

CAMPING INTERNAL RULES



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INTERNAL RULES – “COSTA DO VIZIR” camping

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CAMPING INTERNAL RULES

Camping Costa do Vizir
Campsite "Costa do Vizir"
(PORTO COVO)

Introduction

Considering Decree-Law No. 39/2008 of March 7th, which enshrines the legal regime for the installation, operation and operation of tourist resorts with the changes introduced by Decree-Law No. 186/2015 of September 3rd .

Considering Ordinance No. 1320/2008, of November 17, which establishes the specific installation and operation requirements applicable to camping and caravan campings.

Considering that the owner and operator of the camping site is Costa do Vizir Beach Village & SPA, Lda and that the purpose of these Rules is to establish the rights and obligations of users of the camping site in relation to its use, which is intended for camping and caravanning, as well as other related events, in order to better serve its users on holidays, weekends or itinerants.

Considering that the access and operation norms are intended to provide the campsite with a guiding instrument of rules of conduct that must be observed and complied with by campers and caravaners and, in particular, to embody the responsibilities that are inherent to non-compliance with them.

Considering that the internal rules of the campsite drawn up on 01/01/2009 were out of date in view of the changes in the campsite.

Thus, in addition to the legal and regulatory provisions in force, which are specifically applicable, the rules of this Internal Document and those established in commercial agreements signed with users will also be applicable.

Amended on June 16, 2023, in order to adapt the respective rules to the reality of the campsite, which was informed to the Municipality of Sines.

Chapter I

Section I

General Provisions

Article 1

Designation, scope and purposes

- 1.** The campsite is called "Costa do Vizir", henceforth referred to as camping.
- 2.** The camping is intended for camping and caravanning on holidays and weekends or itinerant camping, as well as other related events, in order to better serve its users.
- 3.** Complementary accommodation units (apartments and bungalows) are the defined space intended for the exclusive and private use of the camping's users.

Article 2

Classification and category

The camping has a three-star rating and is made up of two distinct areas, an area intended for use for camping and caravanning, and another area intended for accommodation in bungalows and apartments "complementary accommodation units".

Article 3

Capacity

The camping has a capacity limited to 540 places, subject to use and length of stay.

Article 4

period of operation

The camping is open to the general public all year round, unless otherwise determined by the management, legal or administrative imposition or in unforeseeable circumstances and force majeure, situations in which the information will be posted in a visible manner and disclosed to the general public.

Article 5

Reception and control opening hours

- 1.** Reception is open from June to September from 8 am to 8 pm and after 8 pm reception services are transferred to the concierge.
- 2.** In the remaining period (October to May) it is open from 9 am to 12 pm, from 1 pm to 6 pm and after 6 pm reception services are transferred to the concierge.
- 3.** The normal opening hours of the reception are posted in a visible place next to the main entrance of the camping, as well as on the users' access control wristbands.
- 4.** The period of registration and admission of users will only take place within the established timetable.
- 5.** When leaving the "Costa do Vizir" camping during the reception closing period, the user must previously proceed with the settlement of the stay in the terms referred to below.

Article 6

Security

- 1.** The camping has the mandatory security and protection systems, and its personnel are instructed in the respective handling and prevention measures, as well as in the procedures to be adopted in the event of an accident.
- 2.** The camping guarantees the security conditions to which it is obliged by law, namely through the respective concierge service.

Article 7

Campers Responsibilities

- 1.** The camping and its management decline any and all responsibility for personal accidents, occurrence of damage, theft or fire in vehicles, material or any other objects belonging to users.
- 2.** The camping also declines all responsibility for accidents, damages, thefts or fires of objects belonging to users or visitors.
- 3.** Responsibility for these acts must always be attributed to their perpetrators or to persons duly authorized to accompany minors.
- 4.** The camping is not responsible for damage caused by bad weather, or for falling trees or any other damage caused by natural phenomena.

Article 8

General booking conditions

- 1.** Reservations will only be effective with the camping's acceptance.
- 2.** Reservations made more than 30 days in advance of the date of stay are only considered accepted after receipt of advance payment as a down payment (25%) of the total amount of the reservation, which payment can be made up to 5 days after the reservation and even after acceptance by the public of the conditions of sale.
- 3.** In the event of non-payment by the customer of the down payment to accept the reservation at the time it is made or non-payment of the remaining amount of the amount of the reserved stay, which must be paid up to 30 days before the scheduled date for the start of the reservation, in these cases the camping has the right to cancel the reservation and, as a result, the complementary accommodation (apartment or bungalow) or the camping pitch, will remain free for sale.
- 4.** In the accepted reservation provided for in paragraph 3 of this article, an e-mail is sent by the camping to the user with an indication of the payment made and a summary of the services reserved by the user.
- 5.** Reservations are only considered valid if the camping validates and accepts them, making them binding.
- 6.** The acceptance or refusal of a reservation may, among other reasons, depend on the functionality, operability and actual availability of the accommodation (apartment or bungalow) or the camping site and, in general, on all the circumstances that may affect the stay for the dates to which the reservation respects.
- 7.** The user is solely responsible for selecting the services and adapting them to his needs, and the operator cannot be held liable in this regard.
- 8.** The administrative process for booking accommodation and camping pitches is free of any additional cost for the user.
- 9.** The camping cannot be held responsible for non-compliance or inadequate fulfillment of reservations in acts of God or force majeure, unpredictable or unavoidable actions by third parties or for actions attributable to users.

Article 9

Changes to reservations

- 1.** The user may request changes to his/her reservation by means of a request made to the camping by email or by telephone, such request for change of stay being subject to the availability and capacity of the available accommodation and camping pitches.

2. The camping does not accept changes in booking dates from one year to the following year, unless the user compensates for the foreseeable price increase for the following year.

3. If the change cannot be made, the user will have to make his stay in the initial conditions of the reservation or cancel it in accordance with the conditions for cancellation of reservations or according to the insurance police conditions for cancellation of reservations if contracted by the guest.

4. Any request to extend the duration of a stay will always be subject to existing availability, as well as the prices in effect at the time.

5. Any request for a reduction in the length of stay is considered a partial cancellation and will be subject to the terms of cancellation and interruption of stay.

Article 10

Interruption or shortening of stay

1. If the stay is interrupted or shortened due to cancellation in acts of God or force majeure, the amounts paid by the user will be fully refunded.

2. The occurrence of the situation foreseen in the previous number does not entitle the user to any compensation, interest or any other compensation.

3. If the stay is interrupted or shortened by cancellation and for attributable reasons to the guest, all cancellation requests must be communicated by letter or via email to camping addresses.

4. The camping does not accept cancellations transmitted by telephone.

5. Any total or partial cancellation of the reservation period results in the full or partial rescission of the reservation, in these cases the accommodation or camping pitches being wholly or partially free for sale again, in the latter case (partial cancellation) only during the respective period.

6. In case of total or partial cancellation of the reservation by the user, without the user having signed the cancellation guarantee by the date of arrival camping for one of the following reasons:

- a) Closure of borders by administrative decision;
- b) Closure of the camping;
- c) Limitation of travel to a number of kilometers by administrative decision, not allowing the user to access the camping, a voucher will be issued with a corresponding value to the total amount paid valid for two years.

7. If the user refuses the voucher for the cases foreseen in the previous number, the amount corresponding to his request will be refunded .

8. If the installed user intends to shorten the contracted stay, without a valid and duly proven justification reason, there will be no refund of any amount.

Article 11

Consequences of canceling reservations

1. Users may ask the camping to cancel their reservation, and the consequences of the respective cancellation vary according to the period preceding the start of the stay.

2. If the cancellation of the reservation occurs on the (16th day) before the start of the stay:

a) The amount paid by the user in advance as a down payment (25%) will be retained by the camping as cancellation costs.

b) Other amounts eventually paid by the user, minus the amount paid as a down payment, will be refunded to the user.

3. If the reservation is canceled between the (15th and 6th day) before the start of the stay, the amount of (30%) of the total amount of the stay will be retained by the camping as cancellation costs.

4. If the cancellation of the reservation takes place between (5th day and 0 days) before the start of the stay, the camping retains all the amounts paid by the guest.

5. If the guest makes a reservation, but does not show up at the camping on the date set for the start of their stay without having informed the reception, by letter or e-mail, that they will not arrive to the accommodation or camping pitch on the date set for the beginning of the stay, the reservation will be considered cancelled.

6. The occurrence of the situation foreseen in the previous number implies that the camping can retain all the amounts paid by the user and, as a result, the accommodation or camping pitch will be free for commercialization.

7. In the event of cancellation of the reservation by the guest who has subscribed to the cancellation insurance of reservations, the amounts paid are covered by the guarantee in accordance with the general conditions for cancellation of reservations, in which case the user is responsible for requesting a refund from the insurer.

8. If the reason for canceling the reservation is not covered by the cancellation insurance or if the insurer declines responsibility for the payment, the amounts paid by the user to the camping are not subject to any refund.

Article 12

Family stays in accommodation

1. The camping offers family stays in the traditional sense, as bungalows and apartments have been specially designed for this purpose.

2. The camping has the right to refuse any reservations contrary to this principle or that seek to circumvent it.

Article 13

Personality of reservations

- 1.** Reservations for camping pitches and accommodation, whether (bungalows or apartments), are personal and cannot, under any circumstances, be transferred to third parties, either free of charge or for a fee.
- 2.** All reservations made by third parties must be completed on behalf of the user (stay holder).
- 3.** The user must confirm the veracity and accuracy of the information provided.

Article 14

Group reservations

- 1.** Any booking of more than four accommodations (bungalows/apartments) and/or camping pitches by the same individual or by different individuals, even if they know each other and/or are traveling together for the same reasons, on the same dates of stay, are considered as group bookings.
- 2.** The accommodation (bungalows/apartments) as well as the campsites in the camping are intended exclusively for individual users.
- 3.** For all requests for group reservations, it is necessary to contact the camping by telephone or e-mail.
- 4.** The camping has the right to analyze the reservation request before accepting or rejecting it.

Section II

General Rules of Use

Article 15

Silence period

- 1.** The Period of Silence takes place between 24 hours and 7 hours.
- 2.** In the silence period:
 - a) It is not allowed to install camping equipment;
 - b) Access to the respective installation areas is only by foot, with vehicle circulation prohibited.
- 3.** In case of obvious need, access gates to the camping may be opened during the closing period.

Article 16

Pitches / and free camping area

- 1.** The area for camping and caravanning is divided into suitable spaces, called pitches and not delimited camping area.

2. Camping pitches/plots are duly limited camping sites or restricted areas that can be used by campers/caravans.

3. The free camping area is an existing space in the camping where the campers or caravans and motorhomes can be installed in a not delimited space, as long as the equipment's and its placement respects the general installation conditions.

Article 17.

Occupation of pitches / and free camping area

1. Campers, caravans and motorhomes must always keep pitches, as well as the free camping area where they remain installed, in the most perfect order and cleanliness, collaborating in the task of preserving the environment, refraining from disturbing the order of cleaning of other pitches, services and public spaces in the camping.

2. Upon prior notice and with reasonable advance notice, the camping services may decide to vacate any pitch, as well as move the camper, caravan or motorhome to another free pitch whenever supervening circumstances of force majeure or demand.

3. The occurrence of the situation foreseen in the previous number implies, if possible, the relocation of the user in a pitch / free camping space with similar characteristics.

Article 18

Specific accommodation conditions

1. The camping has an area intended for complementary accommodation (apartments and bungalows), fully equipped, of typology T1 and T2, namely: (apartments) of typology T1 - capacity for 2 people; (apartments) type T2 - capacity 4 people and (bungalows) type T2 - capacity 5 people.

2. Occupancy by "extra people" can only be carried out in view of the availability and capacity of the accommodation and only in cases where this service has been accepted by the camping.

3. The camping has the right to refuse access to groups or families that present with a number of people greater than the capacity of the contracted accommodation.

4. When handing over the keys of the accommodation, the user is shown the list of equipment contained in an inventory posted in each accommodation, as well as the general conditions of use.

5. The accommodation must be returned by the user in the condition in which it was found and with all its functional equipment.

6. On the last day of the stay, the accommodation inventory equipment will be checked, as well as the state of conservation of the accommodation and its equipment.

Article 19
Occupation and cleaning of accommodation

- 1.** On the day of entry of users to the accommodation, the camping services guarantee the cleaning of the same.
- 2.** During the remaining days, users are responsible for keeping the accommodation where they are installed in perfect order and cleanliness.
- 3.** On the seventh day of the stay, the camping services change towels and sheets in the accommodation.

Section III

From Admission to the Camping

Article 20
Admission to the “Costa do Vizir” camping

- 1.** The admission of any user to the camping depends on authorization of the services, preceded at the time of entry by prior registration, with presentation of the respective identification document and compliance with the other required procedures and implies acceptance of this rules.
- 2.** The services will not accept any registration, when it is verified that the capacity of the camping is completely filled.

Article 21.
admission requirements

- 1.** The use of the camping involves prior identification and registration of users under the following conditions:
 - a) National users, presentation of a valid identification document (identity card/citizen card).
 - b) Users from the EU (European Union), presentation of a valid identification document and, as an accessory, the camping card international (CCI) or other valid means of identification.
 - c) Foreign users, presentation and registration of the passport or other valid means of identification and, as an accessory, the camping card international (CCI) .
- two.** The use of the camping also involves prior identification and registration of visits and minors under the following conditions:
 - a) Visits, presentation of a valid identification document at the reception of the camping and also the fulfillment of the requirements foreseen in article 22 of the present rules.

b) Minors, provided that they are duly identified and accompany the persons mentioned in article 23 of these rules and are intended to occupy jointly with them the respective camping pitches/plots, free camping area or complementary accommodation.

3. All entries by users, visitors and minors without exception must be registered by the camping's reception services.

Article 22

visits

1. For the purposes of these rules, visitors are considered to be those who do not have camping/caravanning equipment or are not installed in complementary accommodation.

2. Visitors may only enter the camping during reception opening hours and when the following cumulative conditions are met:

- a) Be a registered user at the time of registration for the visit;
- b) Proceed with the payment of the price in accordance with the table in force ;
- w) If the visit does not stay overnight in the camping, you will have to leave it until the reception services close according to the posted timetable;
- d) Circular accompanied by access control wristband or other equivalent means.

3. If the visitor wishes to stay overnight at the camper/caravan facility of the holder visited, he must communicate this fact to the reception and proceed to pay the price of the night in accordance with the table in force.

4. If the visitor wishes to stay overnight in the guest's additional accommodation (apartment/bungalow), he must communicate this fact to reception and pay the corresponding price per night, provided that the capacity limit of the respective accommodation is respected.

5. Visitors who stay overnight and wish to leave the camping must do so under the following terms:

- a) Until 12:00 hours of the following day , if you have stayed overnight at the camper/caravan's facility; if you wish to stay, you will have to pay a new price for each additional day of stay;
- b) Until 11:00 am the following day, if you have stayed overnight in complementary accommodation; if you wish to stay, you will have to pay a new price for each additional day.

6. The main camper/caravanist will always be responsible for the accommodation of visitors, and must keep the respective registration forms and present them whenever requested by any duly identified camping employee.

7. Any disruption or damage caused by the visits will be the responsibility of the main user visited.

8. If the visit does not comply with any provision of this rules, the camping may be obliged to ask the visit to leave the premises without the right to any compensation and/or reimbursement of payments made.

Article 23

admission of minors

1. The admission of minors under eighteen years of age will only be authorized when accompanied by parents or other duly authorized adults who are responsible for them .

2. The camping may require relevant documentation that identifies adults as parents or authorized persons.

Section IV

Condition of Use of the camping

Article 24.

User registration

1. Upon admission, the camping services proceed with the entry registration of each user, requesting the documentation referred to in article 21 of these rules, information on the number of people accompanying them, as well as the specification of all the material which constitutes your camp.

2. After the user's initial registration, the user is still obliged to proceed with the entry registration of any other people and material that make up his camp.

Article 25

Camping entry and exit registration and control sheets

1. Upon admission, the user is given an enrollment form which is personal and non-transferable and which must be ever accompany you and be displayed whenever requested by a duly identified camping employee.

2. Users and other people who are part of their campsite, provided they are over 10 years old , will also be given an access control bracelet that allows the user to enter and exit the camping.

3. The pedestrian entry and exit of users can be done at any time of day or night.

4. Users with a vehicle camping space in the camping can access and open the gates using a license plate reader that recognizes the vehicle's license plate and allows it to enter and exit the camping.

Article 26

admission of animals

- 1.** The admission of animals requires prior authorization from the camping services, which must take into account, namely, the type of animals and hygiene and safety standards.
- 2.** Animals of breeds considered dangerous are not admitted.
- 3.** Subject to prior authorization, certain animals may be admitted, namely (dogs, cats and birds), provided they are kept on a leash or in the respective transport box and accompanied by their owners.
- 4.** The animals referred to in the previous number can only enter the camping if the following conditions are met:
 - a) Be registered by the camping reception services;
corresponding health documents , namely, registration and vaccinations, duly updated and in legal form, are presented;
 - c) Have an up-to-date vaccination record and have a microchip (mandatory for dogs born from July 1, 2008), registration and license and also ensure that the dog is free of parasites and in good health;
 - d) Be accompanied at all times by the user/owner or caregiver of the animal and on a leash;
 - e) Their waste is removed by the user/owner or caretaker of the animal to an appropriate place;
 - f) Be fed in a suitable container in the alveolus/camping plot or user accommodation;
 - g) Do not pose a danger to campers or staff.
- 5.** For hygiene reasons, animals are not allowed in common areas (changing rooms, reception, pool terrace, sports facilities, playground, food court and market).
- 6.** Animals cannot be purposely walked inside the camping, except in cases of normal use of the entrance and exit path of the camping.
- 7.** The user/owner or carer of the animal is responsible for all material and personal damage caused by the animal's action and agrees to assume the costs arising from any claims or damages relating to their pet in relation to the camping, employees and other users .
- 8.** The camping will request the immediate departure of any animal that exhibits dangerous or unacceptable behavior (biting, scratching, excessive barking, apparent illness, urination or defecation in public areas), without any reduction in the value of the animal's stay (or that of the owners) for days not elapsed;
- 9.** It is completely forbidden to feed any kind of stray animals, which are foreign to the camping or which are not in the campers' detention.

Article 27.

Entrance, circulation, camping and loading of vehicles

- 1.** Access is only allowed for vehicles belonging to users admitted to the camping.
- 2.** The user must observe the following rules:
 - a) Have your vehicle registration registered at the car camping reception;
 - b) Camping your vehicle in the place reserved for this purpose.
- 3.** Users and their household are never allowed to access and camping more than one vehicle, unless there is availability and is authorized by the car camping reception services.
- 4.** With regard to the circulation and camping of vehicles within the camping facilities, drivers are obliged to respect the following provisions:
 - a) Do not exceed a speed of 20 km/hour;
 - b) Comply with existing signage;
 - c) Don't honk
 - d) Not to carry out repairs and/or adjustments to vehicles within the camping ;
 - e) Do not wash;
 - f) Do not circulate inside the camping, except to enter or leave it;
 - g) Do not camping on the streets in order to make traffic difficult, do not stop in places that hinder free movement, or in the places of fire hydrants and electrical energy distribution boxes in order to impair access;
 - h) Do not impede access to the facilities or alveoli of other users, and camping is also not allowed in the lobby of the reception, except for check-in or check-out;
 - i) Do not circulate inside the camping, except to enter or leave it.
- 5.** The entry, exit and circulation of vehicles inside the camping is not allowed during the quiet period, except in cases considered to be urgently necessary.
- 6.** Camping inside the camping that is frustrated during the period referred to in paragraph 5 of this article does not give rise to a refund of the amount paid or non-payment of the daily price due.
- 7.** The movement of vehicles with or without an engine, namely bicycles and motorcycles, is subject to restrictions and may be prohibited whenever circumstances so suggest.
- 8.** The circulation of bicycles without an engine is allowed within the camping only as a means of travel between the user's facility and the camping's exit or the camping's entrance and the user's facility. Bicycles can no longer circulate in the camping for recreational purposes. Bicycle rides within the camping in groups or individually are prohibited.
- 9.** Whenever the number of vehicles exceeds the camping's capacity, entry is prohibited for security reasons.
- 10.** Accidents involving vehicles within the camping's facilities will be resolved by the intervening parties in accordance with the provisions of the road code and other applicable legislation.

11. In any case, accidents involving users are their sole and exclusive responsibility, or if they are minors of those responsible.

12. It is expressly forbidden to charge any electric vehicle at the sockets in the alveoli and complementary accommodation, with the exception of the sockets marked for this purpose in a specific place in the camping, upon payment of the price in accordance with the table in force.

Article 28

Refusal or prohibition of registration

Without prejudice to cases of clear violation of the legal duties of campers and violation of the precepts of this rules, the services may refuse or withdraw registration from those who, in particular:

- a) Have their entry suspended or prohibited as a result of their behavior in previous use of this camping or appear on the lists of the Portuguese Federation of Camping, Private Campings and Municipal Campings;
- b) Are debtors of the camping, for any reason;
- c) Are under 18 years of age unaccompanied by an adult outside the conditions set out in articles 21 and 23 of these rules;
- d) Indicate a state of drunkenness or the consumption of psychotropic substances or even assume attitudes incompatible with the practice of camping or caravanning;
- e) The camping or caravanning facilities are in poor condition, or when the same facilities are insufficient for the number of users foreseen for them;
- f) Carry or use any type of weapon;
- g) Are carriers of contagious diseases or exposed injuries likely to affect the health of those around them.

Article 29.

Check-in and check-out

1. The admission time for campers and caravanners (check-in) runs from 8:00 am to 11:00 pm and the departure time (check-out) is up to 12:00 pm on the day scheduled for departure.

2. For complementary accommodation (apartments and bungalows) admission time runs from 5:00 pm to 11:00 pm, with the exception provided for in the following number and check-out time is up to 11:00 am of the scheduled date of departure.

3. Admission time for complementary accommodation (apartments and bungalows) after 19:00 hours requires advance confirmation by the user by telephone contacting the camping's reception.

Article 30

Price of services

- 1.** The prices to be charged will be those set out in the table in force, posted in a specific place at the reception of the camping, as well as on the website of "Costa do Vizir".
- 2.** The prices contained in the fee table in force at the camping are considered fixed per day of use, counting the days by the number of nights spent in the camping, and a fee of less than one day of use cannot be charged.
- 3.** The prices referred to in number one will be updated annually or whenever justified by the camping.

Article 31.

Payment conditions

- 1.** All reservations made in the camping, whose stay does not imply the user's entry into the camping pitches/plots, free camping area or complementary accommodation within the (30 days) subsequent to the reservation date and for the same to be guaranteed, the user will have to pay (25%) of the total amount of the reservation at the time of booking, whose payment must be made within 5 days after booking.
- two.** The remaining amount of the reserved stay must be paid up to 30 days before the start date of the stay in the camping.
- 3.** For reservations made less than (30 days) before the start of the stay and for it to be validated and confirmed, the user must pay the full amount of the stay at the time of booking.
- 4.** In other cases, the payment due for the use of the camping will have to be made upon check-in.
- 5.** Users of complementary accommodation will also be asked at check-in to provide a deposit of €200.00 (payable in cash or by credit card caption) which will be returned when you check-out, unless there is damage to the accommodation or equipment as per paragraph 5 and paragraph 6 of article 18 of these rules.

Article 32

Checkout - procedures and responsibilities

- 1.** Users of complementary accommodation (apartments and bungalows) must leave the camping by 11 am on the departure day, under penalty of the following penalties:
 - a) If the user checks out after the scheduled time and this has not been previously agreed with the camping, the camping has the right to charge an additional day at the price in force.
 - b) Without prejudice to the provisions of the previous paragraph of this article, the user will also be obliged to pay any compensation that the camping has to pay as a result of

the impossibility of the next user to settle in the respective complementary accommodation.

2. If the deposit referred to in paragraph 5 of the previous article proves to be insufficient to cover the damages verified, the camping has the right to demand additional compensation from the user to cover all the actual damages.

Article 33

Permanence of unoccupied material

The permanence of camping and caravanning material unoccupied inside the camping is not allowed, except in duly justified emergency situations in which users may leave the camping for up to 48 hours, upon payment of the price according to the price list in force.

Article 34.

Conditioning

Whenever deemed convenient, those responsible for the camping may determine:

- a) Conditioning the use and period of permanence in certain areas of the campsite;
- B) The specific location of areas intended for camping vehicles, setting up tents or placing caravans.

Chapter II

Section I

Rights and Duties of Users

Article 35

Users' rights

1 . Campsite users have the following rights:

- a) Use the respective facilities and common services in accordance with the provisions of this rules and other applicable legislation;
- b) Know in advance the price of the services for using the camping and other equipment that are allocated to it, in accordance with the tables posted at reception, as well as on the website of the camping "Costa do Vizir;
- c) Demand the passage of a document proving all payments made;
- d) Requiring the camping's rules to be presented for consultation;
- e) Justifiably demand the presentation and use of the complaints book;
- f) Be assured of the necessary privacy in any of the modes of use;

2. Users wishing to submit a complaint must indicate their full name, contact number and identification document number.

Article 36.

Duties of users

Among the others already foreseen, the duties of the users are:

- a) Comply within or around the camping with the authority of those responsible for its operation, including employees, when carrying out their duties;
- b) Present the requested identification documents and registration forms at the camping's reception services;
- c) Comply with the precepts of hygiene and safety adopted in the camping, especially those referring to the disposal of garbage, waste water and washing and drying of clothes, making use of existing containers and "ecopoints" located in the *camping* ;
- d) Dump the chemical cassettes from trailers and motorhomes in the appropriate place;
- e) Dispose of gray water (water from sinks, showers, etc.) at the appropriate service station;
- f) Keep the respective space intended for camping and the equipment installed therein in good condition, hygiene and cleanliness;
- g) Refrain from any acts likely to annoy other users, namely using sound devices during the silence period;
- h) Install your equipment so as not to harm other users;
- i) Comply with the signs in the camping and the instructions given by employees, with regard to the circulation and camping of vehicles, as well as the installation and maintenance of camping equipment;
- j) Do not camping any vehicles or place equipment on internal circulation routes that make it impossible or difficult for vehicles to travel, especially emergency or rescue vehicles;
- k) Communicate to reception any act committed by users of the camping that violate the provisions of this rules, namely when it harms other users or their material or the camping's own material;
- l) Pay the price of the services used in accordance with the table in force;
- m) Compensate the camping and other users for any damage caused to it;
- n) Do not light a fire, except in places intended for this purpose and comply with other safety rules against any risk, namely fire;
- o) Treat camping staff and other users with correction and politeness.

Section II

prohibitions

Article 37.º

special prohibitions

- 1.** It is forbidden for camping users to:

- a) Disturbing, by any means, the silence between 12:00 am and 7:00 am;
- b) Destroying or disturbing trees and other vegetation or other camping assets;
- c) Transposing or destroying camping fences;
- d) Make fire, except in duly authorized places;
- e) Leave stoves or burning equipment in operation;
- f) Practice games with ball throwing or other instruments outside the field of games;
- g) Carrying or using any type of weapon;
- h) Install tents or caravans less than 2 meters from other camping facilities, or outside the pitch they occupy;
- i) Leaving taps open or contributing in any way to damage pipes or other installations;
- j) Build or erect around the alveolus/camping plot or inside it any type of fence, fixed installations or awnings that are not part of the means of camping or caravanning;
- k) Use the facilities of the camping with an express or implied residential character, or improvise decorative or utilitarian arrangements in these facilities;
- l) Install suspension beds or other permanent and fixed equipment;
- m) Place solid waste outside the containers intended for that purpose, as well as leave garbage on the ground, or outside the appropriate places;
- n) Washing or hanging clothes outside their appropriate places and making clotheslines;
- o) Leave lamps, stoves or other appliances lit overnight;
- p) Staying in the camping in a notorious state of drunkenness or under the influence of any type of psychotropic substance;
- q) Leaving the place where it was installed dirty;
- r) Tie ropes, wires or other material to the trees for any purpose, namely to create partitions;
- s) Leave the garbage bags outside next to the containers;

2. Users are still prohibited from:

- a) Carry out any form of commercial activity, even if sporadic;
- b) Make political, commercial, religious propaganda and even fix any writing or drawing without authorization from the person in charge of the camping;
- c) Carry out subscriptions, collections or sales without authorization from the person in charge of the camping;
- d) Introduce people into the camping, outside the cases provided for in this rules.

Section III

Responsibility

Article 38.

Responsibility of holders

It is the responsibility of the parents of minor users or other duly authorized adults to instruct them, as well as their household, on the rules contained in this rules, namely on hygiene, use of changing rooms, quiet hours, respect for other users and protection of the physical and natural heritage of the camping.

Chapter III

Section I

Electricity

Article 39.

Electricity connection and supply

1 . All existing boxes in the camping for the connection of electric current are protected, supporting a current output between 6 and 16 amperes each socket, (220 volts).

2. The camping may cut off the electricity supply in the event of thunderstorms, storms or when unforeseeable conditions occur that could affect the safe operation of the installations, and the user may not be responsible for any resulting damages to the camping.

3. The supply of electricity may be conditioned or suspended for reasons resulting from breakdowns and disturbances in the public energy distribution network, and the camping cannot be held responsible for these facts.

4. The supply of electricity is included in the price agreed in advance with the user for each stay.

Article 40

Not allowed situations

Users are expressly prohibited from:

- a) Make electrical connections, without the cables and other material being appropriate and properly protected;
- b) Make connections in trees or in other places that may interfere with the aesthetics and good organization of the camping;
- c) Place light bulbs or spotlights outside the respective facilities;
- d) Use electrical current for high consumption appliances or considered unnecessary for good camping practice;
- e) Give , in whatever form , electrical current to other users or for purposes that are not suitable for their normal use ;
- f) Appropriating other shot(s) without authorization;
- g) Swap, exchange, or use socket(s) other than the one assigned to them;
- h) Access to any kind of common electrical equipment and switchboards.

Section II

Responsibility

Article 41.

Responsibilities

- 1.** The practice of any of the infractions foreseen in the previous article makes the user responsible for the payment of compensation for the damages caused.
- 2.** Users are also responsible for breakdowns caused in the camping, caused by the poor condition of their electrical equipment.
- 3.** Any personal or material accident is the sole responsibility of the user of the electrical installation.

Section III

Use of Gas

Article 42

Gas

- 1.** Users are required to be very careful when using gas.
- 2.** Users can only use cylinders up to 6 kg.
- 4.** Cylinders must be stored in a place protected from the sun and must be turned off after each use.
- 5.** Any accident caused by the use of gas inside the camping is the sole responsibility of the user.

Chapter IV

Section I

Found objects and abandoned material

Article 43

Found Objects

- 1.** Any objects found in the camping must be delivered to reception.
- 2.** For the purposes of the previous number, the name of the person who found them and the name of the owner of the objects, when they are returned, shall be entered in the proper book.

Article 44

abandoned material

Material is considered abandoned when one or more of the following situations are verified:

- a) Is not duly identified;
- b) Camping and caravanning material remaining unoccupied inside the camping in violation of the provisions of article 33 of these rules.

Section II

Removal, payment of expenses and loss of material

Article 45

Removal and deposit of abandoned material

- 1.** Abandoned material and all material that does not comply with the provisions of this rules is collected by the camping services.
- 2.** The entity responsible for the camping is not responsible for any damage caused by the removal and displacement of abandoned material.
- 3.** The material removed will be returned after payment of removal, travel and storage expenses.
- 4.** When the owner of the abandoned material is known, he will be notified, by registered letter with acknowledgment of receipt, so that he can proceed with the payment of the expenses inherent to the procedures resulting from the abandonment of the material.

Article 46

loss of material

- 1.** The removed material is stored for a maximum period of 30 days from the date of receipt of the letter referred to in the previous article.
- 2.** After the period mentioned in the previous number, the abandoned material will be available to the campsite.
- 3.** The camping will also have at its disposal all abandoned material, collected more than two months ago, whose owner is unknown or whose, having been sent a letter pursuant to paragraph 4 of the previous article, the item has not been returned. respective acknowledgment of receipt or the collection of the letter within the period provided for in the rules of postal services has not been verified.

Chapter V

Section I

Common use equipment

Article 47.º

Installation and services

The campsite has the following facilities and services:

- a) Reception and concierge;
- b) Minimarket;
- c) Barbecues;
- d) Dishwashers and clothes tanks;
- e) Laundry (washing and drying machines);
- f) Sanitary installations;
- g) Containers for solid waste and ecopoints;
- h) First aid station;
- i) Children's playground;
- j) Playground;
- k) Service station for caravans/motorhomes;
- l) Restaurant;
- i) Swimming pool.

Article 48

Reception and concierge

1. The camping reception is responsible for providing the following services:

- a) Register the entries and exits of users;
- b) Receive, store and deliver correspondence to users, as well as objects intended for them;
- c) Provide users with information regarding the operation of the camping, namely on the services it provides and its private operating rules;
- d) Provide other services related to the support and accommodation of users.

2. Strangers are not allowed to enter and/or stay at the camping's reception, with the exception of the normal course of activities referred to in the previous number.

3. The rules on opening hours for reception, concierge and control are provided for in article 5 of these rules.

Article 49.º

Mini market

The Minimarket operates in accordance with the rules and opening hours established therein.

Article 50

grills

1. The existing barbecues in the camping are intended to guarantee a support to users in the preparation of grilled foods.

2. In order to guarantee the proper functioning of barbecues, users must observe the following rules:

- a) Respect the order of arrival;
- b) Leave the place clean after use;
- c) Leave the surrounding area clean, without any residues, objects or ashes.

Article 51.

Dishwashers and laundry tubs

1. Dishwashers and laundry tubs are freely used by users for their own purposes.

2. In order to guarantee the proper functioning of dishwashers and laundry tanks, users must observe the following rules:

- a) Respect the order of arrival;
- b) Leave them clean and in conditions that can be used.

3. The camping is not responsible for any lack or change of clothing or other utensils that may eventually occur.

Article 52

Laundry

1. There are *self-service* washing machines and dryers designed to provide users with greater support and convenience.

2. The fee to be paid, opening hours, as well as how to use the service are posted on the respective premises.

3. The camping is not responsible for any damage, lack or change of clothing that may eventually occur.

Article 53

Sanitary facilities

1. Sanitary installations (sanitary blocks) must be used taking into account the necessary respect for other users, hygiene/salubrity and civic rules indispensable in this type of installations and, likewise, water and energy must be used in a measured way, in order to avoid unnecessary consumption or waste.

2. Sanitary facilities must be left clean and in perfect hygienic conditions after use.

3. Sanitary facilities for users with limited mobility are intended exclusively for their use.

Article 54.º

Containers for solid waste and ecopoints

1. Containers for solid waste and ecopoints are intended to serve as a deposit for waste generated by users of the camping's facilities.

2. Waste must be deposited in ecopoints as follows:

a) The yellow ecopoint is intended for the collection of plastics and metals (bottles, bags, flasks, glasses, packages and cans of drinks and preserves);

b) The blue ecopoint is intended for the collection of paper and cardboard (newspapers, magazines, writing and printing paper, cardboard boxes and paper bags);

c) The green ecopoint is intended for the collection of glass (bottles of wine, water, juices and olive oil, bottles, jars and glass demijohns);

3. It is forbidden to deposit waste outside, either in containers for solid waste or in ecopoints provided for this purpose.

Article 55

first aid station

1. The first-aid post is equipped with first-aid material that is made available to users in the event of an accident.

two. Due to legal imperative, the Aid Station does not have medicines to give to users nor can it be used in the provision of any medical or nursing services.

Article 56.º

playground

1. The playground is a space for games and recreation or an area intended for children's recreational activities, physically delimited, where psychomotor activities assume special relevance.

2. The use of this space is only allowed for children aged up to and including 12, provided they are accompanied by an adult.

3. The campsite declines any responsibility for accidents that occur while using the playground, as long as they are not directly caused by deficiencies in the equipment installed therein.

Article 57.º

Precinct for sports practice

1. The venue for sports practice is a dedicated space for sports, recreational and recreational activities.

2. The camping declines any responsibility for accidents that occur during the use of this enclosure.

Article 58.º

Service station for caravans and motorhomes

The service station for caravans and motorhomes is a small space equipped with the following purposes:

- a) Easy access by caravans and motorhomes, namely not requiring driving manoeuvres;
- b) A drainage grid ready to receive soapy water from the sink and shower tanks of caravans and motorhomes, duly connected to the sewage network;
- c) Conditions for dumping WC-chemical cassettes, ensuring their proper treatment in accordance with the existing sanitation network.
- d) Two conveniently spaced water outlets, one to use to clean the drainage grid and WC cassettes and the other to supply potable water to caravans and motorhomes
- e) Garbage storage containers.

Article 59.º

restaurant

The camping has a restaurant with a terrace serving meals at times to be determined by the management and whose information will be posted in a visible manner in the camping and disclosed to the general public.

Article 60

Pool

- 1.** The swimming pool is a place for recreational and recreational water activities .
- 2.** The quality of water, its treatment and use follow the rules applicable by Portuguese legislation.
- 3.** The applicable rules and standards are posted at the entrance to this enclosure, and the observations of the official responsible for the area must also be observed.
- 4.** The presence of children in the pool will only be allowed under the supervision of an adult.
- 5.** The camping does not guarantee the permanent presence of guards or lifeguards in the pool. In any case, whenever the place is not supervised, the following information will be posted at the entrance to the facility and clearly visible: "POOL NOT PERMANENTLY GUARDED".

Section II

camping staff

Article 61.

Camping staff skills

Camping officials are responsible, in particular:

- a) Ensure the proper functioning and state of conservation of the camping;
- b) To inform about any existing anomaly;
- c) Register, in accordance with the provisions of this rules, the users who use the camping;
- d) Provide users with all the tourist and general information requested;
- e) Receive from users the sums due for the use of the camping, provided for in the table in force.

Chapter VI

Section I

Facilities Conditions

Article 62.

General conditions

The installation of the infrastructures and, in general, of all the necessary equipment must be carried out in such a way that noise, vibrations, smoke or smells that are likely to disturb or in any way affect the environment of the camping and the tranquility and safety are not produced. of users.

Section II

Liability insurance

Article 63

Safe

1. All materials to be installed in the camping must be covered by civil liability insurance, under the conditions of the respective policy.

2. For the purposes of the provisions of the previous number, the insured camper must insure the objects that make up the set of camping equipment belonging to the user/insured, described in the specific conditions of the policy, during their stay in the camping.

3. The insurance referred to in number one of this article shall also cover pecuniary reparations legally required from the user/insured based on non-contractual civil liability

resulting from bodily and/or material injuries caused to third parties by you or by the persons who make up their household, during their stay in the camping.

Chapter VII

Miscellaneous Provisions

Article 64.º

Refusal to stay in the camping

1. Users who disrespect the precepts of these internal rules and all standards, namely technical ones that form an integral part of it, as well as all applicable legal and regulatory provisions, may be refused the permanence in the camping.

2. Refusal to stay in the camping under the terms of the previous number may constitute refusal of your future admission, provided that it is duly substantiated.

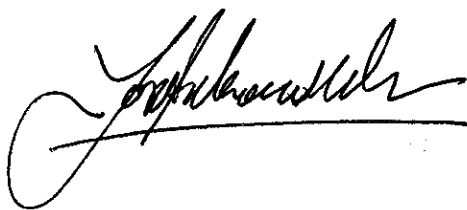
Article 65.º

missing cases

Omissions will be resolved by the camping's management, in compliance with the provisions of this rules and the legal provisions in force.

The management

Jose Antonio Costa

A handwritten signature in black ink, appearing to read 'Jose Antonio Costa', with a long horizontal line extending from the end of the signature.

