



## INTERNAL REGULATION

This internal regulation establishes the rules to be followed at Motorhome Ecopark São Brás de Alportel, hereinafter referred to as Ecopark, to ensure the safety and well-being of its customers.

### Art. 1 – Operating period

The Ecopark is open all year round, with the exception of the months of June, July and August.

### Art. 2 – Timetable

1. The reception is open in the morning from **9AM to 1PM** and in the afternoon from **3PM to 6PM**.
2. The entrance gate opens at 8AM and closes at 8PM.
3. The laundry room is open from 9AM to 6PM, with pre-booking.

### Art. 3 – Quiet period

1. The quiet period starts at 10PM and ends at 8AM.
2. The quiet period should be respected by everyone and any noise that is likely to disturb the customers is strictly forbidden.

### Art. 4 – Check-in and check-out regulations

1. The check-in must be done upon arrival and during the reception's opening hours.
2. The check-out must be before 11AM.

### Art. 5 – Payment

1. The payment of the overnight stay must be done upon arrival and during the reception's opening hours.
2. If the customer wishes to extend the stay, payment must be done before 11AM of the day before check-out.
3. **All services are pre-paid.**
4. The price list is available at the reception or in the website of the Ecopark.

### Art. 6 – Pets

1. Every pet must be declared upon check-in.
2. Pets must be kept on leashes and should not be left unattended.
3. Pet owners must pick up after their own pet when taking them for a walk.
4. No excessive barking allowed.
5. Any damage caused by the customer's pets is of the respective owner's responsibility.

### Art. 7 – Rights

Each customer has the right to:

- a. enjoy their stay in a clean, safe and welcoming environment;
- b. use the green spaces, facilities and services available at the Ecopark;
- c. participate in programmed activities by the Ecopark;
- d. know the prices of the available services;
- e. get a receipt;



## INTERNAL REGULATION

- f. offer any suggestions related to the improvement of the services available at the Ecopark;
- g. get to know this region's tourist offer.

### Art. 8 – Obligations

Each customer is required to:

- a. comply with the rules herein stated;
- b. contribute to a peaceful and quiet atmosphere;
- c. keep the green spaces and facilities clean;
- d. not light campfires;
- e. take all safety measures when using individual grills, once authorised by the Ecopark managers;
- f. place all garbage in the recycle bins available at the entrance of the Ecopark;
- g. keep every equipment inside the pitch chosen for the stay;
- h. keep the pitch clean and tidy;
- i. preferably use the clotheslines available at the Ecopark or their own and never put ropes on trees to hang up clothes;
- j. not damage the Ecopark's facilities and equipments;
- k. not waste water or leave any tap with the water running;
- l. not leave the lights on;
- m. discharge your grey and black water only at the service station;
- n. respect the speed limit of 10km/h (6mph) inside the Ecopark's premises to ensure the safety of every customer;
- o. instruct their children about the present rules in this internal regulation, namely in relation to the rules of hygiene, safety, the quiet period, the use of the shower block and toilet, and the conservation of the Ecopark's physical and natural heritage;
- p. compensate the Ecopark and other customers for any damage caused.

### Art. 9 – Prohibitions

It is not allowed to:

- a. light campfires at the Ecopark;
- b. throw rubbish on the ground, including cigarette butts;
- c. dispose of any kind of waste water outside of the service station;
- d. wash the motorhome or other vehicles with the water available at the service station, the electric boxes or the shower's block.

### Art. 10 – Parking

1. On the pitch only one motorhome can be parked.
2. At the entrance of the Ecopark, there is a parking lot for cars, motorbikes and trailers.

### Art. 11 – Visits

1. Every customer's visit must be reported and notified in advance to the Ecopark's management and must take place during the reception's opening hours.
2. Any disturbance or damage caused by the respective customer's visits is of the responsibility of the customer visited.



## INTERNAL REGULATION

### **Art. 12 – Non-compliance situations**

Those who choose not to follow these rules can be asked to leave our Ecopark without any form of refund.

### **Art.13 – Responsibility**

1. The Ecopark's management is responsible for providing the necessary information and support to its customers.
2. The Ecopark's management accepts no liability for accidents, damage, theft or robbery of customers or their equipment within the Ecopark's premises.
3. The Ecopark's management accepts no liability for damage caused by fire, earthquakes, lightning, explosions, floods, falling trees or other natural phenomena.
4. The Ecopark's management declines all liability arising from power and water supply failures, which shall be attributed to the suppliers.

### **Art. 14 – Claims**

1. There is a complaints book at the reception, in accordance with the law.
2. Any complaints by customers must be submitted in writing.

26<sup>th</sup> May 2022

The owners