

## CAMPING & RESORT SANGULÍ SALOU REGULATIONS

### ACCESS

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- Camping & Resort Sangulí Salou is a private compound. **Only customers can access or use** the facilities.
- Customers are people registered as **occupants in a Camping or Resort accommodation contract, being essential their visual identification with the corresponding wristband.** Additionally, visitors that, to date, are registered and **included in an accommodation unit** are also considered customers, **being essential their visual identification with the corresponding visitor's 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 data provided**, 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

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- Camping & Resort Sangulí Salou sets by contract the accommodations' check-in and check-out times.  
At the Camping, **access to the contracted pitch is from 13h** and it must be vacated before 12h on the day of departure.  
At the Resort, **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.
- All occupants must be present while the check-in is taking place, 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 security deposit will be refund within 2 and 7 natural days after the departure date.

## ACCOMMODATIONS

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- 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, in those cases they consider it necessary, to modify the accommodation chosen by the customer.
- It is strictly **forbidden to plant any type of plant** or crop in Camping & Resort Sangulí Salou's premises.
- 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, hammocks 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.
- Campers are not allowed 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 you about the need to keep your pitch or accommodation tidy, to prevent fire hazard.
- For security reasons, you are not allowed to exceed the maximum occupancy permitted for each accommodation.

## VISITS

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- All those people not staying at Camping & Resort Sangulí Salou and wanting to access the facilities, must register at reception.
- **All day visitors must be linked to an accommodation contract.** Following the General Data Protection Regulation, **the contract holder must appear in person at reception** to authorize their access and to register them in the accommodations file.
- Camping & Resort Sangulí Salou has a policy for visitors that regulates the length of their stay and their right to use the facilities, as well as the applicable fees depending on the type of visit and the season period.

- At the Camping area, despite not having exceeded the maximum occupancy allowed in the pitch, **every person staying less than 2 nights** is considered a visitor.

## BEHAVIOUR AND CONDUCT

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- To maintain the social harmony within Camping & Resort Sangulí Salou's facilities, our staff may take disciplinary actions to:
  - 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.
- To make everyone's stay enjoyable we ask our costumers not to reserve sun loungers while they are not in swimming pool area.

## VEHICLE CIRCULATION

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- Within the facilities, **the speed limit** for any type of vehicle is **10 km /h. Pedestrians always have priority.**
- Any vehicle, with or without a motor, circulating after sunset, must be visible and have the headlights on.
- During peak season, the management can restrict the circulation of any vehicle.
- To respect the rest of the families staying at the facilities, **it is not permitted to drive a motor vehicle between 00h and 7h** or to use the horn or play music on a loud volume.
- To reduce unnecessary gas emissions, **avoid leaving your car idling.**
- Under 16-year-old customers are not allowed to ride scooters or any other motorized vehicle.
- The security team of Camping & Resort Sangulí Salou can temporarily retain and/or ban the use of objects that could pose a threat to safety.

## CAR PARK

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- 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 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. For Thalassa, Louisane and Sauris mobile homes vehicles must be parked inside the pitch.

## STORAGE

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- 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

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- At the **Camping**, on the departure day the pitch must be vacated before 12h and be left in good conditions. Immediately after, you must hand over the car sticker to the access gate personnel and leave the Camping & Resort Sangulí Salou’s facilities. 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 a discount on the accommodation.
- 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 within a 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, you must hand over the car sticker and the accommodation’s key to the access gate personnel and leave the Camping & Resort Sangulí Salou’s facilities.

## SERVICES

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- 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

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- 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 costumers’ 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**

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- 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.
- 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 forbidden to light campfires or bonfires on the ground.

## **FOUNTAINS, TOILETS, SINKS AND BASINS**

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- **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**. Washing food, dishes or clothes is not allowed. 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.

## **PERSONAL BELONGINGS**

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- Camping & Resort Sangulí Salou is not responsible for any lost or stolen personal belonging not stored 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](mailto:info@sangulisalou.com), and they will provide you with more information on the procedure.
- We recommend you to always use a lock when parking your bicycle either at the accommodation or at bicycle parking racks

## **INSURANCE AND RESPONSIBILITIES**

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

## PETS

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- 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 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.
- **It is forbidden to stay with dogs in the Resort area**
- **All dogs must be registered upon check-in** showing an up-to-date vaccination certificate and a document proving that your dog has been micro chipped. Otherwise its access to the facilities can be denied. **Its stay is subject to the payment of the fee.**
- 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 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.
- As per the facilities nature and the type of costumers, Camping & Resort Sangulí Salou does not allow dangerous dog breeds according to a list posted on the official website of the Generalitat de Catalunya. Dogs that had previously bitten or caused damages are not allowed either.
- 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](mailto:client@sangulisalou.com)

## **SUSTAINABILITY AND ENVIRONMENT**

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- 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 given upon 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, CO<sup>2</sup>, detergent or air emission.

## **NON-COMPLIANCE WITH THE REGULATION**

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