

# Code of Conduct for the Verneda Camping Mountain Resort

The client, at the moment of signing up to the Verneda Campsite, accepts to acknowledge and agree with these set of rules, in the same way as he/she accepts all of the current legislation in the matter (Reglamento de Régimen Interior de la F.C.C. y C. de la Dirección General de Turisme de la Generalitat de Catalunya). The Camp's Direction Board, reserves the right of admission and can obligate anyone whom breaks this code of conduct to immediately leave the premises.

**1-ACCESS TO THE CAMPSITE.** The client must provide an official document to certify his/her identity, this can be done through the presentation of National Documents of Identity or any other official document of identity and register all the concepts that entails a payment. Any variation with the elements listed in the original reservation must be immediately communicated to the reception office. Minors are not allowed to be left alone in the campsite and, therefore, must be accompanied by an adult that assumes responsibility for them. The main guest in file will be completely responsible for the actions carried out by themselves and their companions. **VISITORS:** Only the visitors of present guests are allowed in the grounds. Any person that is not a part of the main reservation is considered a visitor. The main guest on file will have to greet the visitors on their account at the reception office at their arrival, to ensure that they are correctly registered. For this, it will be necessary to present any sort valid identification, as previously described, and to pay the current fee at the moment of registration.

**2.- All clients must carry out the pertinent paperwork of registration at the reception office at the moment of their arrival, explicitly listing all the elements that entail a fee and are to be entered into the Camp.** The violation of this rule may be enough reason of expulsion. Any variation to the previously stated elements in the reservation must be immediately communicated to the reception office. In case of failure to do so, the elements referred to in each case will have to be paid in full for the entirety of the stay in the Camp.

**3.- It is strictly forbidden to set up camp in a different pitch than the one assigned in the reception office; changes can only be done after the explicit authorization of the reception office.** The reception office reserves the right to directly indicate the pitch that may be used by each guest. Only authorized personnel in the reception and surveillance departments can give instructions of how to correctly set up camp. **The boundaries set up to each camping pitch are to be always respected. It is prohibited to install any sort of fence, raffia tarps, hard non-porous floors, and any other element that is not previously authorized. The hanging of hammocks and any other type of rope to the trees is forbidden as well.**

**4.- All campists that wish to hire an electric connection will have to announce it upon their arrival.** It is strictly forbidden to connect a non-compatible plug into the power outlets, or one without the correct grounding. The Direction Board reserves the right to cut the supply of electricity to any client that does not have their electrical equipment in perfect condition. **By no means, will the consumption of electrical power by more than the maximum specified of 5 amperes, therefore, the connection of several devices that, in between them, surpasses the power specified above is prohibited, as it is to manipulate the equipment to this end.**

**5.- Total silence is required in all the campsite from midnight until 7 am.** Within this time, traffic of motor-vehicles is forbidden, except for authorized personnel and explicitly authorized clients. If the arrival to the Campsite is after midnight, it will be necessary to park the

vehicles on the designated parking lots off the camping premises. Therefore, to lower the risk of traffic accidents, it is not allowed to ride a bicycle inside the campsite from 10 pm to 7 am, except for authorized personnel. Minimum use of motor-vehicles is advisable. The top speed in the premises is limited to 10 km per hour. The excessive volume of sound in electronic devices such as TVs or radios is prohibited as well.

**6.- It is strictly forbidden to use any type of fire grill, except for the ones provided by the Camping in their designated areas. There is an absolute prohibition on all bonfires (or fires of similar nature) in the entirety of the premises.**

**7.-** It is completely banned to dispose sewage waters into the ground, as it is mandatory to expel them into the correct containers and safely keep them there until they can be disposed into the chemical lavatories that are specifically designed for that task.

**8.-** All the faucets installed in the campsite deliver drinkable water.

**9.-** The sinks are only to be used to wash dishes and cooking utensils. The laundry area is meant for the cleaning of clothes exclusively. Whomever makes use of any of these services must keep them in the same neat and perfectly clean state that they are kept.

**10.-** Tents and caravans are never to be left unattended without notifying the reception office, which, depending on the specific circumstances, may or may not agree to the departure of the guest(s) without all their belongings. The reception office reserves the right to deny this service.

**11.- The camping day shift ends at noon (12h).** The guests that do not leave the

camping pitch at that time, must pay for another night of stay in the campsite. They must show the document that certifies their stay and their bill. **If they wish to leave at a time when the reception office is closed, they must pay the day prior to their departure.** **12.-** All pet owners must obey the current legislation imposed by the Generalitat de Catalunya or any other authority. The pet owner is responsible for any damage that their pets cause. **All dogs must have their vaccinations in order and have their vaccination card appropriately updated, a copy of the card must be left at the reception office upon entry. It is forbidden for dogs to defecate in the camping pitches, for that matter there are several exits to the royal path as disposable baggies.** **13.- Please respect the facilities, the environment, and the proper rest of all the neighbouring guests. Please make good use of the water and the electricity. When throwing away garbage, make sure that the trash bags are correctly sealed and make use of the designated containers.**

**14.- Security.** Even though there is constant presence of the staff in the campsite, the Direction Board is not responsible for any possible thefts or misplacement of the property of any guest. Verneda Camping Mountain Resort is not responsible for any damaged caused by other guests as a result of acts of vandalism, fires originated by other campists, any force of nature or natural disaster, or any other cause outside of the actions of the Company. Every guest must have hired the services of a third party insurance.

