

INTERNAL RULES

CAMPING LA SARDANE



In the interest of all our holidaymakers, we kindly ask you to respect the following rules to ensure everyone's safety, comfort, and well-being.

1) ACCESS TO THE CAMPSITE

- Anyone wishing to enter the campsite, whether **a guest or a visitor**, must check in **at reception**.
 - **Staying at or visiting** the campsite implies acceptance and compliance with these rules.
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2) DISTURBANCES

- Noisy or disturbing activities are **strictly prohibited between 11 pm and 8 am**: music, shouting, loud games...
 - Any threat, intimidation or aggressive behaviour towards another guest or a member of staff will result in **immediate expulsion without refund**
 - Repeated offences, even minor ones, may result in **permanent expulsion without refund**
 - Holidaymakers must respect **the peace and quiet of the neighbourhood**, especially the residents living close to the campsite
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3) TRAFFIC AND PARKING

- Only campers' vehicles are allowed to drive on site. **Visitor vehicles are strictly prohibited** inside the campsite
 - **Maximum speed: 10 km/h**
 - Barrier closure hours: **11:30 pm to 6:30 am**, no traffic allowed in the campsite
 - **Vehicles must be parked in the night car park (located at the campsite entrance) during barrier closure times**
 - **Parking tags must be visibly displayed on the vehicle at all times**
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4) CLEANLINESS AND PITCHES

- Each holidaymaker must **keep their pitch clean**
 - Respect all plants and do not tie clotheslines to young trees
 - Rubbish and litter: bin bags must be placed in the containers provided, selective sorting must be respected
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5) SANITARY FACILITIES

- Please accompany your children; the sanitary facilities **are not play areas**
- Each holidaymaker must **leave the sanitary facilities clean after each use**
- It is essential to **respect the work of the cleaning staff** and not to deliberately damage the facilities
- **Any failure to respect the sanitary facilities or staff** may result in a **sanction up to and including expulsion without refund**
- Please report any malfunction or issue to reception to help ensure everyone's comfort

6) SAFETY INSTRUCTIONS

- The campsite is located in a **flood zone**: please refer to the evacuation plan displayed at the sanitary blocks and reception
- **Only gas barbecues and gas planchas are allowed**. All electric equipment is prohibited
- **Wood or charcoal grilling is strictly forbidden on pitches and in mobile homes**. It is only permitted on **communal barbecues provided by the campsite**, which may be closed depending on weather conditions and fire risk
- **In case of evacuation (fire, flood, weather alert):**
 - Evacuation must be done **on foot**
 - **Vehicles must remain in place and must not drive** inside the campsite
- The management accepts no responsibility in case of theft. Valuables may be left at reception in the paid lockers provided for this purpose
- **The number of people on a pitch or in a rental must not exceed the authorised capacity displayed for each accommodation. Failure to comply will result in immediate expulsion without refund**

7) ANIMALS

- **All dogs must be kept on a lead at all times** on the campsite and pitches
- Dog waste must be **picked up at all times**. Waste bags are available
- Category 1 and 2 dogs are prohibited
- **Maximum dog weight: 25 kg**
- **Maximum of 2 dogs** per pitch or rental
- Animals are not allowed during high season (July/August) according to dates displayed on the website. Except in the Woofi ranges (allowed all season)

8) VISITORS

- Visitors must report to reception and wear an **access wristband**
- Visitors' animals are not allowed
- Visitors must show **ID** and provide **full name and phone number** at reception
- **A numbered badge** will be given to each visitor and **must be returned when leaving**, either to reception or to the security guard if reception is closed.
If the badge is not returned, a €50 charge per visitor will be applied to the holidaymaker hosting the visitor(s).
The badge cannot be returned the following day, and **late returns will not cancel the charges applied to the holidaymaker**. The visitor's wristband will be removed at that time.
- Visitors must be **accompanied by the holidaymaker they are visiting**. No information will be given to visitors about other guests staying on site if they do not come to reception
- If the holidaymaker is not present, **the visitor will not be allowed entry**
- Visitors do not have access to the water park, entertainment, or the campsite car park
- Visitors must arrive during reception opening hours, no later than **8 pm**, and **must leave the campsite before 11:30 pm**

- Minor visitors must be accompanied by a legal guardian or provide **written parental authorisation**
 - **Failure to comply with these rules will result in the following sanctions:**
 - If these instructions are not followed, **no more visitors will be allowed to the concerned holidaymaker**
 - Any visitor not declared or present illegally may result in **the expulsion of the hosting holidaymaker, without refund**
 - Any visitor staying overnight illegally will incur **a charge of €50 per night and per visitor, applied to the holidaymaker hosting them**
 - **Expulsion may be immediate and without refund.**
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9) SWIMMING POOL AREA

- The swimming pool area is **strictly reserved for campsite holidaymakers**
 - Animals are strictly prohibited in the aquatic area
 - Please respect **peace and quiet** around the pools and be **considerate of others**
 - Minors must be **accompanied by their legal guardian**
 - Children must be **supervised by their parents or legal guardians** at all times while at the swimming pool area
 - Children **who cannot swim must be watched at all times and wear safety armbands**
 - **Lifeguards will enforce pool rules** and may:
 - **Temporarily expel individuals from the pool**
 - Or **ban access to the pool for the rest of the stay**, if safety instructions are not followed or a predictable danger is identified
 - **The campsite declines all responsibility in case of an accident**
 - Permitted swimwear: one-piece swimsuits, full bikinis, shorties, briefs, boxers. **All other swimwear is prohibited.**
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10) IDENTIFICATION

- Wearing the **La Sardane wristband** is mandatory for all persons over 5 years old
 - The wristband must be worn on the wrist and visible throughout the stay. Failure to comply will result in expulsion.
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11) COMMON AREAS, ACTIVITIES AND SHOPS

- Opening hours:
 - Gym: **7 am to 9 pm, not allowed for minors**, adults only
 - Playground: **8 am to 10:30 pm**
 - Multisport field: **9 am to 9:30 pm**
- Shops: opening hours displayed on site
- Entertainment and activities: according to opening dates
- A €45 penalty per person will be applied in case of no-show after booking the (free) Barcelona shuttle

12) MINORS

- Minors must be **accompanied by their legal guardian** for the entire duration of the stay
- If the legal guardian is not present at all times, **written parental authorisation must be provided**, including:
 - Full name and phone number of the legal guardian
 - Documents proving the legal status of the guardian
 - Full name of the person responsible for the minor during the stay
- Minors must be **supervised by an adult at all times** while on the campsite and must **stay with their legal guardian**
- If adults leave the campsite, minors **may not remain alone**
- Failure to comply with this rule may result in **the expulsion of the entire group staying**
- In case of an accident or evacuation, **if the legal guardian is not present**, emergency responders may **refuse to intervene or transport the victim**, which could lead to serious consequences
- The campsite **declines all responsibility** in the event of bodily harm or material damage resulting from failure to comply with these rules.

13) RIGHT TO IMAGE

- The campsite reserves the right to use photographic and video material in which you may appear for its publications.

14) SANCTIONS

- **Failure to comply with one or more** of these rules will result in:
 - Temporary or permanent **expulsion from the campsite, without refund**
 - In severe or repeated cases, management reserves the right to **refuse any future bookings**
- These measures apply to any violation: disturbances, safety, cleanliness, staff respect, maximum capacity, facility use, animals, visitors, identification or any other provision of these rules.

The entire team at La Sardane wishes you a wonderful stay!