

**Dear guests,**

We thank you for your cooperation in making **ALANNIA ELS PRATS** our **PERFECT RESORT** for the whole family!

We kindly remind you that compliance with our regulations is essential for everyone's wellbeing and **SAFETY**. **Parents are encouraged to set a good example and ensure their children follow the rules.**

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### **IMPORTANT**

The wristband provided to identify guests is **personal and non-transferable**. Wearing it visibly at all times during your stay is mandatory to gain access to our facilities.

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### **QUIET HOURS**

Quiet hours are from **00:00 to 08:00** (night silence). During this time, the use of devices that may cause noise or other disturbances (e.g., TVs, radios, instruments) is strictly prohibited.

During the day, guests, their devices, and pets must **not disturb others**. Keep the volume low even outside of quiet hours, and always respect the principles of good manners and coexistence.

The use of speakers is not permitted on accommodation premises (inside plot boundaries) or in communal areas (e.g., swimming pools, playgrounds). Activities that may disturb others, such as ball games, are also prohibited. Designated sports areas are available for such activities.

Gatherings of more than 12 people in or around any accommodation are not allowed. Speak quietly and ensure you do not disturb others or disrupt order.

Resort staff reserve the right to determine whether the noise level is acceptable and may prohibit any disturbances.

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### **SECURITY**

The Management cannot be held responsible for theft, loss or damage during your stay at the campsite. It is therefore recommended not to leave valuables in sight and to lock doors and windows when leaving your accommodation. For added security, you can use the safe rental service at reception.

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## BARBECUES

On plots, **electric, gas, and charcoal/wood barbecues are allowed.**

For bungalows, barbecues may only be held behind or beside the accommodation, exclusively in ground or gravel areas. They are **not permitted on verandas or artificial grass.**

For studios, barbecues are allowed at the back in the gravel area.

Barbecues outside your accommodation's boundaries (e.g., empty plots, roads, or communal areas like parks or pétanque courts) are prohibited.

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## VEHICLE SPEED LIMIT

The **maximum speed** for all vehicles within the resort is **10 km/h.**

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## CARS AND MOTORBIKES

Only **one vehicle per accommodation** may be registered.

Parking outside the assigned parking space or plot is not allowed. This includes public roads, communal areas, or other plots.

The barriers remain closed from **00:00 to 08:00.** During this time, vehicles cannot enter, exit, or circulate within the resort.

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## SCOOTERS, BIKES, AND SIMILAR VEHICLES

The use of electric scooters or motorised vehicles by anyone under 18 years of age is **prohibited.**

- **One person only** per vehicle.
- **Helmet mandatory.**
- Do not ride in pedestrian areas (e.g., squares, boulevards, paths, playgrounds).
- Respect traffic rules.
- Use reflectors or lights when it gets dark.

- Park vehicles at your accommodation or in designated bike racks. Use a **lock**, as the resort is not responsible for theft or loss.
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## **ELECTRIC VEHICLES**

Charging electric or hybrid vehicles via accommodation sockets is prohibited. Any damage to the electrical system or accidents (e.g., explosions, fires, short circuits) will be the guest's responsibility.

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## **PETS**

Pets must always be under control, remain within the boundaries of the accommodation, and be kept **on a lead at all times**.

Pets are **not allowed** in indoor areas (e.g., bar-restaurant, supermarket), playgrounds, or sanitary blocks. Upon arrival, you will receive information about designated areas, such as dog toilets.

Owners are responsible for cleaning up pet waste and diluting urine with water to maintain hygiene in public spaces. Dangerous dog breeds must comply with applicable regulations and wear a muzzle.

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## **UNAUTHORISED ITEMS**

Installing non-temporary, non-standard, or unusual items (e.g., household appliances, sinks, pools) is **prohibited**.

Attaching ropes or other objects to resort structures (e.g., huts, metal frames, or trees) is not allowed. Use only your own materials that are fixed to the ground.

Canopies must not exceed **3×6 metres**, and it is forbidden to cover your accommodation or its attached elements (e.g., tents or awnings) with plastic or tarpaulin.

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## **IMPORTANT NOTICE**

By accepting the reservation contract, you agree to comply with the resort's regulations. Breaching the rules may result in contract termination and immediate removal from the resort, without the right to compensation.

Guests who repeatedly fail to follow the rules will receive a warning and, if behaviour continues, may be **barred** from the facilities.

