

USAGE GUIDELINES

The present document aims to inform and disseminate the operational guidelines of the **Gerês Vidoeiro Camping Site** starting from February 16, 2024, to be followed ensuring that we can provide a quality service to the users/campers who wish to enjoy it.

CHAPTER I – OPERATING PERIOD

Article 1 – Operation

1. It is intended for camping and caravanning activities, as well as other activities duly authorized by the management of *Gerês Vidoeiro Camping*;
2. The Park operates according to the following schedules:
 - a) June, July, August, and September - Between 8:00 AM and 11:00 PM;
 - b) Remaining months - Between 8:00 AM and 10:00 PM.
3. The Park operates twenty-four hours a day, year-round, and may be closed according to Article 2 of these Regulations, by decision of the Management of *Gerês Vidoeiro Camping*, which will determine the closing period.

Article 2 – Temporary Shutdown and Suspension of Operations

1. The Park may close, either entirely or partially, for various reasons and for the necessary periods, including but not limited to: repairs, cleaning, pest control, Christmas Day, pandemic situations, or any other instances where such closure is deemed essential;
2. The entry of campers or visitors may be restricted or prohibited, and the use and the duration of stay in certain areas of the Park may be conditioned, whenever deemed appropriate by the Management of *Gerês Vidoeiro Camping*;
3. Users/campers must remove all their equipment from the Park within the timeframe specified in the notices. Failure to do so may result in their removal by the Maintenance Services of *Vidoeiro Gerês Camping*, at the user's own risk and cost. Additionally, the user will be responsible for any damages incurred and shall bear the associated costs.

Article 3 – Reception

1. The Park reception and the services provided therein operate year-round, during the following periods:
 - a) Check-in: 2:00 PM to 8:00 PM;
 - b) Check-out: 9:00 AM to 12:00 PM.
2. The operating hours of the reception may be modified by decision of the Management of *Gerês Vidoeiro Camping*. In such cases, the said alterations shall be announced and posted at the reception with a notice period of 2 (two) days in advance;
3. In the event of an emergency of the user/camper outside of reception hours, the on-duty staff member will calculate based on the paper record provided by the management software. The receipt

will be sent by mail as soon as the services register the amount received. The user should provide their address for receipt delivery; however, they must leave the amount equivalent to a national postage stamp;

4. Motorcycles or mopeds transported using an attachment system on motorhomes are exempt from payment. However, if these vehicles are driven within the camping site, they must be registered and paid for according to the current fee table.

Article 4 – Quiet Hours

1. The quiet hours are from **10:30 PM to 8:00 AM**;

2. During the quiet hours, it is strictly prohibited to produce any type of noise, including the use of devices and instruments that generate sound, speaking loudly, and driving any motorized vehicle within the Park, except for Park security vehicles.

CHAPTER II – ADMISSION AND ENROLLMENT CONDITIONS

Article 5 – Admission & Registration

Access to the Camping Park depends on availability and occupancy levels. In case of full capacity, no further registrations will be accepted until space becomes available;

1. Registration is done by providing the user's name, elements, and required documents as per the law (identification, taxpayer identification number (TIN/NIF), vaccination certificate, or others), as well as the day and time of arrival and departure;

2. In the case of a group of campers, the registration must be made by the group leader, indicating the name, identification, and contact phone number of the individuals in the group, as well as all units comprising their campsite, which will be attached to the registration;

a) Registrations and records can only be accepted during the operating hours outlined in Article 3 of Chapter I.

3. In the event queues form for registration, the order of arrival must be respected, maintaining personal safety distancing. Priority will be given to pregnant women, seniors (> 65 years old), and persons with disabilities;

4. The Lead Camper will receive, for each admitted and registered user/camper/vehicle, a document, wristband, badge, or digital means, serving as identification as a legal user. This must be visible and presented whenever requested by the staff of *Gerês Vidoeiro Camping Park*;

5. The Lead Camper may enjoy a parking space in the Park, under the conditions described in Article 11;

6. Users/campers under the age of 16 may only access the Park when accompanied by their legal guardian or when authorized by them through the complete filling and signing of the registration form;

7. The entry and permanence of visitors are regulated in Article 10 of these Regulations;

8. Users/campers are required to identify themselves whenever requested by employees/staff of *Gerês Vidoeiro Camping*;

9. At the end of the stay, the user must compulsorily return the documents or identification items provided at the time of admission and registration or during the stay. Failure to return or damage to these items will result in payment according to the Fee Table and the individual being considered an unauthorized occupant, with legal consequences, and required to compensate *Gerês Vidoeiro Camping* for the respective damages.

Article 6 – Refusal of Admission

1. Management of *Gerês Vidoeiro Camping* reserves the right to refuse access and accommodation to a number of users/campers exceeding its respective capacity;
2. Access or stay may also be refused to those who disturb its normal operation, notably by:
 - a) Refusal to comply with these rules and all applicable legislation;
 - b) Improperly accommodating third parties;
 - c) Accessing or attempting to access service areas that are off-limits or any spaces assigned to other users/campers;
 - d) Behaviors during previous stays at the Park that have resulted in expulsion;
 - e) Irregular situation regarding the payment of contracted services during previous stays at the Park;
 - f) Demonstrating visibly altered behavioral state (intoxication, drugs, others);
 - g) Exhibiting improper conduct at the time of admission;
 - h) Individuals who may disrupt public order within the Camping Park.

CHAPTER III – RIGHTS AND DUTIES OF USERS/CAMPERS

Article 7 –Rights

The rights of users/campers are as follows:

1. Utilizing the Park's respective facilities and services, in accordance with the provisions of these regulations and the applicable current legislation;
2. Being informed in advance of the fees practiced at the Park, as indicated in the table displayed at the reception;
3. Requesting the presentation of a complaints book at the reception, in accordance with the current legislation;
4. Requesting the presentation of the Park's Usage Guidelines at the reception;
5. Requiring the issuance of a receipt for each payment made.

Article 8 – Duties

1. The duties of users/campers are as follows:

- a) Comply with all provisions of these Regulations, as well as all applicable legal and regulatory provisions;
- b) Obey the instructions given by the workers/staff of *Gerês Vidoeiro Camping* within the Park;
- c) Provide the Management of *Gerês Vidoeiro Camping* with their documents and identification whenever requested;

- d) Comply with the hygiene standards adopted in the Park, especially regarding the handling and disposal of waste and wastewater; washing and drying of clothes; admission of animals; and prevention of contagious diseases;
- e) Set up and maintain their campsite and equipment in accordance with the current regulations in the Park and good condition, hygiene, and cleanliness;
- f) Use the sanitary blocks, sinks, laundry facilities, and, in general, all facilities with due respect for other users, hygiene rules, healthiness, and civility, as well as all environmental and sustainability issues;
- g) Refrain from any acts likely to disturb others, particularly other users/campers, including acts of propaganda, pollution, and noise, especially during quiet hours, as set out in paragraphs 1 and 2 of Article 4 of these Regulations;
- h) Only use certified electrical and gas appliances, close safety valves after use, only use gas bottles of types G4 and G6, handle and store them with due care, and comply with other safety rules against explosion and fire hazards;
- i) Preferably use communal grills, taking all safety measures when using individual equipment;
- j) Preferably use individual clotheslines brought by users/campers, taking all safety measures when using communal equipment;
- k) Install their equipment in the designated space and not elsewhere, following the instructions of the workers/staff of *Gerês Vidoeiro Camping*;
- l) Refrain from limiting any indoor or outdoor area beyond the designated camping area, aside from its own setup;
- m) Leave the Park with all their equipment and belongings at the end of the established period in the cases provided for in Article 2 of the Regulations;
- n) Diligently observe the rules of conduct and social interaction, in accordance with good manners and customs;
- o) Not to cause any damage to the Park, its facilities/equipment, nor to the property of users/campers or other third parties.

2. Users/campers, visitors and other individuals who, in general, violate these rules and, in particular, fail to comply with the obligations stated in the previous clause, as well as those outlined in their respective contracts, may be refused stay in the Park;

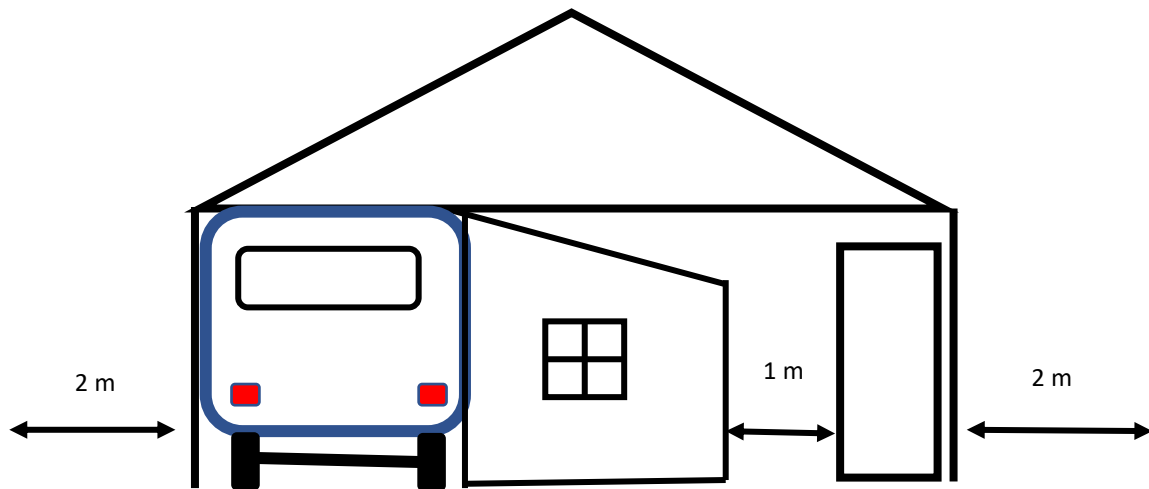
3. The refusal of stay in the Park to certain individuals, in accordance with the previous clause, may constitute refusal of their future admission, provided it is duly justified.

Article 9 – Prohibitions

1. It is expressly prohibited to:

- a) Trespass or destroy the existing fences in the Park;**
- b) Use materials that are not in line with camping ethics, cover the ground with elements that prevent necessary ventilation and permeability, or construct limitations or decorations in their campsites with inappropriate materials, including crates, boards, bricks, stones, plastics, tarps, fences, gates, wires, pots, arches with vines, etc., and in general, install any objects or adornments characteristic of permanent residence;**
- c) Place clotheslines, cables, or threads made of any material at a height of less than 2 meters from the ground, or wires at any height;**
- d) Make and handle open fires of any kind outdoors, outside the designated areas for this purpose, and especially smoke in wooded areas;**

- e) Obstruct in any way the paths and emergency exits;
- f) Dispose of debris, garbage, or waste outside the designated and marked containers or areas for this purpose;
- g) Use the fountains for dumping or as sinks;
- h) Connect hoses to any water network point in the Park;
- i) Dig cesspools or dump water with debris of any kind onto the ground, or establish permanent water and sewage connections to the equipment;
- j) Allow sewage water from caravans or motorhomes to run onto the ground, requiring the mandatory use of a suitable container for this purpose or the service area;
- k) Allow sewage water from caravans or motorhomes to run onto the ground, requiring the mandatory use of a suitable container for this purpose or the service area;
- l) Install camping equipment and extras at a distance of less than one (1) linear meter between different elements, with this distance being mandatory of two (2) meters relative to the equipment of other users/campers;
- m) Use coverings on camping equipment, except when complying with the stipulated terms of paragraphs a) to e) of nº 3 of article 70 of Decree Regulation Nº 14, of March 12, 2002, and they cannot exceed 10 centimeters per unit to be protected on any of the sides or upper ends, requiring the prior submission of a project for assessment and approval by *Vidoeiro Gerês Camping*, according to the following figure:



The metal structure must have M2 class covering, and it must be green or gray. Its placement must be 40 cm away from the caravan and kitchen, and 2 meters from surrounding structures, both in the front and on the sides.

- n) Fences are not permitted, nor the placement of materials atypical to camping, such as: cement, metal sheets, wood, masonry, tiles, or flammable materials;
- o) Three surrounding "walls" made of M2 class material are allowed, which may have windows, the same color as the existing roofing. The front side of the structure must remain open;
- p) External lights that remain on in the absence of the structure's owners are not allowed;
- q) All users must turn off all electrical equipment in their absence, including lights. Failure to comply with this rule may result in sanctions;
- r) Posting any written or drawn material of any kind without authorization from the Management of *Gerês Vidoeiro Camping*;

- s) **Installing antennas or structures using trees for support;**
- t) **It is strictly forbidden for the setup to have a permanent character or one that could be confused as a sole residence.**

2. In order to ensure the safety of the Park's facilities, its users/campers, employees, or visitors, the Management of *Gerês Vidoeiro Camping* reserves the right to conduct the inspections it deems necessary for this purpose, including of the interior of the equipment, when compliance with campers' duties is at stake, particularly regarding safety matters or in situations of misuse of the provided amenities.

Article 10 – Visits

1. Users/Campers staying at the Park have the right to receive visitors between 10:00 AM and 8:00 PM;
2. Visitors must adhere to the following conditions, failure to do so will result in the corresponding stay fee being charged to the titular camper:
 - a) All visits are subject to the payment of the defined fee;
 - b) Visits are limited to a maximum duration of 3 hours, and visitors must depart the Park before 8:00 PM.
3. Visitors will be admitted by complying with the following procedures at the reception:
 - a) Registration of the full name, contact information, and ID card of each visitor;
 - b) Deposit of the identification document for each visitor, to be returned upon departure;
 - c) Purchase of a visitor ticket by the titular camper.
4. Upon the entry of the visitor into the Park, the hosting titular camper assumes full responsibility for the visitor's actions and behaviors;
5. Visitors are not allowed to use their vehicles within the Park, except in the case of individuals with reduced mobility.

Article 11 – Admission, Permanence and Circulation of Vehicles

1. Users are permitted to park a vehicle within the Park facilities, provided that this request is made during admission and registration, subject to payment in accordance with the current fee table;
2. The titular camper will receive, as per the preceding clause, a parking card or badge, which must be placed and kept inside the vehicle in a visible location throughout the entire stay in the Park, particularly during entry and exit;
3. The internal circulation of vehicles and bicycles within the Park area is subject to the general regulations of the Highway Code and the existing signals;
4. *Gerês Vidoeiro Camping* is not responsible for the safety of vehicles parked within the Park, specifically disclaiming any liability or obligation arising from potential road accidents, falling pine cones or tree branches, as well as damages and thefts (of vehicles or items within them);
5. The circulation of vehicles within the Park is only permitted under the following circumstances:

- a) Loading and unloading (with a maximum allowance of 30 minutes for unregistered vehicles);
 - b) Vehicles assigned to Park services;
 - c) Emergency and priority vehicles;
 - d) Other cases expressly authorized by the Management of *Gerês Vidoeiro Camping*.
6. The vehicle entry and exit hours will be from 7:00 AM to 11:00 PM;
7. Vehicles registered at reception that arrive at the Park during the quiet hours or after the times indicated in point 6 are still subject to payment of the initially established fee;
8. Within the Park, it is strictly prohibited to:
- a) Exceed the speed limit of ten (10) kilometers per hour;
 - b) Perform any repairs, adjustments, or vehicle washing;
 - c) Use audible signals or leave alarms activated.
9. Parking any vehicle outside the designated areas and spots, without authorization or in violation of these rules and the Highway Code, grants the Management of *Gerês Vidoeiro Camping* the right to have it towed away, at the user's expense and risk, if not immediately and voluntarily removed by its owner;
10. Parking in the Park may be limited, conditioned, or prohibited whenever *Gerês Vidoeiro Camping* deems it necessary, particularly for safety reasons;
11. The rules outlined above apply, with appropriate adaptations, to the circulation of bicycles, tricycles, motorcycles, or any other vehicles.

Article 12 – Stay and Admission of Animals

1. The admission and stay of pets in the Park are only allowed upon the user/camper's compliance with the following procedures, to be carried out upon admission:
 - a) Presentation of proof of compliance with legal vaccination requirements, duly updated;
 - b) Presentation of the registration certificate in accordance with current legal provisions.
2. Animals covered by legislation regarding dangerous animals will not be admitted to the Park.;
3. Access of animals to any buildings within the Park, including the Reception, Bathrooms, Bar/Terrace, Mini Market, or others, is strictly prohibited;
4. Animals must be kept inside their user's/camper's/owner's equipment or securely tied nearby so that they cannot stray more than two (2) meters away and always in a manner that does not disturb other users/campers in the Park;
5. Animals are not allowed to roam freely within the Park. Whenever pet owners need to move within the Park, and solely for entering or exiting it, they must do so with means of adequate containment suitable for the characteristics of the animals, such as crates, cages, or securely leashed with a short leash, which must be attached to a collar or harness;
6. *Gerês Vidoeiro Camping* shall not be held responsible for any accidents or damages caused or suffered by animals within the Park, as such responsibility lies with their owners.

Article 13 – Fees, Delays and Defaults in Payment

1. The usage fees are outlined in the table approved by the Management of *Gerês Vidoeiro Camping*;
2. The rates listed in the Table are considered fixed per day of usage, concluding at 4:00 PM (preceding the overnight stay), with days counted by the number of nights spent in the Park and the minimum payment fee corresponds to one full day;
3. On the departure date indicated upon admission to the Park, all users/campers must settle the full payment for their stay;
4. Delay and non-payment of the stay are subjected to the payment of late payment interest at the legal rate in force;
5. Notwithstanding the foregoing provisions, users/campers are obliged to indemnify *Gerês Vidoeiro Camping* for any losses caused and for any exceeding damages, including all legal expenses;
6. If Users/campers fail to make full payment of all amounts owed, the Management of *Gerês Vidoeiro Camping* has the legal right to enforce coercive collection of the unpaid fees;
7. The management of *Gerês Vidoeiro Camping* reserves the right to remove all withheld property, at the user's expense and risk, if they fail to do so within the designated timeframe;
8. The management of *Gerês Vidoeiro Camping* reserves the right to refuse admission and entry to the Park to users/campers who have not settled their payments;
9. Complaints made in the designated book or via the internet will only be accepted if submitted by the registration holder, who must be accompanied by their Citizen Card.

CHAPTER IV – MISCELLANEOUS PROVISIONS

Article 14 – General Conditions of Use

The campground is divided into sectors and plots, and users/campers must respect their designated areas, adhering closely to the instructions provided by the staff of *Vidoeiro Gerês Camping*.

Article 15 – Moving and Retention of Equipment

1. All equipment left behind or in poor condition, particularly if it compromises the safety and well-being of other users/campers, will be removed by the workers/staff of *Gerês Vidoeiro Camping*. Similarly, any equipment found outside the designated areas or without the owner's identification tag will be considered abandoned for this purpose;
2. The permanence of unoccupied equipment is permitted, subject to explicit mention at the reception desk. However, users/campers are obliged to inform the campsite of their departure and return. Unoccupied equipment incurs a surcharge of 100% on its daily occupancy fee;
3. The material collected by the maintenance services will be stored in the Park for a period of sixty (60) days, after which the responsibility of *Gerês Vidoeiro Camping* ends;
4. The recovery of abandoned or retained material is only possible if the owner can prove ownership and settle any outstanding amounts owed to *Gerês Vidoeiro Camping*.

Article 16 – Playground

1. The use of playground equipment is prohibited for users/campers aged 14 and above;
2. The management of *Gerês Vidoeiro Camping* declines any responsibility for accidents or damages resulting from negligent or dangerous behaviors and uses.

Article 17 – Electrical Installations

The supply of electrical power intended for tents, caravans, and motorhomes shall be governed by the following provisions, in addition to legal regulations:

1. MANDATORY ADAPTER

The electrical outlet boxes ("pimenteiros") available in the Park for connecting to the power supply must not be used without the GERES VIDOEIRO CAMPING adapter, which can be obtained at the reception upon a deposit of €20.00 (subject to availability). They must not be overloaded with current requests exceeding 6 Amperes per outlet;

2. Each tent, caravan, or motorhome may use one electrical outlet, in a ratio of 1 to 1;
3. Suspending electrical cables on trees or shrubs and in any location where it may compromise the aesthetics or safety of the Park and its users/campers is prohibited;
4. Damages to the Park's installation or any accidents of personal or material nature resulting from the poor condition of the user/camper's equipment, or improper use, shall be the sole responsibility of the user/camper;
5. The number of connections to each box should never exceed the number of existing sockets;
6. The connection of any unit may be refused if its electrical installation is not in regulatory standards;
7. Campers should ensure not to leave equipment unnecessarily plugged into the electrical outlets when absent for an extended period;
8. The staff of *Gerês Vidoeiro Camping* may disconnect the electrical supply when conditions arise that could compromise the safe functioning of the facilities. The user/camper cannot hold them responsible for any resulting damages;
9. Whenever a circuit breaker trips, a staff member of the Park will reconnect it upon payment of the fee specified in the Fee Table;
10. The staff at *Gerês Vidoeiro Camping* reserve the right to prevent the connection to the electricity supply whenever they deem that the installation of the user/camper does not meet minimum safety conditions.

Article 18 – Responsibility

Gerês Vidoeiro Camping declines any responsibility for accidents, damages, thefts, or robberies of users/campers or their belongings that occur within the fenced area of the Park unless the facts indicate direct responsibility of the company. The responsibility for such acts shall be attributed to their perpetrators or guardians, in the case of minors.

Article 19 – Contractual status

1. All contracts signed by users/campers with the company are temporary.

Article 20 – Modification of the Regulations and other provisions

1. The present regulations may be amended at any time, coming into effect upon its publication;
2. At any time, new rules may be introduced due to recommendations from authorities (particularly health authorities), leading to the immediate implementation of containment measures (such as the use of masks or other measures);
3. Any cases not covered by these regulations will be decided by the Management of *Vidoeiro Gerês Camping*.

Cancellation Policy

This document outlines the Cancellation Policy of ***Gerês Vidoeiro Camping***.

Stay Period from October 1st to May 31st:

Stay Period from October 1st to May 31st:

- Cancellation more than 30 days in advance – **Free of charge**;
- Cancellation more than 15 days and less than 30 days in advance – **Free of charge**;
- Cancellation more than 7 days and less than 15 days in advance – **€2.00**;
- Cancellation more than 24 hours and less than 7 days in advance - **10% of the reservation value**;
- Cancellation less than 24 hours in advance – **100% of the reservation amount, credited for a new booking.**

Stay Period from June 1st to September 30th:

- Cancellation more than 30 days in advance - **10% of the reservation value**;
- Cancellation more than 15 days and less than 30 days in advance - **15% of the reservation value**;
- Cancellation more than 7 days and less than 15 days in advance - **50% of the reservation value**;
- Cancellation less than 7 days in advance - **100% of the reservation amount, credit for a new booking.**

Note: The Management of Gerês Vidoeiro Camping values good relationships with all partners and customers. In any cancellation, we will always take into consideration the reasons provided by the customer for the cancellation of the stay.

We guarantee that common sense will always prevail on our part. We appreciate it if the same common sense is reciprocated by our customers.

Vidoeiro, February 16, 2024