



RULES AND REGULATIONS

LA SIESTA SALOU RESORT & CAMPING



1. ADMISSION

Access to La Siesta Salou Resort & Camping and use of its services is reserved for paying customers.

- **Safety:** In order to improve the safety and quality of our service, access to the campsite and the use of its facilities will be limited exclusively to customers with a wristband.
- **Wristbands:** All the people who are going to stay at our campsite must be present at check-in. Wristbands are for personal use and are not transferable.
- **Control sticker:** It should be placed on the vehicle windscreen in a place where the site's security personnel can see it clearly. Motorbikes must have the control stickers placed in a clearly visible place on the front.
- **Pets:** At the time of registration, the customer should say whether they intend to bring a pet, stating the breed and/or cross, and accepting the applicable legislation and the camp site rules included in the entry agreement.

Any customer who breaches any aspect of the internal or general rules will be asked to leave the campsite, which will include everyone in the customer's camping unit, with no entitlement to a refund of the days already paid according to the contract signed.

By signing the contract, the customer agrees to the Campsite Rates and Internal Rules posted on the bulleting board, and the Personal Data Protection Policy of the La Siesta Salou Resort & Camping displayed in the campsite reception area.

2. REGISTRATION

- The customer must provide proof of their own and their companions' identity by means of a valid official document (ID, passport, residence permit).
- Any change made to their statement must be notified to staff immediately. The owner of the registration sheet should sign the necessary registration documents and will be responsible for all acts and

damages caused by them and/or their companions. Only people with the minimum camping equipment required will be allowed into the campsite.

- All children under 16 must be accompanied by an adult who is a direct relative.

3. PLOTS

- **Arrival:** Bookings can enter the campsite starting at 12 noon.
- **Rules to be followed for proper placement:**

You can only access your plot once you have obtained the entry agreement which specifies your plot number. You cannot change the plot allotted to you on arrival without prior confirmation by reception. If you wish to extend your stay, please apply to reception in advance for authorisation.

- Clients staying on plots who have friends, family members or acquaintances staying in Bungalows or Mobil-homes are not allowed to use their facilities or services.

3.1 Electricity:

- Power cords must be grounded and be properly insulated.
- Splices are not permitted on the outside. Each plot has only one electricity socket.

3.2 Water:

- The Premium and Premium Plus plots have water connections. The water supplied through these taps is the same as the Washroom water. This water is not fit for drinking.
- It is to be used for showering, washing dishes, etc.
- Drinking water is only available from the fountains.

3.3 Drainage:

- The Premium and Premium Plus plots have a connection for the draining of waste water from the showers, toilets and sinks of caravans and motor-homes.
- This does not replace the chemical toilet disposal service

which is available in the washroom block.

4. BUNGALOWS, MOBIL-HOMES AND APARTMENTS

- **Check-in:** Check-in time starts at 4 pm, but you can enter the Camp Site before this time.
- **On checking in,** you will be asked to leave a basic deposit of €200 per Apartment/Bungalow and €150 per Mobil-home and pay for the entire stay.
- You can only access your Apartment / Bungalow / Mobil-home once you have the entry agreement which specifies the accommodation number.
- Pets are not allowed in the Apartments, Bungalows or Mobil-homes.
- You are not allowed to place any kind of tent (e.g. for children), trailer or motorbike in the area in front of or around the accommodation.
- All accommodations have an inventory that lists all the utensils provided. If anything is missing please call reception to request a replacement.

Under no circumstances may the maximum capacity of the accommodation be surpassed. Customers who surpass the capacity may switch to a higher-capacity accommodation, subject to availability, by paying the difference, or they will lose the down payment made as this it be regarded as a cancelled booking.

Bungalow Occupation: The Bungalow and Mobil-home area are for the exclusive use of the customers staying in them. Generally speaking, visits are not allowed to Bungalows and Mobil-homes if the maximum capacity hired is surpassed.

5. USE OF THE WEB SERVICES

- The on-line pre-booking services are provided for informational purposes and are only intended to allow users to check the availability of Plots, Mobil-homes or Bungalows and the cost or the stay.
- The rates published as special offers on the WEB are only valid if



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the booking is made via this medium. Rates are valid depending on availability. You can consult availability at www.lasiestasalou.com or by calling 977 380 852. Rates may vary if there are changes in the legislation.

6. PAYMENT OF YOUR STAY AND DEPARTURE: APARTMENTS, BUNGALOWS, MOBIL-HOMES AND PLOTS

- You must pay the entire stay on arrival. You can settle your bill between 9 am and 8 pm.
- Any change during the stay in terms of number of people and days booked must be reported to reception immediately.
- In any case, the minimum amount to be billed will be the period of days booked, even if you leave the accommodation before the date you have booked.
- At the end of your holiday, please give the guard the bottom half of the vehicle control sticker (which contains the customer and vehicle registration numbers).
- If any damage is caused to the premises and/or accommodation through misuse, the corresponding amount must be paid at reception.
- The Apartment, Bungalow or Mobil-home should be vacated before 10 am. Plots and the Caribe Club Bungalow should be vacated before noon.

7. VISITORS

- Guests must inform La Siesta Salou of all visitors at Reception:

1. When the number of visitors, plus the number of those guests already in the campsite does not exceed the maximum capacity allowed for the rented accommodation, visitors will be permitted one hour free of charge. A parking space is not included.

Maximum capacity per pitch = 6 people

Maximum capacity per Bungalow = from 4 to 6 people, depending on the model rented.

Maximum capacity per Apartment

= 6 people

If visitors wish to stay longer than one hour, they must pay the camping fee per day, in accordance with season and age.

2. If the maximum number of persons for each type of accommodation is exceeded, we can provide day passes that include a stay on the campsite and lunch in the buffet of our bar-restaurant. Price for adults: €20; price for children: €15. A parking space is not included.

- In any event, visitors may not sleep on the campsite and the latest departure time allowed is midnight. An identity document must be left at Reception and may be collected on departure.

- Parking spaces cost €10. Please consult availability in advance.

8. VEHICLES

- Vehicle speed is limited to 10 km/h.
- Vehicles may not be driven between midnight and 7 am.
- Under 16s are not allowed to use motor and/or electric scooters, and the use of mini-motor bikes and quads is totally forbidden.
- Vehicles that disturb the peace by making excessive noise are forbidden.
- Any motor vehicle not registered at the campsite is not allowed on the site.
- Parking at the entrance. Vehicle parking spaces in the car park are reserved for customers of La Siesta Salou Camping Resort. This car park is not a replacement for parking space in the Plot, Bungalow or Mobil-home.
- The Camp site offers the possibility of parking your car in the entrance car park as of midnight, providing there is room and it does not prevent other cars from getting in or out. The night watchman will inform you about availability in the car park.

9. REST TIMES

- In order not to disturb the neighbours, please keep the volume on TVs, radios, etc. low between. Between midnight and 7

am. These hours are regarded as rest times, so customers are asked to behave accordingly.

10. MINICLUB

- The Miniclub timetable is from 10 am to 1 pm and 4 pm to 7 pm. The use of the Miniclub is for children aged 4 to 12 years. Children are entitled to free activities. It is not a NURSERY. Parents must be reachable at all times.

11. SPORTS AREA AND CHILDREN'S GARDEN

- In order to avoid disturbing other campers, sports or games must be played in the designated areas. See reception for court timetables or bookings.

We have:

- A football court (multi-sports court)
- A Paddle tennis court
- Petanque courts.
- Table tennis.

- Laser and air guns and other dangerous games are not allowed.

- We have a children's garden for youngsters. This area is for children aged 4 to 14 years. Children under 10 years must be accompanied by a supervising adult.

- The following activities are prohibited in the Children's Garden area:

- Smoking.
- Eating.
- Sunbathing in the landscaped areas.
- Playing football.
- Riding bikes.

12. SWIMMING POOL SAFETY AND COURTESY STANDARDS

You are kindly asked to take some time to carefully read and observe the established safety and courtesy standards so you can enjoy the swimming pools to the fullest.

- Use of the swimming pools outside the established timetables is not allowed.



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- Please take a shower before entering the swimming pool.
- Clients use the swimming pools at their own risk. The Camping cannot be held responsible for accidents or personal injury resulting from undue use of the swimming pool or its surrounding area.
- The Campsite cannot be held responsible for theft, damage or loss of personal objects.
- Under-10s must be accompanied by an adult who assumes all responsibility.
- The following are absolutely forbidden in all swimming pools:
 - Bathing with unsuitable clothing: t-shirt, shoes, clothes, towels.
 - Bathing with any type of glasses and/or sunglasses.
 - Diving into the swimming pool from any point. Use the stairs to access the swimming pools.
 - Walking on the landscaped areas and climbing up the rocks or diving into the pool from them.
 - Smoking in the swimming pools.
- Eating is not permitted anywhere in the swimming pool area. Drinks may only be consumed in plastic containers or cans. Glass is totally forbidden.
- No animals are allowed in the swimming pools and their surrounding area.
- Bicycles, skateboards and any other elements that disturb the peace in the swimming pools are forbidden.
- Please refrain from leaving refuse anywhere in the area. Please dispose of any refuse in the wastepaper bins.
- Clients should enter the areas using the specific accesses reserved for this purpose.
- Anyone with a contagious infection or disease cannot access the area reserved for bathers.
- Clients must vacate the swimming pools in the event of bad weather or storms.

- Anyone misbehaving or acting uncivilly and annoying other clients will be asked to leave the swimming pool.
- Follow the instructions of the swimming pool safety personnel at all times.
- The Campsite will be in charge of the maintenance of the swimming pools and facilities at all times. Clients are asked to report any malfunction, breakage or deficiency to reception.

13. WATER CHUTES: SAFETY AND COURTESY STANDARDS

You are kindly asked to take some time to carefully read and observe the established safety and courtesy standards so you can enjoy the water chutes to the fullest.

- Use of the water chutes outside the established timetables is not allowed.
- Users of the chutes do so at their own risk. The Campsite cannot be held responsible for accidents or personal injury resulting from undue use of the swimming pool or its surrounds.
- Under-10s must be accompanied by an adult who assumes all responsibility.
- The use of glasses is not allowed.
- The water chutes should be used by one person at a time, in a sitting position.
- Do not block the chute or stop in the middle.
- Once you reach the bottom of the chute, in the swimming pool, move out of the area as quickly as possible.
- Please heed the indications of the monitors and security personnel at all times.
- Refrain from engaging in any uncivil behaviour or activity that may annoy other clients.

14. FOUNTAINS

- The camp site's fountains supply drinking water, so they should only be used for collecting water. For obvious hygiene reasons, these fountains cannot be used

for any kind of personal hygiene or for washing clothes, cooking utensils, feet, shoes, etc.). Naturally, it is also prohibited to empty any substance into them ("chemical toilets", food scraps, etc.)

- The water connections on the plots are not fountains. They supply the same water as the washrooms. The water is not fit for drinking.

15. TOILETS: SAFETY AND COURTESY STANDARDS

You are kindly asked to take some time to carefully read and observe the established safety and courtesy standards so you can enjoy the toilets to the full.

- For your own sake, and that of the other clients, you are kindly asked to use the installations properly.
- Use suitable footwear, do not walk barefoot and wear decorous clothing.
- The following activities are totally forbidden in the toilets:
 - Smoking, eating and/or drinking.
 - Bringing in animals.
 - Dropping refuse or litter. There are bins for this purpose outside.
- Please use the waste paper bins.
- The Campsite cannot be held responsible for theft, damage or loss of personal objects.
- Avoid any uncivil behaviour or activity that may annoy the other clients.
- Please heed the indications of the cleaning staff, who are working for your benefit.
- The Campsite personnel take care of the maintenance of the toilets and facilities. Please notify any malfunction, breakage or deficiency to Reception.

16. WASTE WATER

- Waste water must not be poured onto the ground or into fountains.
- In the toilets, there is an area for emptying the chemical toilets of caravans or motor homes.



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- Drains on plots are to be used only to evacuate waste water from the showers, sinks and toilets of caravans and motor homes, and under no circumstances should they be used only to empty chemical toilet tanks.

17. MESSAGES / MAIL

- Check your mail at Reception.

18. PETS

- Should be not be left unattended or loose.
- Access by pets to the different establishments will be indicated at the entrance.
- Do not let them do their business needs inside the camp site, and droppings should always be collected.
- Pets are not allowed in the bungalows and Mobil-homes of the camp site.

- They are not allowed in the Apartments either.

- Breeds of dog regarded as potentially dangerous are not allowed to enter the camp site (Akita Inu, American Staffordshire Terrier, Doberman, Dogo Argentino, Fila Brasileiro, Pitt Bull Terrier, Rottweiler, Staffordshire Bull Terrier and Tosa Inu).

19. CARWASH

- The camp site has a carwash, which is the only place that cars can be washed on the site. Tents can only be washed in this same area.

20. BARBECUES

- Barbecues may be used on the plot, but fires cannot be made directly on the ground.

21. REFUSE

- The site will remove refuse. Please help to keep the campsite

clean by using the containers and bins provided for this purpose.

22. INSURANCE

- The site cannot be held responsible for thefts inside the camp site, and nor can it be held liable for damages that are not directly attributable to it. Weather or natural phenomena are not covered (such as: tree sap, rain, wind, floods, etc.).

- Coverage is also not provided if customer vehicles crash into kerbs, trees, branches, etc.

23. CARAVAN PARKING LOT

- The full parking amount must be paid before the vehicle can be parked. By signing the contract, the customer explicitly accepts the conditions.