

## CAMBRILS PARK FAMILY RESORT REGULATIONS

### ACCESS

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- Cambrils Park Family Resort is a private compound. **Only customers can access or use** the facilities.
- Customers are people registered as **occupants in Resort accommodation contract, being essential their visual identification with the corresponding wristband.**
- The Cambrils Park Family Resort accommodation contract holder is liable for his behaviour as well as the behaviour of the rest of occupants registered in his unit of accommodation.
- **To reserve or contract an accommodation at Cambrils Park Family Resort you must have reach the age of majority (18 years old).**  
The presence of a minor in the facilities must always be under the supervision of an adult who will be liable for his security and for the damages he might cause during his stay.
- At any time, and as a security measure, Cambrils Park Family Resort can **request the verification of the data provided**, the validity of your accommodation contract and the state of the occupants.
- Cambrils Park Family Resort **reserves the right of admission to** the facilities.

### CHECK-IN

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- Cambrils Park Family Resort sets by contract the accommodations' check-in and check-out times. At the Resort, **access to the contracted accommodation is from 16h** and it must be vacated before 11h on the day of departure.
- The access and use of Cambrils Park Family Resort facilities are conditioned by the contracted accommodation's check-in and check-out time.
- Upon check-in, the accommodation contract holder has the **obligation to declare all the occupants and elements subject to any applicable fee**, present the required documentation and make the **full payment** of your accommodation, including the tourist tax established by law.
- It is obligated that all occupants must be present while the check-in is taking place with their official documentation and to receive the wristband that will identify them during their stay at Cambrils Park Family Resort, that must always be visibly worn.
- Cambrils Park Family Resort reserves the right to request, upon check-in, up to **200€, to be paid by bank card, as a security deposit** to cover any damages or excessive costs caused by the inappropriate state of the accommodation once vacated. The security deposit will be refund (if proceeds) within 2 and 7 natural days after the departure date.

### ACCOMMODATIONS

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- Cambrils Park Family Resort gives you, at the time the reservation is made or upon check-in, the possibility to choose the number of your accommodation; for this reason, **it is strictly prohibited to occupy an accommodation different from the assigned in the contract** without the explicit consent from the reception staff.

- Management reserves the right, in those cases they consider it necessary, to modify the accommodation chosen by the customer. This does not give the right for any kind of compensation.
- It is strictly **forbidden to plant any type of plant** or crop in Cambrils Park Family Resort's premises.
- It is also forbidden to tie ropes, hammocks or any other objects to the trees, bungalow structures or to Cambrils Park Family Resort's furniture (lampposts, fountains, etc.).
- Management reserves the right to warn you, through their personnel, about the need to keep your accommodation tidy, to prevent fire hazard.
- For security reasons, you are not allowed to exceed the maximum occupancy permitted for each accommodation.

## **VISITS**

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- To have better control of the number of people in our establishment, external visits won't be allowed within the facilities of Cambrils Park Family Resort.

## **BEHAVIOUR AND CONDUCT**

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- To maintain the social harmony within Cambrils Park Family Resort's facilities, our staff may take disciplinary actions to:
  - o Ensure silence during quiet hours from 00 h to 8h.
  - o Limit the volume of equipment that makes noise and/or music.
- It is mandatory to respect and follow the indications given by the security team and the lifeguards.
- Any socially unacceptable behaviour, such as robberies, larcenies, disorderly conduct, verbal and/or physical violence, offensive comments, discriminatory expressions, frauds, swindles, being under the effect of alcohol, public offenses against morality and decency, malicious actions, as well as non-compliance with these regulations or any rules stated with signs or posts, may imply the Cambrils Park Family Resort intervention and the implementation of actions that may lead to the termination of your stay without any financial compensation or reimbursement.
- **It is not allowed to reserve** sun loungers while they are not in swimming pool area when not present.

## **VEHICLE CIRCULATION**

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- **Within the facilities it is only permitted the circulation at the outer perimeter of the Resort.**
- **It is prohibited circulate at more than 10 km/h.** with any type of vehicle with motor or without and **pedestrians always have priority.**
- Any vehicle, with or without a motor, circulating after sunset, must be visible and have the headlights on. Any circulation after sundown must use adequate safety and prevention measures, always respecting the regulation of circulation and the community.
- During peak season, the management can restrict the circulation of any vehicle.

- To respect the rest of the families staying at the facilities, **it is not permitted to drive a motor vehicle between 00h and 7h** or to use the horn or play music on a loud volume.
- To reduce unnecessary gas emissions, **avoid leaving your car idling.**
- Under 16-year-old customers are not allowed to ride scooters or any other motorized vehicle.
- The security team of Cambrils Park Family Resort can temporarily retain and/or ban the use of objects that could pose a threat to safety.

### **CAR PARK**

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- All accommodations contracts at Cambrils Park Family Resort include a parking space per accommodation in the car park without any additional cost (2 spaces for the MED3). Customers can ask for a second “extra vehicle” access, subject to availability and current rate.
- There are different car park areas, with unnumbered parking spaces, near the accommodations. They are located along the perimeter area of the Resort, as for security reason the circulation of motor vehicles is not allowed between accommodations.

### **CHECK-OUT**

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- At the **Resort**, on the departure day the accommodation must be vacated before 11h and be left in good conditions. The security deposit will be refund within (maximum) a week once checked that the state of the accommodation is correct. That means that the furniture is in its original place, that rubbish has been thrown away at the recycling point and that there isn't any broken or missing element. Immediately after, you must hand over the car sticker and the accommodation's key to the access gate personnel and leave the Cambrils Park Family Resort's facilities.

### **SERVICES**

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- Restaurants, shops, swimming pools and other services can fully or partially stop their activities for maintenances purposes, infrequent adverse weather conditions, unsatisfactory security reasons or low levels of occupancy that do not justify the waste of energy resources needed.

### **BARBECUES**

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- At the Resort, the use of gas or charcoal barbecues is allowed only outdoors, except for the Mediterrània apartments. In the other accommodations, under no circumstances you can light up your barbecue on the wooden flooring or under the porch or the awning. You must keep your barbecue at least 1, 5 metres away from any tree, bungalow or flammable object.
- **The establishment reserves the right to limit the usage of barbecues, following the instructions or recommendations of the authorities in specific periods.**
- **It is forbidden the use of highly flammable liquid products** like gel or alcohol.
- It is forbidden to light campfires or bonfires on the ground.
- Guest has the **obligation to extinguish** the coals before throwing them away.

### **WATER**

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- **All water from the tap and fountains is potable**, meaning that it is fit for human consumption.

## PERSONAL BELONGINGS

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- Cambrils Park Family Resort is not responsible for any lost or stolen personal belonging not stored properly. For this reason, there are in-room safes and a safe deposit box in all the receptions.
- There is an action protocol for lost property. During your stay and having lost a personal belonging, you must talk to the staff at reception. Should you miss your belonging once you have left, you must contact [info@cambrilspark.com](mailto:info@cambrilspark.com), and they will provide you with more information on the procedure.
- **We recommend you to always use a lock or other lock systems** when parking your bicycle either at the accommodation or at bicycle parking rack.

## INSURANCE AND RESPONSIBILITIES

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- The management of **Cambrils Park Family Resort is not liable for any eventual case of theft, robbery, accident or damage to any person or element made by a third party.**
- Likewise, **Cambrils Park Family Resort is not responsible for damages caused by weather events** or act of God.

## PETS

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- Pets are not allowed in Cambrils Park Family Resort.
- There are controlled colonies of cats, which are feed and sterilized. **Feeding them in pitches or accommodations is forbidden** as they will become accustomed to it and can be harmful. Should you wish to adopt a cat or ask for more information email us at [client@cambrilspark.com](mailto:client@cambrilspark.com)

## SUSTAINABILITY AND ENVIRONMENT

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- Cambrils Park Family Resort, according to its sustainability policies, has resources and measures for the preservation of the environment. You can read about them at the guide given upon check-in.
- To ensure a good outcome, the active participation of everyone is needed. It is important the correct use of the recycling points, the conservation of energy resources and the reduction of materials or environmental contaminants like plastic, CO<sup>2</sup>, detergent or air emission.

## NON-COMPLIANCE WITH THE REGULATION

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- This internal regulation is subject to change. You can review it at [www.cambrilspark.com](http://www.cambrilspark.com)
- The management of Cambrils Park Family Resort reserves the right to terminate the stay of individuals infringing the regulation.

If this document is translated into other languages, in the event of any discrepancy between these versions, the interpretation in accordance with the original wording, i.e., the document in Catalan, shall prevail.

