



# Rules of Internal Regulations

## Article 1. Purpose of the "Internal Regulations".

1. The purpose of these Rules of Internal Regulation (RIR) are to regulate the organization and operation of Camping Raco applying the current regulations issued in decree 6/2015 of the Ministry of Tourism of the "Generalitat Valenciana", being obligatory compliance by people registered in the campsite, visitors and guests.
2. Failure to comply with the RIR or the current tourism regulations will entitle the Campsite Management to immediately terminate the tourist contract with the client and proceed to evict him/her of the campsite, if necessary, requiring the assistance of law enforcement agencies (O. 11/7/86 art. 30.2)

## Article 2. Admission and registration requirements

1. Those people who have the necessary equipment to carry out the camping activity may be admitted. Minors under the age of 18 who are not accompanied by an adult, responsible for their conduct, will not be admitted.
2. Any person accessing the campsite facilities must be registered at the reception desk, including children under 12 years of age, providing proof of identity and signing the documents required for registration.
3. The registration of people who are debtors to the Company, due to previously rendered services, will not be admitted.
4. Persons who have been expelled on any occasion or who have been informed in writing of non-compliance during their stay on the RRI will not be allowed entry
5. It is not allowed to register or enter more people to the campsite, including children, than those authorized in each plot or bungalow.
6. Unregistered people or vehicles are not allowed to enter. Visitors or guests must be registered at the reception and have made the payment requested by the campsite.
7. Visitors will be obliged to comply with the rules of this RIR and will have to leave the site before the established time limit.
8. For security reasons, long-term clients who leave the campsite for more than 5 consecutive days, must inform the reception desk of the day of departure and the day of their subsequent arrival.
9. In addition, access and/or residence, will be denied to:
  - a. Those who display violent attitudes and, in particular, those who behave aggressively or provoke altercations, those who carry weapons or objects that can be used as such and those who wear clothing or symbols that incite violence, racism or xenophobia as provided for in the legislation on the protection of citizens' safety and in the Criminal Code.
  - b. Those who with their attitude endanger or cause inconvenience to other users.
  - c. Those who are using drugs or narcotic substances or show symptoms of using them.
  - d. Those who show obvious signs of drunkenness.
10. The client, by registering at the Campsite, accepts to know and agrees to the RIR and all other particular rules referred to in Article 1.

## Article 3. Reservations, Prices and Payments

1. The reservation of a generic plot will be allowed by providing the reservation holder's **details**, the number of adults and children and the dates of arrival and departure.
2. Reservations will only be accepted if the requested deposits have been paid within the time limit and approved by reception. The refund of deposits will be subject to the current tourist legislation.
3. The customer's request for a particular parcel number will be considered a request. The campsite will try to comply with the request but is not obliged to the availability of the latter on the day of arrival.
4. Current rates will be available to customers at the reception desk. Prices will be applied per day, from 12:00 AM to 12:00 AM on the following day.
5. The payment of the services and the rent of the plot will always be made in advance: at the arrival, in case of prolonging the stay or at the moment in which the invoice was presented to them to the collection
6. Departures after 12:00 hrs. without authorization from the campsite reception will be charged for a full day.
7. Payments will be made on the day of entry for stays up to 30 days. In case of long stay, more than 30 days, the payment will be made in advance every 30 days or upon presentation of the invoice.
8. In the event of non-payment, abandonment or for sanitary reasons, the Management of the campsite may cancel the accommodation contract and transfer the camping items to a new location outside the campsite, not being responsible for their guard and custody.
9. If, during the stay, people, vehicles or items not previously declared at reception are present on the plot, they will be invoiced from the day of entry.

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## Article 4. Installation within the assigned plots

1. The installation will be carried out outside resting hours (23.30 hrs. to 08.00 hrs.) during the opening hours of the campsite and within the registered pitch.
2. The plot may not be ceded or sublet to third parties without the Management's authorization.
3. Plot changes must be duly authorised.
4. In the event of the sale of the caravan or installation, the plot must be vacated on the day of sale. If the purchaser wishes to remain on the same plot, the company's authorisation will be required.
5. It is expressly forbidden for customers to install on the pitches elements that do not correspond to the temporary, proper and habitual use of the campsites or elements that damage the tourist image of the establishment. Specifically, the installation on the pitches of floors, fences, sinks, electrical appliances or any other element that, due to its location, transmits an image of permanence in the campsite, shall not be allowed, and its installation by the client shall constitute sufficient cause for the termination of the contract, regardless of its type, without the right to any compensation whatsoever (*DECREE 10/2021, of 22 January, of the Consell, approving the Regulations governing tourist accommodation in the Comunitat Valenciana*).
6. The installed elements (caravan, awnings, tents, etc.) must be maintained in a perfect state of conservation and those that are broken, defective or whose image is not suitable for the campsite must be replaced.
7. The installation of structures to provide shade, windbreaks or for any other reason will only be permitted if authorised by the management.
8. External workers are not allowed access to the campsite for facilities or maintenance tasks if they are not registered and authorized by the campsite management.
9. No camping equipment may be installed within 20 cm of hedges or trees.

## Article 5. Customer obligations

1. Respecting the installations in general by using them properly. When leaving, leave the plots as they were on arrival, in good condition for new use.
2. Respect the existing vegetation, avoiding actions or the use of elements that may damage or modify its normal growth.
3. Respect the rules of coexistence and public order, avoiding at all times the possible inconvenience to neighbours and other customers of the campsite.
4. Avoid the accumulation of waste and deposit them, in closed bags, in the containers at the entrance of the different sanitary blocks. Recycling containers for cardboard, plastic and glass are located outside the campsite.
5. Maintain the plot in a perfect state of cleanliness and order, avoiding the accumulation of furniture, objects or elements not proper to a campsite.
6. Request permission at reception to carry out maintenance work or improvement of existing facilities on the plot, except the interior of your caravan.
7. Report any incidents of contagious diseases to the campsite management.
8. Have individual fire extinguisher equipment.
9. Have a third-party liability insurance for vehicles, caravans and components that are part of the installations on the plot.
10. Have the corresponding gas permits and ensure that the different elements of the installation have been checked to prevent their expiration.
11. Respect the rules and indications exposed in the common areas of the campsite (reception, roads, sanitary pavilions, swimming pools, bars, etc)

## Article 6. General Prohibitions

1. Bringing furniture into the accommodation unit or carrying out any work or repairs, however minor, without written authorisation from the company.
2. Accommodating a larger number of persons than the maximum capacity of the accommodation unit.
3. Carrying out the activity of accommodation in the accommodation unit or using it for purposes other than those for which it was contracted.
4. Introducing explosive or inflammable materials or substances or others that may cause damage or inconvenience to the other occupants of the property.
5. To carry out any activity that is in contradiction with the usual uses of coexistence, hygiene and public order, or that prevents the normal rest of other users of the campsite.

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6. Introduce animals against the prohibition of the company, except in the case of assistance dogs for people with functional diversity, duly accredited.
7. Failure to comply with the rules of coexistence and the hours of silence and rest established by the establishment.
8. Failure to respect the hours of silence between 15.00 hrs and 17.00 hrs and 00.00 hrs and 08.00 hrs.
9. Disturbing the rest of other campers by meeting friends or using electronic equipment (music, TV, etc.) or mechanical equipment (air conditioning, generator, etc.), especially during the hours of silence between 00:00 and 08:00 hrs.
10. Lighting fires other than with gas cookers or charcoal barbecues, always adopting maximum safety measures.
11. Using plots or spaces not assigned by the campsite reception.
12. By law, storing more than 3 gas bottles (butane, propane, others).
13. Drive faster than 10 km/hrs and do not respect the campsite's road signs.
14. Drive around the campsite between 00.00 hrs and 08.00 hrs, except for previously authorised emergencies.
15. The access of vehicles or persons not registered at the reception.
16. Parking vehicles outside the plots or parking spaces that have been assigned to them.
17. Parking vehicles in the reception car park for more than 3 hours continuously and between 00:00 hrs and 08:00 hrs.
18. Storing furniture, objects or items not intended for camping use on the pitch.
19. Modify or alter the electrical, water, sanitary or gardening installations or any other element belonging to the establishment.
20. Exceeding the maximum electrical power granted (10 A), and therefore it is forbidden to connect electrical appliances that together exceed this contracted power.
21. To carry out any kind of act that may damage or harm the property, hygiene, safety or appearance of the establishment.

## Article 7. Pets

1. Only dogs and cats are considered pets; any other kind of animal are prohibited.
2. All pets must be registered at the reception desk and their health documentation must be shown.
3. It is not permitted to have more than two **pet per plot without the explicit authorization of the campsite's** management.
4. Dogs of dangerous classified breeds are not allowed.
5. Pets are not permitted to run loose and must, for their needs, use the designated space provided for this purpose.
6. Pets should be prevented from disturbing campers' rest by noise or odors.
7. Pets should never be left alone on the plot.
8. **It is not permitted to feed pets or animals that are not the property of the customer**
9. Customers are responsible for any damage that their pets may cause, both to people and the establishment's installations.

## Article 8. Safety and responsibility

1. The campsite company is not responsible for thefts, subtractions or damage of any kind that may be suffered by campers and their belongings. Nor will it be liable for damage caused by fire, caused by the campers themselves or their belongings; atmospheric incidents or any other cause beyond the company's control.
2. Children must always be accompanied by an adult when using any of the campsite facilities and will be under the full responsibility of this person as well as when they go to the toilets. Parents are directly responsible for their children. Management declines all responsibility for children.
3. In the event of an emergency, the instructions given by the campsite staff and its security service must be followed.

### Important note:

*The automatic translation into English is for information purposes only. The Spanish version is legally binding.*