

## Parque de Campismo Mil Regos Ericeira Camping Regulation

Estrada Nacional 247, Km 49,4, 2655-319 Ericeira

## **Chapter I**

### **General Provisions**

#### **Article 1**

##### **Enabling Legislation**

This Regulation is drafted under the provisions of Article 25 of Ordinance No. 1320/2008, of November 17, and Decree-Law No. 39/2008, of March 7, in its currently valid version.

#### **Article 2**

##### **Purpose**

This Internal Regulation establishes the rules regarding the use and operation of the Mil Regos Campsite - Ericeira Camping located at National Road 247, Km 49.4, 2655-319 Ericeira, hereinafter referred to as the "Park."

#### **Article 3**

##### **Definitions**

For the purposes of this Regulation, the following definitions are considered:

1. **Camping:** activity involving accommodation in tents, trailers, or similar or complementary equipment, providing direct contact with nature to individuals engaged in it;
2. **Caravanning:** activity involving the use of suitable road transport for accommodation.
3. **Demountable:** any towing camping equipment like a tent when installed and equated to a caravan for specific pricing purposes for the alveolus or pit. It typically consists of a trailer from which a tent-like structure is dismounted.
4. **Alveolus or pitch:** any properly delimited and numbered area intended for the installation of camping and/or caravanning equipment.
5. **Electricity cabers:** power distribution unit installed near the alveolus or pit equipped with several sockets.
6. **"Accommodations" or "Bungalows":** complementary accommodation units (referred to as complementary accommodation) intended for lodging, consisting of a structure with comfort similar to a dwelling, constructed in wood.
7. **"Glamping":** glamorous camping, also composed of a complementary accommodation unit in the form of a tent, but including amenities such as a mattress, running water, or a bathroom

(which may be shared). It bridges traditional camping with the comforts of home. Glamping accommodation units also have increased spacing between them to provide greater privacy and enjoyment of nature.

8. User: anyone who frequents the park, especially those referred to in the following subparagraphs:

8.1. Holder: anyone who, upon being admitted to the campsite, declares themselves responsible for a registration and a main camper unit.

8.2. Visitor: anyone who wishes to access the park's facilities, not for the purpose of camping or caravanning, nor staying in additional accommodation.

8.3. Camper or caravan equipment: the following equipment is considered to be camper or caravan equipment:

a) Tents with the following names:

i. PAX1 or PAX2 – for 1 or 2 people maximum gross area 7.5m<sup>2</sup>

ii. PAX3 or PAX4 – for 3 or 4 people maximum gross area 13 m<sup>2</sup>

b) Caravans

c) Motorhomes

d) Bus Caravan (BUS-CARAVAN).

#### **Article 4**

##### **Nature and Purposes**

1. The park is intended for camping and caravanning activities and the use of accommodations (bungalows), as well as other related manifestations.

2. Without prejudice to the above, activities of another nature that are not incompatible with camping and caravanning activities may be developed.

#### **Article 5**

##### **Specific and common use equipment**

1. Specific-use equipment includes those specially adapted for users with special needs, namely parking spaces, specially adapted and marked changing rooms, and toilets for these users.

2. Considered common-use equipment:

a) Park reception;

b) Sanitary facilities;

c) Barbecue areas and specific picnic areas in the park;

- d) Solid waste containers;
- e) Containers for selective waste collection and recycling;
- f) Dishwashing sinks;
- g) Parking area;
- h) Wireless internet;
- i) Lounge area;
- j) Tanks and laundry machines and drying areas;
- k) Ironing board;
- L) ASA (Motorhome Service Station), chemical waste drainage area.

3. The operation of concessioned equipment is the responsibility of the respective concessionaires.

4. In addition to the concession terms, concessionaires are also subject to this Regulation as long as their facilities are within the park.

## **Article 6**

### **Park Areas**

1. The park consists of two distinct areas intended for:

- a) Use for camping and caravanning.
- b) Area for the installation of complementary accommodation, namely Bungalows, Glamping Tents, and Teepees.

2. The park may, at any time, decide to divide or put dividing barriers between the described areas in order to prevent the movement of people between delimited areas. This division may occur due to sanitary issues, land cleaning, forestry work, event organization, maintenance work needs, or other reasons that are justified and duly announced to users at the reception.

## **Chapter II**

### **Facilities and Services**

## **Article 7**

### **Reception and Gatehouse**

1. The park's reception operates according to the schedule posted at its entrance and established by the park's management in accordance with Article 42 of this regulation.
2. The reception is intended for admitting, billing, and monitoring the stay of users.
3. The reception provides all necessary tourist information, including maps, brochures, schedules, and/or other elements related to the municipality's heritage, so that the user can enjoy a pleasant stay, get to know the town, the municipality, and the regions of Lisbon and the West.
4. The reception also immediately registers all departures (check-out) as they occur.
5. The gatehouse must oversee the check-out process.
6. It is also the responsibility of the gatehouse to oversee access to the interior of the park, allowing access to authorized customers, employees, and suppliers, and controlling vehicle entry as per Article 27 of this regulation.

## **Article 8**

### **Telephones and Mail**

1. The telephone for users' use is located at the Gatehouse and can be used by any user at any time, provided their urgency and necessity are proven.
2. The park's services are not obligated to call users to the telephone except in cases of allegedly urgent communications.
3. The park's reception receives and delivers mail to campers, as well as objects destined for them, without being responsible for any deterioration or discrepancy with the received objects, beyond not being obligated to distribute them to the pitch/parcel, as it is the responsibility of users to collect them from this location. The reception does not have a safe or secure locker service for objects or mail. It is up to the user to assess the value of the object or mail; if it is highly valuable, the user should choose a service in the market suitable for storing valuable objects or mail.
4. The park's reception accepts and delivers messages intended for users, who are responsible for collecting them at the reception.

## **Article 9**

### **First Aid**

1. The park's first aid station is located at the reception and gatehouse and is equipped with first aid material intended only to provide initial assistance to users who suffer accidents until the arrival of firefighters, INEM (National Institute of Medical Emergency), or other specialized personnel.

2. The first aid station does not provide medication to users.
3. The gatehouse provides the necessary contacts so that users can be assisted in case of a serious accident.
4. Operating hours of the gatehouse are twenty-four hours a day.

## **Article 10**

### **Sinks, laundry basins, washing machines and ironing boards**

1. Sinks, laundry basins, and the ironing board can only be used by users for their intended purposes.
2. Clothes drying is only allowed on the park's clotheslines or suitable machines that may be installed for this purpose. It is not allowed to set up clotheslines in the pitches or in any other area of the park not designated for clothes drying.
3. The park is not responsible for any exchanges, thefts, or missing pieces of clothing that may occur.
4. To use the washing or drying machine, the user must make payment at the respective equipment and follow the instructions posted next to it.

## **Article 11**

### **Sanitary facilities**

1. The sanitary blocks are divided to provide separation by gender.
2. The hot water available in the sanitary facilities is exclusively for showers.
3. The existing power outlets are only intended for the use of electric razors, hairdryers, and charging mobile phones, in accordance with Article 34 of this Regulation.
4. Containers with organic waste resulting from users' physiological needs, which due to force majeure, cannot reach the toilets, must only be emptied in the toilets designated for this purpose. It is absolutely prohibited to discharge waste in the showers, under penalty of refusal of stay and prohibition of park use for 1 year, sanctions provided for in Article 44 of this regulation.
5. Machines cannot be connected to water outlets.

## **Article 12**

### **Recycling bins, containers and buckets for solid waste**

1. Containers and buckets for solid waste are intended to serve as a deposit for the waste organized by users of the park's facilities. The waste collection follows the same categories used in the municipality by the urban waste collection services.
2. It is prohibited to deposit solid waste outside the containers and buckets intended for this purpose.

### **Article 13**

#### **Fire safety system and safety plan**

1. The park is equipped with a fire protection system, and personnel are properly trained in the use of firefighting equipment and the measures to be taken in case of fire.
2. Firefighting regulations are displayed for users' knowledge.
3. The park has emergency and safety plans displayed in highly visible locations.

### **Article 14**

#### **Barbecue areas**

1. The park has an area designated as a picnic area, where barbecues and tables with benches are installed.
2. Lighting a fire for cooking purposes is only allowed in the barbecues existing in the picnic area.
3. To ensure their proper functioning, users must observe the following:
  - a) Respect the arrival order;
  - b) Leave the place clean after each use;
  - c) Collect all garbage resulting from the use of the space and place it in the existing containers, following the waste collection distribution;
  - d) Users must maintain a respectful behavior, being courteous, friendly and resolving any disagreements through dialogue and negotiation.

### **Article 15**

#### **Leisure areas**

1. The use of the lounge area and the ping-pong table is free.
2. The use of additional equipment, e.g., vending machines or games that may be placed in the lounge area, is subject to the rules displayed alongside them and must be requested from the gatehouse.

3. Pedestrian circulation in the park's green areas and the use of benches and other rest areas are only allowed for registered users or guests.

## **Chapter III**

### **Conditions of Use**

#### **Article 16**

#### **Admission**

1. Admission to the park depends on the identification of users, by presenting an officially recognized document, tax identification number (NIF) and address for notification purposes.
2. Users under the age of 16 can only use the park when accompanied by their parents or other responsible adults.
3. Users will not be admitted if the park's maximum capacity is reached or whenever, for justifiable reasons, the services consider it necessary to limit access.
4. Only vehicles used by Bungalow customers, one per Bungalow, are allowed in the park. Vehicles exceeding this amount will pay the daily vehicle entry fee according to the current price list.
5. Charging any electric vehicle inside the park is not permitted, except in designated areas equipped with the respective fast charging equipment and subject to the respective fee.
6. Locations designated for electric vehicle charging cannot be used for parking. The maximum duration for charging and parking at the appropriate location cannot exceed one hour.
7. Vehicles mentioned in point 4 can only park in spaces immediately in front of the Bungalows and cannot circulate in other areas of the park.
8. Vehicles used by campers and caravanners are not permitted to remain in the yard for more than two hours after registration. Their entrance is only used to leave/unload equipment and camping material in the respective compartment
9. Vehicles used by campers and caravanners (for the purposes described in the previous paragraph), which exceed the 2-hour stay in the park, pay for the 3rd hour the "Car" value stated in the price table, for the 4th hour and the remaining hours double the amount of the respective value.
10. All vehicles entering the yard must comply with current legal regulations, including maintaining a valid periodic vehicle inspection certificate and valid civil liability insurance throughout the period of their stay in the yard.



11. Camping or caravanning equipment in poor condition will not be admitted.
12. In case of doubts about ownership, the user is also obliged to show the ownership document of the camping equipment with the registration they intend to install, and a photocopy may be taken and archived with the user's file.

## **Article 17**

### **Prohibition**

Admission to the park is prohibited for:

1. Users who do not possess the documents required in the previous article.
2. Individuals with a contagious disease indicated by the Directorate-General of Health or with exposed lesions that may compromise public health;
3. Users in a manifest state of drunkenness, under the influence of narcotics or hallucinogenic or psychedelic substances, as described by SICAD (Service for Intervention on Addictive Behaviors and Dependencies at [www.sicad.pt](http://www.sicad.pt));
4. Users carrying firearms or any kind of edged weapons or firearms disguised or other undefined instruments that can be used as a lethal weapon of aggression, without justification for their possession;
5. Users who have been sanctioned with refusal of stay for the duration of that sanction.

## **Article 18**

### **Registration**

1. Registration must be done at the park's reception.
2. Upon registration, the reception staff fills out a form or computer system, mandatorily including the user's name, address, nationality, ID document number, tax identification number, as well as the identification and date of birth of all accompanying individuals, and any camping equipment and mobile materials to be used and introduced into the park.
3. Optionally, the user's email address and phone number may be requested for necessary contact.
4. Upon registration, the user must compulsorily identify any accompanying pets.
5. If it's a group of users or an association, only the responsible person's registration is required, indicating the full name and date of birth of each person accompanying them and presenting their respective citizen card, passport, or driver's license.

6. The maximum capacity of the respective camping equipment must be declared upon registration.
7. The main user must verify the correct completion of the registration form, the daily price values to be applied, and sign it as a synonym of agreement.
8. The main user receives a card for each user and a sticker for the camping material.
9. For each camping equipment, a sticker is provided to be placed visibly from an access road.
10. In case of card loss, its holders are subject to payment as specified in the regulations and price list annually approved by the administration of GIATUL - Leisure Activities, Infrastructures, and Roads, E.M., S.A.
11. Any changes in the registration data must be immediately communicated at the park's reception.
12. At the end of the stay, the main user must compulsorily return the cards and/or stickers received upon admission or during the stay.
13. Failure to return or damage to the aforementioned documents entails payment for their replacement according to the values described in the current price list.
14. Cancellation of the registration entails the total payment of the amounts due for use by the registration holder. No refunds are made for ongoing registrations.
15. The transfer of registration ownership in the park is not allowed. The equipment entering the park assumes a single user ownership. If the user intends to transfer ownership to another entity, they must leave the park with the equipment, and the new owner must make a new registration.
16. Registrations for stays longer than 30 consecutive calendar days are not permitted.
17. Each equipment leaving the park after an enrolled period equal to or less than 30 calendar days can only re-enter after 7 calendar days have elapsed since the departure.
18. Registrations of equipment, regardless of the current or previous ownership, that have enjoyed or entered the park for an accumulated period equal to 60 calendar days per each calendar year are not permitted. For each calendar year, the maximum number of complete or partial days, alternated by periods equal to or less than 30 calendar days, for which entry of equipment is allowed is 60 calendar days, regardless of its ownership.
19. Entry is not permitted for users, guests, or companions, regardless of their previous status (user, guest, or companion), who have stayed or entered the park for 60 calendar days, alternated by periods equal to or less than 30 days, in a calendar year.

## **Article 19**

### **Visits**

1. Visitors are allowed entry into the park and are subject to the admission conditions outlined in Article 16 and the prohibitions in Article 17.
2. Visitor entry involves complying with the following procedures at the reception:
  - a) Being accompanied by a park resident during registration;
  - b) Paying the respective visit fee, regardless of its duration;
  - c) Carrying a visitor's card;
  - d) Leaving the park no later than 8:00 PM.
3. If a visitor wishes to stay overnight in the camper's facility being visited, they must notify the reception, in the presence of the park's resident, and pay the corresponding visitor registration fee, with no refund for the initial visit fee paid.
4. A visitor staying overnight who wishes to leave the park must do so by 12:00 PM the following day. If they wish to remain, they must pay a new visit fee.
5. All visitors are subject to this regulation in all its applicable aspects.
6. From the moment a visitor enters the park's facilities, the resident camper assumes full responsibility for their actions and behavior.
7. Any disturbances or damages caused by visitors are the responsibility of the resident camper.
8. Exceptions to the above number 4 are on days when cultural or recreational activities extend beyond the previously established periods; in these cases, visitors must leave the park promptly before the start of the quiet hours.
9. Visitors are not permitted to enter and use their personal vehicles inside the park, except in cases involving persons with reduced mobility.

## **Article 20**

### **Admission of pets**

1. The entry or presence of domestic animals in the park is only permitted upon presentation of an up-to-date vaccination certificate in accordance with current legal provisions.
2. Entry is allowed for dogs accompanying campers, limited to a maximum of 2.
3. For dogs considered potentially dangerous or dangerous, owners are required to strictly comply with the respective legislation, letters a) and b) of article number 2 of the decree-law No. 312/2003 of 17<sup>th</sup> December.

4. Specifically, potentially dangerous dogs (decree-law No. 422/2004, of April 24) include breeds such as those listed in the following list:
  - a) Brazilian fila;
  - b) Argentine dogue,
  - c) Pit bull terrier;
  - d) Rottweiler;
  - e) American staffordshire terrier;
  - f) Staffordshire bull terrier;
  - g) Tosa inu.
5. All necessary measures must be taken to ensure that animals remain within the perimeter of the pitch/parcel and do not disturb or harm other park users.
6. Animals cannot roam freely inside the park.
7. Whenever animal owners need to move around the park accompanied by their animals, they must do so with suitable containment means, such as cages, crates, or securely leashed with a short leash attached to a collar or harness, but only when entering or exiting the park.
8. GIATUL - Leisure Activities, Infrastructure and Highways, E.M., S.A. is not responsible or any accident or damage caused or suffered by animals inside the park, with the exclusive responsibility of their owners, for which, upon admission, they must sign a liability waiver.
- 9) The presence of animals is not permitted in the bungalows and teepees.

## **Article 21**

### **Installation of camping equipment**

1. The park has defined areas exclusively designated for the installation of caravans, motorhomes, collapsible structures and tents, and it's not allowed to set up any installations outside these areas.
2. For each plot or pitch, only the installation of one camping equipment and one shade-producing structure (awning) is allowed, consisting of only an upper covering without any lateral, temporary, or permanent covering.
3. The installation of an extension that extends the covered area of the equipment registered at the time of registration is allowed, not longer than the registered equipment, and not occupying a larger area than the registered equipment.

4. Notwithstanding the previous point, there may be plots or pitches considered by the park services as special, intended for group camping, where the installation of a greater number of camping equipment may be authorized.

5. The use of the plots or pitches is subject to the following conditions:

a) Payment for the camping equipment's stay is made based on the number and type of installed equipment, according to the current price list.

b) Installed camping equipment must maintain a clear corridor with a minimum width of 2 meters between the installed equipment and the hedges to allow adequate cleaning by the park services.

c) The installation of removable covers supported by metal structures, regardless of the structure or purpose, is not authorized.

d) The installation of structures intended for toilets, for any physiological need, is strictly prohibited and will result in refusal of stay and a ban from entering the park for a period of 1 year.

e) The installation of camping equipment must take place during the park's reception hours and in a way that does not disturb or affect the park's environment, as well as the tranquility and safety of the users.

f) Shade awnings may be alternately set up instead of extensions. They cannot cover any part of the registered camping equipment, nor exist simultaneously with extensions. The user can set up either an extension or an awning, never both. Under no circumstances can they exceed the area of the plot or pitch occupied by the camping equipment registered at the reception.

g) It is mandatory to install the equipment and its moorings within the plot or pitch space assigned, keeping a minimum free distance of one meter between your equipment and the plot or pitch limit.

h) The installation must be done in a way that does not alter the pitch floor, including any floor covering, which must be removed by the user, maintaining the original quality of the floor.

## **Article 22**

### **Electricity and gas**

1. Electricity is only provided in identified and defined pitches with an electricity supply service, and it is not allowed for other users situated in pitches without electricity supply classification to use it.
2. Any equipment using identified pitches with electricity service pays the price as per the respective pitch's tariff, regardless of the use of electricity supply. Electricity consumption is not charged and is part of the service provided in the respective pitch.
3. Pitches not identified with electricity service cannot receive such supply.
4. Connections to electrical sockets (power boxes) are exclusively made by park personnel.
5. Only standard-type power cables (FW 2 × 2.5 + T) for your equipment are permitted outside, without splices, and must have sealed bipolar plugs with an earth terminal (Shuko type) at the ends.
6. The fixed male input socket in your equipment must be in good condition.
7. Deteriorated, broken, or dismantled sockets and switches, loose conductors, or poor contacts, metallic sockets, etc., cannot be used.
8. Non-compliance with any of these rules may result in the immediate refusal and/or interruption of electricity supply.
9. The energy received by a unit from the power box cannot be shared with other units.
10. The maximum power of the set of electrical appliances in simultaneous use cannot exceed the supplied amperage (10 amperes - 2200 W).
11. Whenever the circuit breaker trips due to the overload of simultaneously connected equipment and the user wishes to reconnect, this is done with a pecuniary penalty as per the current fee schedule.
12. Each pitch can only use one extension for obtaining electricity, mandatory connected to a socket of the power box, and it is not allowed to connect one unit from another.
13. The number of connections in a power box cannot exceed its number of sockets.
14. It is strictly prohibited to keep electricity connected in unoccupied pitches or plots; in these situations, the park services can disconnect the supply.
15. Notwithstanding the above, in exceptional situations and by mutual agreement with the park manager, maintaining the electrical connection may be possible in cases related to the user's health (e.g., keeping medicines in the fridge), specific and justified needs of users with children in their group.
16. The park disclaims any responsibility for potential damages resulting from disconnecting electrical power in unoccupied pitches or plots.

17. Only properly approved equipment and accessories according to regulatory conditions are allowed to be connected to the park's electrical network.
18. Only one outdoor light point is allowed, consisting of a low-consumption bulb with a nominal power not exceeding 11 watts.
19. Suspending electrical cables in trees or bushes and in any location that may compromise the park's aesthetics or safety for its users and campers is prohibited.
20. The user is responsible for any damages caused to third parties or to the park's facilities due to improper use of equipment or poor condition of their electrical materials.
21. Campers must use gas bottles compatible with the installed equipment, limited to 2.75 kg cylinders for those staying in tents.
22. Only the use of Butane gas is permitted.
23. The maximum allowed power of gas equipment is 2800 Watts, being the maximum power the sum of the powers of the existing burners.
24. Equipment containing bottles in a horizontal position must comply with European Standard EN 17476/2021 and future updates.
25. Damages resulting from gas usage are the sole responsibility of the park user.
26. Gas bottles should be stored in a protected place away from the sun and must be turned off at the end of each use.

## **Article 23**

### **Prices, delays and lack of payments**

1. The prices to be charged are as specified in the regulations and price list approved by the board of directors of GIATUL - Leisure Activities, Infrastructures, and Highways, E.M., S.A., which are displayed at the park's reception.
2. Payment is required for all accommodations.
3. Users who have completed their paid stay are prohibited from entering or staying.
4. A customer who finishes their stay, leaves the park, and re-enters in the same month they left, will have to pay the tourist tax in force at the Mafra Council again. The tourist tax is paid per stay. The extension of the stay is not considered a new stay; however, if the extension occurs within the first 7 days, the tourist tax is due until the 7th day.
5. In the absence of prior payment for the extension of the stay, and if the equipment remains inside the park, the park services may remove the camping equipment after notifying the interested party.

6. All removed material is deposited in the park or in a location provided by the Municipal Council, notably in the municipal yard, for 30 business days. The holder of the respective registration is subject to payment for the removal and storage work as outlined in the regulations and price list. After 30 days, the process of administrative possession of the equipment begins, to which the user expresses their prior consent upon registering for admission to the park.

## **Chapter IV**

### **Rights, duties and prohibitions**

#### **Article 24**

##### **User rights**

Park users have the right to:

- a) Use the facilities and services according to the provisions of this Regulation and applicable legislation.
- b) Be informed in advance of the prices practiced.
- c) Demand the issuance of a receipt regarding expenses incurred.
- d) Be acquainted with the park's operating regulations.
- e) Be assured of privacy.
- f) Demand the presentation of the complaint book whenever they deem it necessary.
- g) Submit written suggestions regarding the park's operation and respective facilities.
- h) Take part in initiatives promoted by the park aimed at leisure activities.

#### **Article 25**

##### **User duties**

1. During their stay at the park, users must conduct themselves with civility and adhere to the rules of good neighborliness.
2. Users must always have their identification card and present it whenever entering the park or when requested by the staff.
3. Users undertake to comply with the following rules:
  - a) Respect the authority of those responsible for the park's operation and comply with all provisions of this Regulation within the park.



- b) Adhere to hygiene rules adopted in the park, especially those related to waste disposal, dirty water and chemical toilets, washing and drying clothes, admission of animals and prevention of contagious diseases.
- c) Maintain camping equipment in good condition, hygiene, cleanliness, and safety, ensuring its care and integrity.
- d) Not leave any equipment unattended that may cause fire and comply with other fire protection measures in force in the park.
- e) Protect the tree branches and refrain from using nails, pegs, or any other means of fixation that may damage them when setting up ropes or cords.
- f) Ensure that animals remain within the pitch's perimeter and do not disturb or harm other park users.
- g) Pay for services used according to the current fee schedule and within regulatory deadlines.
- h) Respect the quiet period, order, and discipline, refraining from any acts that may disturb other users.
- i) Not park any vehicles or camping equipment in internal circulation lanes.
- j) Remove all their equipment and belongings within the deadlines defined in this Regulation.
- k) Report any anomalies or breaches of the Regulation to the park services.

## **Article 26**

### **Prohibitions**

Park users are prohibited for:

- a) Making fires outside designated areas and using unauthorized equipment, except with prior consent from the park manager.
- b) Causing disturbance during the quiet period, notably through the installation or removal of materials of any nature and the use of radio or television receivers.
- c) Setting up camping equipment less than 2 meters away from other campers' or caravanners' materials or outside the pitch.
- d) Constructing or placing any type of fences around the pitch, such as artificial walls, gardens, or awnings.
- e) Using camping equipment for residential purposes, either expressed or implied, or making any decorative or utility arrangements with them.
- f) Installing suspended beds, tables, sofas, or other permanent or fixed equipment.

- g) Tying wires, ropes, wires, or other materials to trees.
- h) Installing fixed structures or paving the ground.
- i) Causing any damage to the park's property or the property of users or third parties.
- j) Cutting, pruning, sowing, planting, damaging or intervening in any way with the existing vegetation in the park.
- k) Crossing or destroying existing fences.
- l) Using water fountains for waste disposal or as dishwashing sinks.
- m) Connecting hoses to any point in the park's water network.
- n) Washing dishes or clothes during the quiet period.
- o) Washing dishes or clothes inside the bathing facilities.
- p) Digging pits or dumping water with debris of any kind on the ground.
- q) Draining wastewater from caravans, motorhomes or other equipment outside of designated containers or areas.
- r) Excavating the ground.
- s) Using firearms, air pressure, traps or other instruments that endanger the health or physical integrity of park users and resident animals.
- t) Playing with balls outside designated areas.
- u) Conducting any form of political, religious or commercial propaganda or practicing any cult, as well as displaying any form of advertisement without prior authorization from park management.
- v) Conducting subscriptions or any collection without prior authorization from park management.
- w) Entering reserved park areas.
- x) Using multiple plugs that increase the number of exits from the power box.
- y) Introducing animals into the park without prior authorization from the services.
- z) Introducing people into the park without prior authorization from the services.
- aa) Carrying out any repairs or adjustments to vehicles or others.
- bb) Using sound signals and leaving alarms on.

## **Chapter V**

### **Vehicles**

## **Article 27**

### **Driving conditions**

1. A vehicle that is not registered at the reception cannot enter the park under any circumstances.
2. The gatehouse controls the vehicles registered at the reception and those not registered but possessing authorization for specific purposes, e.g., suppliers contracted by GIATUL for park camping services, vehicles identified as belonging to and driven by GIATUL employees, vehicles of board members, or those accompanied and authorized by them.
3. Vehicle circulation within the park is not allowed except for vehicles identified as belonging to and driven by GIATUL employees, vehicles of board members, or those accompanied and authorized by them.
4. The circulation of non-motor vehicles is conditional and may be prohibited whenever circumstances warrant.
5. Vehicle and bicycle circulation within the park is subject to traffic signs, the Road Code, and the instructions of the park services.
6. Vehicle circulation within the park is only allowed in the following cases:
  - a) Loading and unloading (under the conditions described in point 9 of article 16).
  - b) Vehicles assigned to the services of the Municipal Council, Municipal Services — SMAS, EPAL, and other services assigned to the park.
  - c) Emergency and priority vehicles.
  - d) Other justified cases expressly communicated and authorized by the general manager.
  - e) Whenever park services suspect improper entry and/or exit of people or materials violating the regulations, they may suspend the vehicle's circulation authorization and, if necessary, request the support of competent police authorities.

## **Article 28**

### **Unregistered vehicles**

Any vehicle found within the park after the unloading period, which is not registered, is required to pay for the stay from the owner's admission.

## **Article 29**

### **Parking**

1. Vehicle parking is limited to designated and properly marked areas.

2. Only Vans Caravans, Motorhomes and Bus Caravans registered are allowed to park in the designated areas for this type of camping equipment, a pitch or a place in the motorhome park.
3. Only one vehicle per reserved Luxury Bungalow is allowed to park during the stay.
4. Campers are not allowed to park their vehicles near their equipment or in camping areas.
5. The vehicle used for towing trailers, caravans, or transporting tents cannot remain free of charge inside the park for more than two hours after admission. The third hour is charged at the car entry rate, the fourth hour and subsequent hours are charged double the car rate.
6. For the above, the customer leaves a €20 deposit at the reception, which is immediately returned after removing the vehicle, with the difference deducted if the free period is exceeded.
7. Parking in the park may be limited, conditioned or prohibited whenever the park services deem it necessary, particularly for safety reasons.
8. Parking any vehicle outside designated areas or in violation of this Regulation and the Road Code without prior authorization entitles the park to use towing services to remove it, if the owner does not immediately and voluntarily move it to an appropriate area or outside the premises.
9. The costs associated with the vehicle's removal as described above are the responsibility of its owner.
10. The park is exempt from any responsibility or damage that may occur as a result of vehicle removal by towing services.
11. The registered user will receive a parking card or sticker that must be placed and kept inside the vehicle, in a visible location, throughout the stay at the park, especially when entering and leaving.
12. GIATUL - Leisure Activities, Infrastructures, and Highways, E.M., S.A. is not responsible for the security of vehicles parked in the park, specifically declining any responsibility or liability for accidents, damages and theft of vehicles or items inside them.
13. Vehicles registered at the reception arriving at the park during the quiet period must be parked in the designated parking area near the gatehouse, or if no spaces are available, in the external parking outside the park.
14. The aforementioned rules also apply, with necessary adaptations, to the circulation of bicycles or any other vehicles.

### **Article 30**

#### **Speed limit**

No vehicle can travel inside the park at a speed greater than 10 km per hour.

### **Article 31**

#### **Maintenance**

1. Performing vehicle adjustments, repairs or motor washes inside the park is not allowed.
2. Washing vehicles of any kind and camping equipment (caravans, trailers, tents, etc.) inside the park, except at the service station, is not permitted.

### **Article 32**

#### **Responsibilities for accidents**

All road accidents caused by users are their sole and exclusive responsibility or, in the case of minors, their guardians, being duly reported by the competent authorities in accordance with the provisions of the Road Code, Civil Code, Penal Code, or any other legislation applicable to the specific case.

## **Chapter VI**

### **Awnings and coverings**

#### **Article 33**

##### **Installation and maintenance of removable coverings**

1. The installation of structures and removable coverings in the park is not allowed.
2. Installing lateral coverings, fencing off the lower part of caravans with any material, using this space for storage or storing various materials is prohibited.
3. Verifying compliance with these rules is the responsibility of the park services.
4. In case of non-compliance with these rules, the provisions of this Regulation regarding removal and non-compliance apply.

## **Chapter VII**

### **Responsibilities**

## **Article 34**

### **Disclaimer of liability**

1. GIATUL - Leisure Activities, Infrastructures, and Highways, E.M., S.A. disclaims any responsibility for:

- a) All accidents, damages, thefts, acts of vandalism, fires of vehicle, caravans, motorhomes, materials or any other objects belonging to users occurring within the park's fenced area, when the facts do not imply direct responsibility of the park's services, with the responsibility for these acts being attributable to their perpetrators or guardians, in the case of minors.
- b) Any damages caused by natural disasters (earthquakes, weather conditions, falling trees, among others) or stray animals.
- c) Any losses related to the electricity supply interruption.
- d) Any damages that may occur during or after the execution of removal and storage works of camping equipment and other materials.

2. Park users are responsible for damages caused to these facilities because of their improper or reckless use, as well as the misuse and poor condition of their equipment.

3. Any personal or material accidents are the responsibility of the user using the electrical installation.

4. It is the responsibility of the parents of minor users to instruct their dependents on the rules contained in this Regulation, namely those regarding hygiene, safety rules for using the showers, bicycle circulation and protecting the park's physical and natural heritage.

5. The holders are monetarily responsible for the non-compliance with the rules by the minors under their care and for the resulting damages.

## **Article 35**

### **Operational responsibility**

The park's manager is responsible for ensuring its operation and service level and, in the exercise of their functions, may issue orders and instructions.

## **Chapter VIII**

### **Abandonment and removal of equipment and materials**

## **Article 36**

### **Abandoned camping equipment**

Camping equipment is considered abandoned when:

- a) The camping equipment is not properly identified with the respective sticker for a period exceeding 24 hours.
- b) The camping equipment and all the material in the pitch have not been used by the registration holder or their dependents for a period equal to or exceeding 4 weeks, and no payment has been made to extend the initial stay within 24 hours after the end of the initial stay.

## **Article 37**

### **Removal of camping equipment**

1. Equipment may be removed by the park's services whenever it is found that:
  - a) Payments due and provided for in article no. 23 have not been made, after notification for that purpose.
  - b) The equipment is in a state of abandonment, as per article no. 36.
  - c) Non-compliance with the rules for installing camping and caravan equipment.
2. In case of non-compliance with the provisions of this regulation, the park's services proceed with the removal of camping equipment or others that do not comply with the regulations, disclaiming any responsibility for damages that may occur in the process.

## **Article 38**

### **Payment of expenses**

When the identity of the owner of the abandoned material is known, they are notified to proceed with the payment of the expenses related to the procedures resulting from the abandonment of the material (removal and storage).

## **Article 39**

### **Loss of material**

1. The removed material is stored for a maximum period of 30 days, counted from the receipt of the notification established in the previous article.
2. After the period mentioned in the preceding number, the abandoned material becomes available to GIATUL - Leisure Activities, Infrastructures, and Highways, E.M., S.A.

3. All abandoned material, collected for over 3 months, of which the respective owner is unknown, is also available to GIATUL - Leisure Activities, Infrastructures, and Highways, E.M., S.A.
4. After the period described in the previous article has elapsed, GIATUL takes administrative possession of the respective material.

## **Chapter IX**

### **Lost and found**

#### **Article 40**

##### **Lost and Found Items**

1. Anyone who finds a lost movable object and does not know to whom it belongs must deliver it to the reception or gatehouse of the park, where proper registration of the item is made.
2. GIATUL - Leisure Activities, Infrastructures, and Highways, E.M., has the right of retention and is not liable in case of loss or deterioration of the item.
3. Personal documents must be handed over to the police authorities.
4. If the items are not claimed by the owner within 3 months from the date of delivery to the park's services, the found items are considered the property of GIATUL - Leisure Activities, Infrastructures, and Highways, E.M., S.A. which will dispose of them as it sees fit.

## **Chapter X**

### **Burning and combustion equipment**

#### **Article 41**

##### **Authorized equipment**

1. The use of burning equipment is permitted exclusively for food preparation.
2. Charcoal, wood, briquettes or any other equivalent combustible material burning equipment must be those provided by the park, available at the picnic area.
3. The use of gas burning equipment, fixed or typically domestic, is limited to camping and caravanning equipment specifically adapted to them and to a maximum of two bottles per equipment.
4. It is expressly prohibited:
  - a) The use of masonry construction burning equipment in the area of motorhome pitches.



- b) The use of gas bottles with a capacity exceeding 3 kg in camping equipment (tents);
  - c) The use of burning equipment near any sources of ignition, namely areas adjacent to easily flammable vegetation.
  - d) Burning paper, wood, other woody materials, or dry vegetation, including pine needles, hay or dry grass.
5. The use of burning equipment is the sole responsibility of the user, who is responsible for any damage caused by its use.
  6. During the use of this equipment, constant vigilance is mandatory.
  7. After using this equipment, any flame or ember must be extinguished, and whenever possible, the fuel supply should be cut off.
  8. The use of burning equipment may be limited or prohibited at the discretion of the camping park services if the equipment does not meet safety conditions or if there are weather conditions that justify such action.
  9. When using burning equipment, inconvenience to other users must be avoided.

## **Chapter XI**

### **Periods and operating hours**

#### **Article 42**

#### **Periods and operating hours**

The operating and closing periods of the park, as well as the schedules of its services, are approved by the Board of Directors of GIATUL - Leisure Activities, Infrastructures, and Highways, E.M., S.A. and will be publicized as required by law.

#### **Article 43**

#### **Silence period**

1. The silence period is defined from 23:00 until 7:00 AM the following day.
2. During the silence period, vehicles are not allowed to access, circulate, or leave the area designated for camping equipment setup, except in the case of any emergency related to the health condition of the user.

## Chapter XII

### Non-compliance and sanctions

#### Article 44

#### Sanctions

1. Without prejudice to civil or criminal liability, non-compliance with the provisions of this Regulation, particularly regarding the duties of users and prohibitions, may lead to the application of the following sanctions:

- a) Warning;
- b) Written reprimand;
- c) Refusal of stay;
- d) Entry prohibition.

2. A warning involves a mere verbal notice for non-compliance with the Regulation.

3. A written reprimand constitutes a written notice for non-compliance with the Regulation, which will be recorded in the registration of the respective user.

4. Refusal of stay entails the expulsion from the park for those who violate the provisions of this Regulation, as well as the legally imposed duties on campers and caravanners.

5. Entry prohibition entails the inability to access the park for a specified period following the application of a refusal of stay sanction.

6. Failure to comply with the provisions of no. 2 and subparagraphs a), b), c), f), k) of no. 3 of article 25 and subparagraphs c), f), g), o), t), u), v) and x) of article 26, a warning is applicable.

7. A written reprimand will apply to non-compliance with the provisions of paragraphs e), h) and i) of no. 3 of article 25 and paragraphs aa) and bb) of article 26.

8. Failure to comply with the provisions of subparagraphs d), g) and j) of no. 3 of article 25, in subparagraphs a), b), d), e), h), i), j), k), l), m), n), p), q), r), s), w), y), and z) of article 26 and in paragraph 6 of article 27, the refusal to stay applies in situations of minor gravity.

9. In cases of high severity, if the provisions of the paragraphs mentioned in the previous paragraph are not complied with, an entry ban may still be applicable.

10. Any user who repeats infractions within a period of one year after the discovery of the first infraction is considered a repeat offender.

11. Recidivism constitutes an aggravating circumstance for the infraction committed, based on the hierarchy of sanctions determined by the no.1 of this article.

12. The attempt is punishable.

13. The competence to apply the sanctions provided for in paragraphs a), b), and c) of no. 1 lies with the person responsible for the park's services as soon as the commission of the respective infractions is detected.

14. Except for the situation provided for in no. 9 of article 44, the authority to apply the entry ban sanction lies with the President of the Board of Directors of GIATUL - Leisure Activities, Infrastructures, and Highways, E.M., S.A.

15. The period and recipients of the entry ban sanction vary according to the severity of the offender's behavior and guilt and are established by the President of the Board of Directors of GIATUL - Leisure Activities, Infrastructures, and Highways, E.M., S.A. at the proposal of the person responsible for the park.

16. When the offender's behavior involves the application of more than one sanction, the one that proves to be more serious applies, regardless of the existence of a combination of infractions.

17. If the sanction of refusal to stay is applied, the offender must immediately remove their camping equipment, under penalty of the park services doing so in accordance with article 45, with the offender being subject to payment of the amounts set out in the current regulations and price list. for removal and deposit.

## **Article 45**

### **Entry prohibition's procedure**

1. Following the imposition of the refusal of stay sanction, the offender is notified of the impending entry prohibition sanction.

2. The notification must include the conduct that led to the entry prohibition, its duration, and inform the offender that they have a period of 10 days from the notification date to respond in writing regarding its content.

3. If the offender does not respond or if their arguments presented in defense are not accepted, they will be notified of the final decision of entry prohibition applied by the president of the board of directors of GIATUL - Leisure Activities, Infrastructures, and Highways, E.M., S.A.

## **Article 46**

### **Refusal of stay and entry prohibition application**

If the offender refuses to comply with the refusal of stay and entry prohibition sanctions, the park services manager can request police intervention to enforce these sanctions.

## Chapter XIII

### Complementary accommodations

#### Article 47

##### Complementary accommodations' reservations

1. The allocation of Lux Pax6 bungalows will be based on availability and reservation, considering that they can be used by a maximum of 6 people (4 with privacy), comprising two double beds and a sofa bed.
2. Reservations can be made at the park reception, by phone or email, upon payment of a 50% deposit of the total reservation amount, or through online reservation platforms following their payment policies.
3. The deposit mentioned in the previous clause must be paid within 24 hours, failing which the reservation will be automatically canceled, with the remaining 50% to be paid at check-in.
4. The minimum stay period is 4 nights, which can be administratively reduced or increased by 1 day; the maximum periods are 30 nights, except for reservations made through online booking platforms, which have a maximum period of 27 nights.
5. Cancellation upon the user's request, who made a reservation using a digital booking platform, is subject to the respective platform's cancellation policy.
6. For clients who made reservations through other means directly with the Campsite, cancellations upon the user's request are subject to the following:
  - a) Cancellation made up to 15 days before the arrival date incurs no cost for the client, and the entire deposit amount will be refunded.
  - b) Cancellation made between 15 to 7 days before the arrival date incurs a 50% loss of the deposit amount.
  - c) Cancellation made within less than 7 days before the arrival date results in the total loss of the paid amount.
7. Reservations made within a period shorter than 7 days must be fully paid at the time of booking, and in case of cancellation, there will be no refund.
8. The reserved period, even if not entirely enjoyed, is charged as effectively occupied.
9. The park may cancel the reservation due to force majeure reasons, duly justified and communicated to the client as soon as possible, subsequently refunding the paid amount to the client.

10. Entry to the bungalow (check-in) is allowed from 4:30 PM, and departure (check-out) must be made strictly by 11:00 AM.
11. The user is responsible for cleanliness and proper conservation of the furniture, dishes, clothing, appliances and other equipment inside the assigned building.
12. A list of existing equipment in each bungalow is available; users must confirm them upon occupancy and report any missing items.
13. Failure to report as stated in the previous clause implies the user's responsibility in case of missing equipment during their check-out.
14. For extended stays, change of linen and cleaning are made every seven nights, which can also be arranged upon the user's request for an additional fee according to the current fee and price list.
15. The user is responsible for cleaning the bungalow throughout their stay, for stays shorter than seven days.
16. Unless previously announced, occupancy must occur by the second day; the reservation does not confer any rights after the third day.
17. Only one vehicle per bungalow is allowed, except in cases authorized by the park manager, subject to the corresponding fee.
18. Smoking inside the bungalows is strictly prohibited.
19. All anomalies must be immediately reported at the reception.
20. Any damage to furniture or other items during the stay is the user's responsibility.
21. During check-out, alongside the user, the bungalow's is verified to check if its condition is as upon arrival
22. Prices include bed linen, towels, hot water, television, refrigerator, microwave, stove, and dishes.
23. For stays longer than 7 nights, a 5% discount applies to the total stay amount.

## **Chapter XIV**

### **Transitional and final provisions**

#### **Article 48**

#### **Deposited material**

This Regulation applies to all material deposited in the park's facilities as of the date of its publication.

#### **Article 49**

##### **Transitional regime**

This Regulation applies to situations existing at the date of its entry into force.

#### **Article 50**

##### **Omitted cases**

Omitted cases are resolved by the Board of Directors based on prior analysis by the services and in accordance with the applicable legislation in force.

#### **Article 51**

##### **Entry into force**

This Regulation enters into force on the day following its approval.

23<sup>rd</sup> December, 2024

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The Board of Directors of GIATUL - Leisure Activities, Infrastructures, and Highways, E.M., S.A.