

Reservation Terms & Conditions Sangulí Camping & Resort

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1. Your reservation

The reservation may only be made by an adult (18+), who shall be considered the titleholder and will act as the point of contact with the establishment throughout the contracting process and in all matters related to the stay.

The titleholder is responsible for:

- Compliance with the contracted conditions,
- The behaviour of all registered occupants,
- The proper use of the facilities.

Confirmation of the reservation, through the corresponding payment, implies **express acceptance of this document**, which includes both the reservation terms and conditions and the internal regulations of the Camping & Resort.

For every procedure (new reservation, modification or cancellation), **a new confirmation** will be issued, which replaces any previous document. It is the responsibility of the titleholder to check its content and to report any issues as soon as possible

2. Prices, payments and deposit

Prices

All prices are expressed in **euros (€)** and may vary until the reservation is confirmed. Once confirmed, the rate will remain unchanged provided the initially contracted conditions do not change.

Any change in dates, number of occupants or additional services may entail a variation in the final price.

Forms of payment

Payments may be made via:

- **Bank card** (Visa, Mastercard or Eurocard),
- Exceptionally, at reception, **cash or card** (in accordance with current legal regulations).

In accordance with the provisions of Article 7 of Law 7/2012, persons of Spanish nationality or with their habitual residence in Spain may not make **cash payments exceeding €1,000** per booking (this amount is increased to **€10,000 in the case of persons of other nationalities**). This limitation may not be circumvented by splitting the amount.

Reservation payment

When formalising a reservation, the following must be paid:

- **25%** of the total amount, if the reservation is made more than 7 days before the arrival date.
- **100%** of the total amount, if the reservation is made 7 days or less before the arrival date.

The remaining amount, including the **Tourist Tax**, must be paid before or upon arrival, either at reception or via the online check-in.

Security deposit

Upon arrival, the establishment reserves the right to request a **€100 security deposit** (charged to a bank card) to cover potential costs arising from failure to leave the pitch or accommodation in the required condition at the end of the stay.

This deposit may be used, if necessary, to cover additional **cleaning, replacement of missing items or repair of damage**. Should costs exceed the deposit amount, the establishment may claim the difference.

The deposit will be refunded, if applicable, **between 2 and 7 natural days** after departure, once the correct condition of the pitch or accommodation has been verified.

Extras y additional services

Some services or equipment may be subject to an additional fee (including, among others: additional vehicle, cots, highchairs, late check-out, special cleaning services or equipment rental).

These services are subject to availability and the prices in place at the time of the request

3. Changes, cancellations and unforeseen circumstances

Reservations can only be managed by the **titleholder**.

Requests for modification or cancellation must be submitted in writing, **via the form** in the “Manage my reservation” section of the website. Acceptance is subject to assessment by the Reservations Centre.

For the purpose of calculating deadlines, only the date on which the establishment receives the form or written request from the titleholder will be considered.

Modifications

- For date modifications, the price in force at the time of the modification will be applied.
- Any modification entails a **recalculation of the deposit**.
- Modifications are **subject to a €50 administration fee**.
- Modifications requested **15 days** or less than the arrival date will not be accepted.
- Changes to the next season are considered a cancellation and new reservation.

Cancellations

- More than 30 days before the arrival date: refund of the deposit paid, less €50 administrative fee.
- 30 days or less than the arrival date: full loss of deposit.
- In case of no-show, the reservation will be maintained for a maximum of 48 hours or until the deposit has been consumed, whichever occurs first. The deposit will be considered consumed when its amount is equal to or lower than the daily price.
- Late arrival or early departure does not entitle the guest to any discount or refund.

4. Arrival at the Camping & Resort and access to the premises

Arrival times

- Camping area: access to the pitch from 13h
- Resort area: access to accommodation from 16h

Check-in and identification

Upon arrival:

- All occupants must present official identification at reception.
- All occupants and chargeable items must be declared.
- Any pending amount must be paid.

During the stay, it is necessary to wear the identification wristband visibly. This allows access to services and is essential for safety and the correct functioning of the premises.

Dogs must also wear the corresponding identification.

Visitors

Sangulí Camping & Resort is a private premises for the **exclusive use of guests**.

To ensure capacity control, safety and coexistence, **external visitors are not permitted**.

Staff may request verification of registration at any time.

Acces for external companies

Access to the premises is not permitted for **service providers, courier companies or food delivery services**.

5. Pitch or accommodation

Each stay includes exclusive use of the assigned **pitch or accommodation**. The client may select a specific number during the booking process, subject to availability.

In any event:

- Occupying a different pitch or accommodation without authorisation is prohibited.
- Management reserves the right to change the assigned pitch or accommodation for operational or safety reasons, without entitlement to compensation.
- If no number is selected at the time of booking, it will be indicated on the day of arrival.

Use and capacity

Each type of pitch or accommodation has a **maximum capacity**, including adults, minors and dogs (in Pet Friendly categories). This capacity must always be respected for safety and comfort.

Order and appearance of the premises

To preserve harmony within the Resort:

- All camping elements must be placed within the limits of the pitch.
- The space must be kept tidy and clean.

- Awnings, windbreaks or partitions must be installed neatly and follow any instructions given by staff.
- Posting signs or conducting private sales is not permitted.

Caravan installation and removal

To guarantee access control, security and the correct use of the camping areas, **caravan removal is exclusively authorised for the company Carvisa.**

Other companies may access the premises only for installation or delivery of caravans, not for removal.

The titleholder must ensure that removal takes place at the agreed date and time via the authorised company.

6. Services and facilities

The Resort offers a wide variety of services and facilities for all families.

Opening times and availability of the restaurants, shops, swimming pools and other services may vary or be limited due to maintenance, weather, safety reasons or capacity, amongst other factors.

Such adaptations are part of responsible management and do not entitle guests to compensation.

Updated information is available at reception and official communication channels (website and app).

7. Coexistence, quiet hours and behaviour

Descanso

To ensure a peaceful environment:

- Noise levels, including music, must be moderated at all times.
- Night-time quiet hours must be respected between 00:00 and 08:00.

Behaviour

Respectful behaviour towards other guests, staff, facilities and the environment is expected.

Conduct that disrupts coexistence, safety or the correct use of the facilities is not compatible with the Resort experience.

When necessary, security and lifeguard staff are authorised to intervene and give instructions, which must be followed at all times.

8. Mobility within the premises

Mobility within Sangulí Camping & Resort is intended to ensure the safety of all people, especially children.

Priority and mobility

- **Pedestrians always have absolute priority.**
- Maximum speed: **10 km/h.**
- Vehicles and bicycles must **use lights after sunset.**

Motor vehicles may not circulate between 00:00 and 07:00.

Management may apply temporary restrictions during periods of high occupancy, or for safety reasons.

Parking

- Each accommodation includes parking for one vehicle (in some accommodation parking for two vehicles is included).
- A second vehicle is subject to availability and a fee.
- Camping: vehicles must park within the pitch.
- Resort: parking is in designated areas (spaces are not numbered or reservable).

9. Special vehicles and assisted mobility

Reduced mobility vehicles (PMV)

Use of PMVs (e-scooters, fat bikes, etc.) is not permitted for safety reasons, especially in areas with children.

Reduced mobility vehicles (RMV)

The use of reduced mobility vehicles is exclusively permitted for guests with a certified medical need or with an authorisation from staff.

Requirements:

- Corresponding authorisation
- Civil liability insurance
- Compliance with internal circulation rules

The titleholder is responsible for any damage caused to other people or property by such vehicles.

Personnel may request the accreditation or authorisation at any time.

The titleholder of the reservation will be responsible for any damage, harm, or incident (both directly and indirectly) that may be caused to people, property, or facilities as a result of the circulation, use, parking, loading, or, in general, the presence of mobility vehicles or devices within the premises.

Vehicle and battery charging

Battery charging is only permitted at the points expressly designated for this purpose; under no circumstances is charging permitted on the pitches or in the accommodation.

10. Dogs and Pet Club

Sangulí Camping & Resort is a Pet Friendly establishment, that understands dogs form part of the family.

Admission

- **Camping:** maximum 3 dogs per pitch
- **Resort:** maximum 2 dogs, only allowed in Pet Friendly accommodation

Dogs are subject to the corresponding fee.

Registration and identification

At check-in:

- Up to date vaccination record must be presented
- Identification microchip certificate must be presented

If requirements are not met, access may be denied.

Dogs must wear the establishment's **identification visibly**.

Potentially dangerous dogs (PDD)

Dogs classed as potentially dangerous must:

- Be kept on a short lead (<2 m).
- Wear a muzzle at all times.
- Be handled by a person aged 16+.

It is necessary to present the legally required documentation and specific civil liability insurance. Otherwise, access to the premises may be denied.

Coexistence and access to areas

In line with Sangulí's animal welfare policies and with the aim of ensuring the correct coexistence with other guests:

- Dogs must always be accompanied and kept on a lead.
- They must not be left unattended.

- They may access most areas (please consult the map provided in the welcome pack). In accordance with current health regulations, they cannot access pools, sanitary blocks, playgrounds and food shops.

Owners must collect waste and maintain hygiene in commune areas. At the time of check-in a bottle of potable water is provided (subject to availability) to dilute urine for public hygiene.

The titleholder of the reservation will be responsible for any damages (both directly and indirectly) that their pets may cause to property and to other people and/or other animals.

Pet Club and colonies

The Pet Club offers **dog-friendly spaces** such as pools, hot-water bath with dryer, dog park and agility zone.

Controlled **cat colonies** exist on the premises, which are managed by specialized staff. To ensure their well-being, **feeding the cats is prohibited**. People interested in adoption processes can contact the establishment.

11. Care of facilities, utilities and barbecues

Responsible water use

All the water supplied is **potable**. The fountains are intended exclusively for drinking water. For hygiene reasons, they cannot be used to wash food, utensils, or clothes, nor to bathe pets.

Wastewater must be emptied only at the designated points in the sanitary blocks (chemical toilets), using the appropriate products.

Electricity

Each **pitch** has a single electrical socket. Connecting to another pitch's socket or using unsuitable connectors is prohibited.

The **charging of batteries** of reduced mobility or personal vehicles is only permitted at the points expressly designated for this purpose; under no circumstances is charging permitted on the pitches or in the accommodation.

For safety reasons, staff may remove electrical equipment that poses a risk.

The titleholder of the reservation will be responsible for any damages (both directly and indirectly) arising from an electrical overload, the state of conservation, or the improper handling of plugs, batteries, or other electrical devices.

Barbecues

The responsible use of barbecues is allowed:



- **Camping pitches:** gas or charcoal barbecues are allowed, respecting a minimum distance of 1.5 m from trees, bungalows and any flammable materials.
- **Accommodations:** barbecues are allowed outside the accommodation in landscaped areas. Under no circumstances may a barbecue be lit on decks or near wooden elements.

For safety:

- Flammable liquids cannot be used
- It is not allowed to make fire directly on the ground
- Embers must be fully extinguished

The establishment may limit the use of barbecues, following the instructions of the competent authorities.

12. Responsibilities and personal belongings

Responsibilities

The establishment is not responsible for damages and losses caused by third parties or due to force majeure.

Guests will be responsible for damages (both directly and indirectly), that they may cause to the establishment, to furniture, to third parties, or to third-parties property, arising from their conduct or that of the people or property under their responsibility.

This responsibility includes, by way of example and not limitation, damages resulting from the circulation, use, parking, or handling of vehicles —whether motorized, bicycles, scooters, personal mobility vehicles or reduced mobility vehicles, or of any other nature—regardless of who is the driver, as well as those resulting from the use of electrical devices or the keeping of animals.

The titleholder of the reservation will also be responsible for the behaviour and actions of all guests registered in their pitch or accommodation, as well as for any minors in their care.

Personal belongings

The establishment is not responsible, under any circumstances, for the loss, theft, or damage of the personal belongings of guests.

For improved security, guests have access to safes in all accommodation and at the receptions. It is recommended to use security systems (locks) for bicycles.

13. Departure and end of stay

Check-out times

On the day of departure, the contracted space must be vacated within the following times:

- **Camping pitches:** before 12h

- **Resort accommodations:** before 11h

In the case of early departures, this circumstance does not entitle guests to any discount or refund on the cost of the stay.

Condition of return

At the end of the stay, the pitch or accommodation must be left in **good order and clean**; all waste must be removed and placed in recycling points and the furniture must be placed in its original location and condition. Otherwise, the establishment reserves the right to retain the security deposit paid, either in full or in part.

For camping stays, guests who need to leave the premises **before 7am** must park their vehicle in the parking area (at the entrance of the premises) before midnight of the previous day, in order to respect the rest of other guests.

Security deposit refund

Once the correct condition of the pitch or accommodation has been verified, if applicable, the security deposit will be returned between **2 and 7 natural days after departure**, through the same payment method used.

14. Compliance with the rules and final framework

Compliance

This document establishes the framework for coexistence, safety and the correct measures necessary to ensure a good experience for all accommodated guests.

In case of non-compliance with the rules, the Management may adopt the proportional measures it considers necessary to restore the correct functioning of the Resort, including if applicable, the early termination of the stay, without the right to compensation.

Right of admission

The Management may exercise the right of admission, in accordance with current regulations, when circumstances arise that affect safety, coexistence, or the correct use of the facilities.

Document updates

This document may be subject to updates. The current version is available on the corporate website of Sangulí Camping & Resort.

Translation and interpretation



This document has been translated into various languages to facilitate its understanding. In the event of a discrepancy between versions, the Catalan version prevails.

Contracting a stay at Sangulí Camping & Resort implies having read, understood, and accepted these reservation terms and conditions and internal regulations, which are an integral part of the contract.

