

CAMPING S'ENA ARRUBIA - RULES & REGULATIONS

These regulations outline the behavioral rules that all guests and visitors of Camping S'Ena Arrubia must observe. They are displayed at the Reception/Information Office, in various parts of the campsite, and published in full on the official website www.senarrubia.com.

Entering the campsite implies full acceptance of the regulations.

1. ENTRY PROCEDURE

REGISTRATION. Access to the campsite requires authorization from the Management. Each individual must be registered to enter and stay. Upon arrival, guests must review the prices and conditions of the campsite and provide a valid ID.

It is strictly forbidden to bring unregistered individuals into the campsite. If an unregistered person is found, their stay will be charged from the 1st day of arrival of the group they belong to.

WRISTBAND. Each registered guest will receive a wristband, which must be worn on the wrist throughout the stay and returned at departure. The wristband grants access to the campsite and must be visibly worn. Guests refusing to wear it will be denied entry and forfeit any pre-paid amount.

DAY VISITORS. Guests may receive visitors in the campsite. Entry for visitors is at the sole discretion of the Management and subject to the presentation of an ID. Access is only allowed on foot during Reception opening hours. Visitors staying over 1 hour must pay the daily visitor rate. Visitors must leave before Reception closes.

MINORS. Minors under 18 must be accompanied and lodged with parents or legal guardians (with written parental authorization). Children must be accompanied to services, showers, pool, and playground. Parents are responsible for their children's behavior. In particular, children must respect quiet hours and not ride bicycles during rest times.

2. CHECK-IN / CHECK-OUT

ACCOMMODATIONS

ASSIGNMENT. The allocation of accommodations is at the sole discretion of the Management. If a change is requested and approved, it will incur the higher rate (if applicable) plus an additional fee of EUR 40.00 for cleaning costs.

The accommodation photos on brochures and website are for illustrative purposes and are not binding. Guests must verify that all items are present upon entry.

No refunds will be issued for downgrades to lower-priced accommodations.

ARRIVAL AND DEPARTURE. Accommodations are available from 4:30 PM to 8:00 PM. On departure day, accommodations must be vacated by 10:30 AM. Departures after this time will incur an additional day charge.

Failure to arrive by 12:00 PM of the day following the reservation without notice may result in cancellation and reallocation.

LATE CHECK-OUT may be available (subject to availability, confirmed the day before departure) at EUR 30.00, allowing stay until 6:00 PM.

PAYMENT AND DEPOSIT. Payment is due at check-in. A security deposit of EUR 100 (cash, check, or credit card) is required to cover potential damages. This will be refunded after inspection at check-out.

PITCHES

PITCH ASSIGNMENT. Guests must occupy the pitch assigned by the Management or await an escort. Occupying another pitch requires explicit authorization.

Only one camping unit (tent, caravan, or camper) is allowed per pitch. Installing two units is forbidden unless authorized, with an extra charge.

Electrical connection must be authorized by the Management.

STAY DURATION. Stays are calculated from arrival to 12:00 PM of the departure day. Exceeding this time incurs an additional day charge. Minimum stays may be required during peak periods. Groups of minors are not accepted.

PAYMENT. Payment is due at check-in. Upon departure, guests must stop at the exit and present proof of payment.

3. RULES OF CONDUCT FOR GUESTS AND VISITORS

VEGETATION PROTECTION. It is strictly forbidden to damage vegetation, dig holes, or install fences or covers. Hanging lines, hammocks, etc., without authorization is prohibited.

FIRE SAFETY. Open fires are strictly forbidden. The use of charcoal or wood stoves is prohibited on pitches and the beach. This rule violation constitutes an offense. **Barbecues may only be used in calm weather, must never be left unattended, and only charcoal may be used (no wood, flammable liquids, paper, or dry branches).**

More restrictive territorial rules may apply.

Gas stoves must be placed over 1 meter from vegetation.

Tampering with or misusing fire safety equipment is prohibited.

WASTE DISPOSAL. Guests must keep their areas clean. Recycling is mandatory using transparent bags. Waste must be taken to the designated ecological island or placed outside accommodations for collection.

Dumping wastewater anywhere other than designated points is strictly forbidden.

USE OF AIR CONDITIONERS. **Air conditioners or heaters must not be left on when accommodations or camping units are unoccupied.**

ELECTRICAL EQUIPMENT. Power supply is 220V - 6A, suitable for low-consumption appliances. Overloading outlets or running cables across paths or vegetation is prohibited. Staff may disconnect any non-compliant connections. The campsite is not liable for faulty equipment.

SOUND EQUIPMENT. Radios, TVs, instruments, and other devices must be used only during permitted hours and at low volume or with headphones. Hanging antennas on trees or structures is prohibited.

QUIET HOURS. Silence must be observed from 12:00 AM to 8:00 AM and from 1:30 PM to 3:30 PM. During these times, loud conversations, vehicle movement, and noise-making devices are prohibited.

Service vehicles may circulate at all hours.

Playgrounds and sports areas are closed after 9:30 PM.

PETS. Pets are allowed. They must have a microchip and veterinary certificate. These may be checked upon arrival. Without documents, access may be denied.

Pets are not allowed on beds, sofas, or left alone. They are also prohibited from entering pools and restrooms.

PLAYGROUND. Reserved for children under 12. Adults may enter only to supervise. Bicycles are not allowed. Violations may result in expulsion. The campsite is not liable for injuries due to improper use by other children.

SPORT FACILITIES. Use of fields (football, beach volley, beach tennis) is at the user's own risk. Children under 12 must be accompanied. The campsite is not liable for injuries.

CLOTHING. Entering the bar, restaurant, or reception in swimsuits, shirtless, or barefoot is prohibited.

PEST CONTROL. Disinfestation and rodent control are carried out regularly. During treatments, guests must keep doors/windows closed and remove food and personal items. The treatments comply with current regulations and are non-toxic. Being located in the countryside, the campsite may have insects or small animals. No refunds or changes will be made due to insects.

4. VEHICLE ACCESS AND USE

VEHICLE CIRCULATION. Cars are only allowed for unloading upon arrival and loading upon departure. No internal circulation is allowed except for transporting disabled persons.

Electric scooters, mopeds, or similar are not allowed. Only bicycles are permitted, except in pedestrian areas.

Vehicles may only drive from the side entrance to the internal parking. Maximum speed: 5 km/h. Cars may not be used to carry groceries.

Parking on pitches or near accommodations is not allowed.

Washing vehicles in the campsite is prohibited.

CAMPERS. Only authorized and approved campers may enter. Staff may request documentation.

5. EMERGENCY MANAGEMENT

In case of medical emergencies, natural disasters, public safety issues, fire, or sea incidents: contact campsite staff or refer to the emergency numbers displayed at Reception.

6. LIABILITY

GUEST LIABILITY. Guests and their visitors are personally liable for any damage caused to persons or property due to violations of these rules or applicable laws. Each camper must safeguard their belongings.

CAMPSITE LIABILITY. Interruptions to services (electricity, gas, water, etc.) due to faults or force majeure do not entitle guests to compensation or refunds. The campsite is not liable for theft or damages caused by natural events or other guests.

The Management reserves the right to expel any guest whose behavior is deemed inappropriate, disruptive, or in violation of these rules.

CAMPSITE LIABILITY. Any interruption of electricity, gas, water supply, or other campsite services due to breakdowns or force majeure does not entitle guests to compensation or refunds. The Management accepts no responsibility for theft of belongings or money within the premises or for damage to vehicles, campers, caravans, or other property caused by falling branches, pine cones, or natural events such as wind or rain. The Management is not liable for accidents caused by guests or their equipment or vehicles.

The Management reserves the right, at its sole discretion, to expel any guest whose behavior is deemed inappropriate, disruptive to harmony and civility, or in violation of the above rules.