

CAMPING & RESORT SANGULÍ SALOU REGULATIONS

ACCESS

- Camping & Resort Sangulí Salou is a private premises, **the access or use the facilities is exclusive to customers.**
- Considered as such, customers registered in our data as **occupants in an accommodation contract at the** Camping or Resort, **being essential their visual identification with the corresponding wristband.**
- The Camping & Resort Sangulí Salou accommodation contract holder is liable for his behaviour as well as the behaviour of the rest of occupants registered in his unit of accommodation.
- **To reserve or contract an accommodation at Camping & Resort Sangulí Salou you must have reach the age of majority** (18 years old).
The presence of a minor in the facilities must always be under the supervision of an adult who will be liable for his security and for the damages he might cause during his stay.
- At any time, and as a security measure, Camping & Resort Sangulí Salou can **request the verification of the registration data**, the validity of your accommodation contract and the state of the occupants.
- Camping & Resort Sangulí Salou **reserves the right of admission to** the facilities.

CHECK-IN

- Camping & Resort Sangulí Salou sets by contract the accommodations' check-in and check-out times.
At the Camping, only have **access to the contracted pitch is from 13h** and it must be vacated before 12h on the day of departure.
At the Resort, only have **access to the contracted accommodation is from 16h** and it must be vacated before 11h on the day of departure.
- The access and use of Camping & Resort Sangulí Salou facilities are conditioned by the contracted accommodation's check-in and check-out time.
- Upon check-in, the accommodation contract holder has the **obligation to declare all the occupants and elements subject to any applicable fee**, present the required documentation and make the **full payment** of your accommodation, including the tourist tax established by law.
- It is obligated that all occupants must be present while the check-in is taking place with their **official identification document**, to receive the wristband that will identify them during their stay at Camping & Resort Sangulí Salou and that must always be visibly worn.
- Camping & Resort Sangulí Salou reserves the right to request, upon check-in, up to **200€, to be paid by bank card, as a security deposit** to cover any damages or excessive costs caused by the inappropriate state of the accommodation once vacated. The refund (If returned) security deposit will be refund within 2 and 7 natural days after the departure date.

ACCOMMODATIONS

- Camping & Resort Sangulí Salou gives you, at the time the reservation is made or upon check-in, the possibility to choose the number of your accommodation; for this reason, **it is strictly prohibited to occupy an accommodation different from the assigned in the contract** without the explicit consent from the reception staff.
- Management reserves the right, to modify the accommodation chosen by the customer, in those cases they consider it necessary, without having to compensate in any way.
- In addition, at the pitches, any camping unit or other equipment can't be set outside the limits of the pitch, leaving free passage space on the streets.
- It is also forbidden to tie ropes, sunbeds or any other objects to the trees, bungalow structures or to Camping & Resort Sangulí Salou's furniture (lampposts, fountains, etc.). Additionally, the setting up of awnings, windbreakers or separations must be done in an organized way and preserving the Camping image, with light colours and following the instructions given by our staff.
- It is not allowed for Camping guest to put up posters or display any sort of private vending within Camping & Resort Sangulí Salou's premises. At the campsite reception, interested people can find a file where they can sell mobile homes, tents, bicycles or other camping equipment.
- Management reserves the right to warn, through our personnel, about the need to keep your pitch or accommodation tidy and clean, to avoid any risk and to preserve the harmony with the natural environment.
- For security reasons, you are not allowed to exceed the maximum occupancy permitted for each accommodation.

VISITS

- To have better control of the number of people in our establishment, external visits won't be allowed within the facilities of Camping & Resort Sangulí Salou.

BEHAVIOUR AND CONDUCT

- To maintain the social harmony within Camping & Resort Sangulí Salou's facilities, our staff may take disciplinary actions when:
 - o Ensure silence during quiet hours from 00 h to 8h.
 - o Limit the volume of equipment that makes noise and/or music.
- It is mandatory to respect and follow the indications given by the security team and the lifeguards.
- Any socially unacceptable behaviour, such as robberies, larcenies, disorderly conduct, verbal and/or physical violence, offensive comments, discriminatory expressions, frauds, swindles, being under the effect of alcohol, public offenses against morality and decency, malicious actions, as well as non-compliance with these regulations or any rules stated with signs or posts, may imply the Camping & Resort Sangulí Salou intervention and the implementation of actions that may lead to the termination of your stay without any financial compensation or reimbursement.
- **Not allowed to reserve sunbeds** at the swimming pool area when not being present.

- Our security teams of Camping & Resort Sanguli Salou can confiscate temporarily or prohibit the use of any vehicle that could be a danger to the security in the premises.

CIRCULATION VEHICLES

- **Pedestrians always have priority** on all roads and facilities.
- Within the facilities, **it is prohibited to travel faster than 10 km/h** with any type of motorized or non-motorized vehicle, and **pedestrians always have priority**.
- Any vehicle motorized or not, that circulates after sunset must be visible and have its lights on. **Any movement beyond sunset must be done with sufficient prevention and safety measures, always respecting traffic and coexistence rules.**
- During certain periods of high occupancy, Management may restrict the circulation of any vehicle.
- To preserve the rest of the staying families, **it is not allowed to drive motor vehicles between 00:00 and 07:00**, nor to use the horn or play loud music.
- Vehicles **should avoid idling** to eliminate unnecessary gas emissions.

PERSONAL MOBILITY VEHICLES (PMVs) AND REDUCED MOBILITY VEHICLES (RMVs)

- The maximum speed allowed throughout the premises is 10 km/h.
- **Pedestrians always have priority** on all roads and facilities.
- **Wearing a helmet is mandatory** when riding an electric scooter, electric motorcycle, or any other type of Personal Mobility Vehicle (PMV).
- Electric scooters, electric motorcycles, and other PMVs **must be equipped with braking systems, lighting, and a bell.**
- **Lighting is always mandatory for circulation between 22:00 and 7:00.**
- **The use of mobile phones or headphones while moving is not permitted.**
- The use of electric scooters, electric motorcycles, and other PMVs is **prohibited for individuals under 16 years of age**, and only one person per vehicle is allowed.
- Users of a Reduced Mobility Vehicle (RMV) **must have liability insurance covering third-party risks.**
- **RMVs can be used by individuals who can prove their necessity through a medical document.**
- **Authorization will be provided for individuals who demonstrate the need** for RMVs due to reduced mobility.
- Sangulí Salou staff **may request RMV usage authorization at any time.**

- People with reduced mobility, who are users of RMVs and duly accredited, **will not have usage restrictions in the area free of PMVs.**
- **Internal signage must be respected and adhered to.**
- Electric scooters, electric motorcycles, and other PMVs **may only circulate on routes properly marked for their use.** Pedestrian priority must be respected on all routes and facilities within Sangulí Salou.



CAR PARK

- All accommodations contracts at Camping & Resort Sangulí Salou include a parking space per accommodation in the car park without any additional cost (2 spaces for the Grand Safari Tent, Aqua and Samburu). Customers can ask for a second “extra vehicle” access, subject to availability and current rate.
- For **Camping accommodations**, vehicles must be parked inside the pitch, avoiding the occupation of adjoining pitches or roads. As an alternative, cars might be parked at the entrance car park, which is subject to availability and current rate.
- For **Resort accommodations** there are different car park areas, with unnumbered parking spaces, near the accommodations. They are located along the perimeter area of the Resort, as for security reason the circulation of motor vehicles is not allowed between accommodations.

STORAGE

- For security reasons Camping & Resort Sangulí Salou will only authorize the company Carvisa to pick up caravans from the camping area. Other companies will be able to come to drop off the caravans but not to pick them up being the customer responsible for ensuring its collection on the date and time as detailed in the contract.

CHECK-OUT

- At the **Camping**, on the departure day the pitch must be vacated before 12h and be left in good conditions. Immediately after, leave the Camping & Resort Sangulí Salou’s facilities and premises. Pitch costumers willing to leave before 7 in the morning, must park at the entrance car park **before midnight the day before departure**. This does not entitle any discount on the reservation.
- At the **Resort**, on the departure day the accommodation must be vacated before 11h and be left in good conditions. The security deposit will be refund after a maximum of one week, once checked that the state of the accommodation is correct. That means that the furniture is in its original place, that rubbish has been thrown away at the recycling point and that there isn’t any broken or missing element. Immediately after, leave the Camping & Resort Sangulí Salou’s facilities and premises.

SERVICES

- Restaurants, shops, swimming pools and other services can fully or partially stop their activities for maintenances purposes, infrequent adverse weather conditions, unsatisfactory security reasons or low levels of occupancy that do not justify the waste of energy resources needed.

ELECTRICITY SUPPLY

- All pitch contracts with Camping & Resort Sangulí Salou include the use of electricity. The facility provides electrical junctions boxes to be shared by adjoining pitches. **Each pitch has its own electric hook-ups**, and it is not permitted to hook-up into other customer’s mains.
- It is prohibited to plug in unappropriated plugs to the electrical junction boxes. On this issue, the management reserves the right to remove any electrical equipment that may constitute a danger or cause a fault.

BARBECUES

- In the camping area, the use of gas or charcoal barbecues is allowed as long as safety precautions are taken. Light up your barbecue at least **1, 5 metres away from any flammable object** and follow the manufacturer's instructions for the different products used.
- The establishment reserves the right to limit the usage of barbecues, following the instructions or recommendations of the authorities in specific periods.
- At the Resort, the use of gas or charcoal barbecues is allowed only outdoors, except for Safari Tents and Grand Safari Tents. In the other accommodations, under no circumstances you can light up your barbecue on the wooden flooring or under the porch or the awning. You must keep your barbecue at least 1, 5 metres away from any tree, bungalow or flammable object.
- **It is forbidden the use of highly flammable liquid products** like gel or alcohol.
- It is strictly forbidden to light **campfires** or bonfires on the ground.
- Guest has the **obligation to extinguish** the coals before throwing them away.

FOUNTAINS, TOILETS, SINKS AND BASINS

- **All water from the tap and fountains is potable**, meaning that it is fit for human consumption.
- **Fountains should only be used to drink water**. It is not allowed washing food, dishes or clothes. Neither it is to use them to shower pets as they already have a bath at the Pet Club.
- For food safety reasons, it is **forbidden to discharge sewage outside the chemical toilets** located at each one of the sanitary areas. Guest are obligated to use a chemical product.

PERSONAL BELONGINGS

- Camping & Resort Sangulí Salou is not responsible for any lost or stolen personal belonging not stored/ saved properly. For this reason, there are in-room safes and a safe deposit box in all the receptions.
- There is an action protocol for lost property. During your stay and having lost a personal belonging, you must talk to the staff at reception. Should you miss your belonging once you have left, you must contact info@sangulisalou.com, and they will provide you with more information on the procedure.
- **We recommend you to always use** a lock or any other lock system when parking your bicycle either at the accommodation or at bicycle parking rack.

INSURANCE AND RESPONSIBILITIES

- The management of **Camping & Resort Sangulí Salou is not liable for any eventual case of theft, robbery, accident or damage to any person or element made by a third party** at the establishments.

- Likewise, **Camping & Resort Sangulí Salou is not responsible for damages caused by weather events** or other natural occurrences.
- To stay at Camping & Resort Sangulí Salou a civil liability insurance is mandatory to cover for damages caused by your caravan or camping equipment on third party's or on Camping & Resort's property

PETS

- Camping & Resort Sangulí Salou cares for animals' well-being and for all living beings in general.
- **We allow dogs in the camping area accommodations**, a maximum of 3 per pitch and in some Masai, Samburu and Villa Paradise accommodations in the Resort area. We promote Pet Friendly policies, letting them access most of our facilities, except from the areas restricted by health legislation like swimming pools, toilets, playgrounds and food shops. In addition, we have a Pet Club with a **pool**, bath, a dog park and Agility area.
- **All dogs must be registered at check-in** by presenting the current vaccination card and the document certifying the implantation of the identification tag. In addition to this, potentially dangerous animals (PPP) must present the administrative license, the certificate accrediting the animal's registration in the Municipal Register of potentially dangerous animals and civil liability insurance. Otherwise, its access to the facilities can be denied. **Its stay is subject to the payment of the fee.**
- Potentially Dangerous Dogs must:
 - o Be kept on a short lead (less than 2 meters).
 - o Wear always a muzzle (also in the Pet Club).
 - o Be walked by a person over 16 years old.
 - o Be leashed while they are in the pitch.
- Dogs must, at all times and during their stay, wear the identification band given upon registration.
- **Dogs should not be left alone on the pitches** and outside of them they must always be on a leash.
- Pet owners are responsible for their hygiene and to **prevent them from relieving outside the dog park**. They are also responsible to clean up after their pet. Should be inevitable, urine must be watered to ensure streets and public space health standards to prevent furniture deterioration.
- There are controlled colonies of cats, which are feed and sterilized. **Feeding them in pitches or accommodations is forbidden** as they will become accustomed to it and can be harmful. Should you wish to adopt a cat or ask for more information email us at client@sangulisalou.com

SUSTAINABILITY AND ENVIRONMENT

- Camping & Resort Sangulí Salou, according to its sustainability policies, has resources and measures for the preservation of the environment. You can read about them at the guide "environment" which is given at check-in.

- To ensure a good outcome, the active participation of everyone is needed. It is important the correct use of the recycling points, the conservation of energy resources and the reduction of materials or environmental contaminants like plastic, CO², detergent, or air emission.

NON-COMPLIANCE WITH THE REGULATION

- This internal regulation is subject to change. You can review it at www.sangulisalou.com
- The management of Camping & Resort Sangulí Salou reserves the right to terminate the stay of individuals infringing the regulation.

If this document is translated into other languages, in the event of any discrepancy between these versions, the interpretation in accordance with the original wording, i.e., the document in Catalan, shall prevail.