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## 1. GENERAL REGULATION

All the clients registered at Camping Monmar must obey the provisions of this regulation and the Touristic Legislation that rules the stays in campsites and camping areas.

## **2. INFORMATION**

In case of any question about rules, regulation and Touristic Legislation that rules the tourist stays, all the information can be found at Reception Office.

## **3. RECEPTION OPENING HOURS**

Reception office is open from 8.00h until 22.00h in high season. In low season, may it change.

## **4. RIGHT OF ADMISSION AND STAY**

Our plots are suitable for a family unit. Maximum 3 adults per plot if there are children in the family unit and maximum 5 adults if they are parents and sons / daughters. If there are more than these people, another plot need to be used. It is not allowed two families in the same pitch.

We are allowed to execute the Right of admission to any people or client when it may exist any well-founded evidence or probable cause that these people are going to break the Regulation or our coexistence, morals or decency rules or if they want to get in for any other activity different to the suitable activities developed at the Campsite. We do not accept these mentioned people or they will be expelled from the Campsite, even helped by the Security Forces (Police, Guardia Civil) if it is necessary.

We do not accept people in debt to the Campsite for any service non-paid, people staying in groups and those ones who are not coming for tourism as season or temporary worker or permanent living residents.

## **5. CHECK IN**

It is mandatory the registry check in, showing ID card or Passport, in order to stay at the Campsite. Also, the documents required by the Spanish

National Authorities in Tourism Affairs must be filled by the clients.

## **6. SETTING UP**

It is only allowed to set tents, caravans, motor homes or any other similar elements up at Reception opening hours and always on the places agreed with Reception staff or the Management of the Campsite. Also, every change must be authorized by them. In the same way, it is only allowed suitable for camping elements in the plots. Each plot is covered by an awning. Allocation of any other type of awning or tarp anywhere in the plot should be told to reception office. All of them need to be in green colour. All the caravans need to be door focused to the street or face to any other if there is agreement between neighbours.

## **7. SERVICES AND FACILITIES.**

Water: Monmar has a really good quality potable drinking water on whatever tap around the Campsite. Water is a scarce commodity and its good quality it is not free and a big effort has been made by the Campsite, so be aware of this and use it in a sensitive way.

Electricity: all our pitches have individual electric connection (1,200 wats) protected by a magnetothermic switch protector for security. Those long stay clients who are away from the site more than one day have to disconnect the electricity; if not, this could be done by the Campsite staff.

Waste water: every of our plots has drainpipe and waste water connection if the camper has a waste water disposal unit or only fluids systems. Our staff will do all the connection needed.

Sinks: there is a sink every two plots. People staying in the plot must keep it clean, well-kept and sensitive use. There is also a shared area having some sinks (even hot water sinks) on the west side of the Campsite.

Chemical toilets drain: these are located close to the toilets block nearby the swimming pool (showed at the map) We ask everybody the maximum possible effort in cleaning and well-keeping during and after using them.

Other services and facilities: laundry room, shop, security boxes at Reception office, bar, restaurant (see time on site), children playgrounds

(all year open) and swimming pool. Aquatic park will be open on summer season only.

## **8. PRICING AND PAYMENTS**

All payments must be done at Reception office or in the place where the service has been done or has been used. The campsite could ask any camper to pay any offered service off in whatever time of the stay. Also, the Campsite could ask the clients to pay a part or the total of the stay in agreed time stays.

Prices relating to stays are determined per days depending to the length of the stay. All the clients need to be out of the plot before 12.00 (at noon) the last day of the stay. If the client would need to go out of the Campsite leaving their belongings, caravan, tent, vehicle or similar, he must to inform to Reception staff before leaving. In special cases Reception staff could ask them to take all their belongings with them or, to pay the amount owed at this time or at the end of their stay.

All the clients need to clear up the amount owed for the stay maximum the day before of their leaving or at the check-out times at Reception office. If any client has the intention to leave before Reception opening hours, they must to pay off the bill on the day before. This Campsite is a 4 Stars Rated by the Valencian Tourism Agency according to the facilities and services offered on it.

## **9. ANIMALS**

Dogs are not allowed in the Campsite. The same happens to any other animal or pet that can be dangerous or annoying to anybody on the Campsite. If there were any non-dangerous animal or not presenting any risk for anybody, or not annoying one, both the Campsite and the owner can make an agreement in order to stay in the Campsite.

## **10. SILENCE HOURS**

During the stay the camper will try to keep a silence atmosphere by avoiding every kind of noise, loud music, voices, screams, shouts...

Silence hours are considered from 24:00h until 8:00h (10:00h in high season). In this period of time the silence should be a total silence (driving vehicles in the campsite, using noisy devices, playing games, chatting groups, lights out of the awning and any other activities that may annoy any other campers are forbidden). Always follow the instructions of the security staff.

As a special case, on Saturdays, Sundays and Festivity Days in high season, some activities, music and open-air-dance can be celebrated, and they will finish around 2.45h. All these activities, made to make more pleasant the stays of our campers, expected to be finished later than the silence time will be settled by the management and advised in advance.

## **11. EXTERNAL VISITS**

There is a regulation document about the external visits at the disposal of the clients who require it. Stays shorter than 7 nights are not allowed to receive external visits.

## **12. VEHICLES, TRAFFIC AND PARKING PLACES**

The speed limit for all the vehicles inside the Campsite is 15km/h. Only the owners of the plots are allowed to drive into the Campsite and it is not allowed the use of the vehicles for sports, competitions, or any other purposes that may cause damages or any risk for anybody. The traffic of any vehicle it is not allowed during the silent hours at night.

No vehicles can be parked out of the limits of the plot and only one car per plot is allowed to be parked in the parking places.

Motorbikes are only allowed to drive inside the Campsite if the owners are staying with motorhomes. These will be under the same regulations as other vehicles are.

Bikes are allowed to ride in the streets but never doing races or competitions, or crossing above plots or in commons areas like terrace or swimming pools. Bikes or electric vehicles are not allowed to ride at night when the lights are on.

### **13. CAMPERS RESPONSIBILITY**

1. Campers must accept every rule or particular regulation (settled by the Campsite) which are focused to maintenance of the order and the coexistence of all campers.
2. To respect all facilities and use them in a good way.
3. Toilets and showers: Children under 10 year must go to use them with any adult. Playing in this area or with any of their items (taps, toilets, toilet tissue, soap...).
4. Swimming pools: Open from 10:00 to 20:00 (19:00h in low season). Out of this time their use will be forbidden. It is not mandatory to have a lifeguard in our swimming pool, so all children and everybody who can't swim must go accompanied by an adult in charge. Our swimming pool is not deep, please take care. Always have a shower before use it.
5. Facilities: respect and make respect all facilities. Inform to reception in case of any damage or any problem with them.
6. Sports areas and children's playground: Use them in a reasonable way, waiting for your turn and never when the lights are on at night.
7. To know and accept every coexistence, moral and behaviour rules.
8. To inform to reception or management if you or somebody is suffering any dangerous contagious illness in order to avoid any risk of epidemy.

9. Check out and leave the Campsite at the agreed checking out times.
10. All the waste and any garbage produced from the stay must be cleaned and throw them into the garbage bins or containers located inside the Campsite, never in the litter bin.
11. Leave the plot in the same stay that it was when you arrived. Don't leave holes or grooves on it.
12. The holder of the plot will be responsible of any member of his/her family acts or any person visiting the plot acts. The holder will pay for any damage or inconvenience caused to the Campsite or to any other client. Also, they should have a insurance covering any damage in their caravan or belongings.
13. Permanent long stay clients have to go and inform to reception when they arrive or leave the Campsite.
14. Long stay client have to inform to reception about the names of their family in order to identify as a camper for any staff. Any other person will be consider as a visitor.
15. Barbecues and paellas makers have to be fired in the line between the plot and the street, avoiding to smoke next plots.

#### **14. WASTE AND GARBAGE**

The camping staff will proceed to the collection of garbage according to the needs, normally between 22 and 23 hours. It is mandatory for the camper to collect in plastic bags all their waste and garbage, properly closed, and deposit them in the containers located in the garbage area. Paper and glass can be recycled in the containers at the entrance to the complex. The cleaning of the leaves that fall on the plot can be deposited directly in the containers, never in the street or in the neighboring plot.

#### **15. PROHIBITIONS**

It is forbidden to all campers and users of this campsite:

1. Disrupt the rest of the other campers during the hours of silence.
2. Practice games or sports that may disturb other campers, as well as fireworks.
3. Install in the plots of elements that do not correspond to those of temporary and habitual use of the stay in a campsite or of elements that damage the tourist image of the establishment. Specifically, floors, fences, sinks, appliances (washing machines or electric ceramic hob) or any other element that, by its setting, transmits an image of permanence will not be able to be installed in the plots. To install one of those elements may be reason for the resolution of the contract whatever its modality, without any right to compensation or refund.
4. Carry weapons or objects that may cause accidents.
5. Leave solid waste outside the containers intended for it, especially daily garbage.
6. Throw to the waste water system or W.C. items like sanitary napkins, compresses, wipes, diapers or any clothing items.
7. Introduce people not staying in the campsite, without prior authorization at the reception.
8. Carry out any act that may harm the property, appearance and hygiene of the campsite, such as littering streets or toilets, wasting water or electricity.
9. Nail pickets of more than 25cm in the soil of the plot without authorization.
10. Allocation of any type of tarp covering any part of the plot, has to be told in reception.
11. Consume any type of narcotic drug, and consume alcohol outside the plot or bar.
12. Drive more than 15 km / h or horn the vehicles at the campsite.
13. Eating in areas of common use not expressly intended for it.
14. Use automatic washing machines in the plot.

15. Access, cross, or use the parcels of others.

## **16. PENALTIES AND RESPONSIBILITIES**

The camper who disobeys any of these prohibitions, doesn't follow the instructions of the management of the Campsite, fails to the elementary rules of education and social coexistence and / or, in general, repeatedly fails the rules of this regulation, WILL BE INVITED TO GO OUT OF THE CAMPSITE. If he does not do it peacefully, he may be expelled from the campsite by his staff, in accordance with the current tourism legislation, all without prejudice to the pecuniary and other actions that may be imposed by the competent authority, which will be required if the abandonment of the land was not done in the terms expressed.

Fulfilling the camp with everything about security and vigilance of the same requires the current regulations on the matter, the Company is not responsible for any theft and theft of any kind and importance that may be subject to campers, whose collaboration is requested. In this respect, adopting the necessary precautions to safeguard your belongings and interests. The company is not responsible for any damage that may occur as a result of fire caused by campers or atmospheric incidents.

## **17. VISITS REGULATIONS**

### **1. RULES**

Visits are all those people who have not registered as a component of the plot family members or are over 18 years and they are paying as a visit in the contract. In all cases and at all times, the visitors will go through reception and leave the DNI that will be collected upon departure, except visits paid in the contract. In addition, they will communicate in advance to be admitted. If the visits are charged to the plot, they must be paid before your arrival. If they are charged to visitors, they will pay at the arrival time if they are going to stay more than 2 hours or they will use a camping facility. Visits that stay overnight can never exceed two people.

Less than 2 hours visits will not pay, as long as they do not use swimming pools, showers or sports areas, and within hours of reception. The visits that leave after the closing of reception will have to pick up the DNI in the position of guard, leaving the camping before the 12 of the night. No

visitors are allowed after 9pm without prior agreement with reception. In case of staying for a day visit, you will be notified first at the post at night and at the first hour of the following day at reception paying the difference, leaving the campsite before 12 o'clock or paying another day of visit. In the absence of the holders of the plot, no one may remain in it. The visits must pay the total occupation of the plot.

## 2. RESPONSIBILITY

Visitors and their behavior inside the campsite are the responsibility of the person who receives them, being the holders of the plot careful of the present norm that benefits them as habitual users of the camping. As campers aware of the coexistence and respect of the facilities, they should transmit the idea of camping to their friends and family so that they respect their camping.

## 3. LIMIT OF VISITS AND PRICES

Camping Monmar limits to 5 people per plot (children included) the day visits, and to 2 people the visits with overnight stay, being able to restrict the visits of payment in case of very high occupation, in any case this measure would be announced. The welfare of the campers will always prevail over the visits. Campers staying less than 7 days will not receive visits of any kind. Prices will be fixed each year, being available at reception. Long-stay guests will always have a 50% discount for day visits.