and recordings are prohibited in the site's communal areas unless authorised by the Campsite, in order to protect users' privacy rights and ensure compliance with data protection legislation. The use of drones or similar devices for aerial videos and photographs is also prohibited without authorisation or if used improperly.

## **CHILDREN'S PLAY AREA**

The campsite has a play area exclusively for children, who must remain under parental control or the supervision of a responsible adult at all times.

Parents or guardians are responsible for children and any acts or damage they may cause to the facilities, and are liable for any damage or costs as determined by the Campsite. The child's parent or guardian will compensate and hold harmless the Campsite, its directors and staff, and any other party entitled to compensation for any losses, claims, damages, or liabilities arising directly or indirectly from the child.

Pets are not allowed in the children's play area.

Users without a valid contract are not allowed to use the children's play area.

Upon departure, guests must leave the camp pitch clean and free of stones or debris and restore any alterations made to the ground during their stay. Failure to comply with this rule may result in charges to cover replacement costs.

## **LOCATION OF CAMPING UNITS**

Guests are required to set up in the designated camp pitch or location upon arrival. Any change of camp pitch must be authorised. The identification tag provided must be displayed in a clearly visible place on the corresponding camping unit and/or vehicle.

Only items registered at check-in may be installed. Only additional items directly related to the essential elements for camping will be permitted without checking in.

Guests intending to leave the campsite while their camping unit or vehicle remains on site must notify reception. The Campsite may (i) accept the absence under conditions agreed according to the

circumstances, (ii) order the guest to remove the camping unit, or (iii) require the guest to leave the site with all their belongings.

Guests travelling with motorhomes who leave their pitch unoccupied during such periods must inform reception to prevent their space from being occupied mistakenly.

Areas designated for caravan and motorhome parking may be temporarily occupied by other vehicles or tents only if permitted by the Campsite.

## **SWIMMING POOLS**

Swimsuits must be worn in the campsite swimming pools. Any other long garments or accessories are strictly prohibited in all pools. For hygiene reasons, all burkini swimwear must be made from neoprene.

It is not permitted to enter the pool with glassware, crockery, or food. Only drinks in glasses supplied by the campsite's restaurants are permitted.

Guests must shower before entering the pool.

Sunbeds may only be used if a towel is placed on them.

Sunbeds may not be reserved in the pool area; the pool department will remove belongings from any sunbeds left unoccupied for 30 minutes and store them securely until collected.

Topless sunbathing is not allowed in the pool areas.

Access to the campsite swimming pools is not permitted for users without a valid accommodation contract.

## **REFUSE COLLECTION SCHEDULE**

At campsites offering refuse collection, guests must adhere to the schedules displayed at reception and provided during check-in to help maintain cleanliness and order.

## **RATES**

Guests are required to pay for all services billed.

As a general rule, the Campsite may request payment for services provided at any time.

Applicable stay rates are calculated per day, with the day ending at noon for camping and at 11 a.m. for bungalows. Guests who do not vacate their pitch or bungalow by the specified time will automatically have their stay extended by one day and will be charged accordingly. If, in such cases, the camp pitch or accommodation is already booked, the guest must leave the campsite at the scheduled time, with any failure to do so possibly resulting in legal action by the Campsite. Guests planning to leave before reception opens must settle their accounts the day before departure.

Current prices are those displayed at reception.

Payment for the anticipated stay must be made in advance at check-in.

Other payment details are set out in the price list displayed at the reception office.

Only the services listed at reception are included in the admission and accommodation fees.

Any additional services requiring payment and not already listed will be included in the official price list at reception.

Any service provided by the company that is not required by current Tourism Regulations is offered entirely at the company's discretion. Accordingly, the company may suspend all or part of these services at any time, with the customer being charged the applicable fee as listed in the price schedule at reception.

## **MEASURES TO BE TAKEN IN EMERGENCY SITUATIONS**

The emergency plan is always available at reception and is known to all employees. The documentation provided to guests upon check-in outlines the evacuation routes, meeting points, and extinguisher locations.

In an emergency, guests must contact reception using the numbers provided at check-in.

## **LIABILITY INSURANCE**

The Campsite holds liability insurance, a copy of which is available for consultation at reception.

## **EXCEPTIONS**

In exceptional and justified cases, the Campsite may exempt a guest from any rule set out in these regulations, provided this does not compromise the safety of the facilities, disturb peace and order on site, or infringe the rights of other guests. Such exemptions must be expressly and individually authorised.

## **INFORMATION AND COMPLAINTS**

A questions and suggestions box is available in the reception area.

Guests wishing to make an official complaint may request a form at reception.

## **EMERGENCIES**

The campsite's Emergency Plan is available at reception for guests to consult.

At check-in, guests are provided with information about evacuation routes, meeting points, and extinguisher locations.

Guests must cooperate with evacuation drills and any emergency response measures organised by the Campsite.