

INTERNAL RULES

CAMPING LA TORRE DEL SOL

PREMIUM CAMPING & RESORT

Operating Company: MOOREA, S.L.

Tax ID (NIF): ESB58474214

Registered Address: La Torre del Sol, N-340, km 1136

43300 Mont-roig del Camp (Tarragona), Spain

Catalonia Tourism Register No.: KT-000026

CHAPTER I. GENERAL PROVISIONS

Article 1. Purpose

These Internal Rules are intended to establish the rules governing internal operation, coexistence, safety, and the use of the facilities and services of Camping La Torre del Sol.

These provisions apply to all guests of the establishment, as well as to their companions, visitors and, where applicable, any other person authorized to enter the campsite.

The purpose of these Rules is to ensure the safety of all persons, protect guests' rest and peaceful coexistence, promote the proper use of the facilities, and preserve the natural environment.

Article 2. Knowledge and Acceptance of the Rules

These Internal Rules shall be available to guests at Reception and through any other means considered appropriate by Management to facilitate access to them.

By entering into an accommodation agreement and accessing the campsite, guests agree to comply with these Internal Rules.

The reservation holder or accommodation contract holder must be at least 18 years of age and shall identify themselves by means of a valid official identification document.

The reservation holder shall ensure that all accompanying persons are informed of the rules applicable within the campsite.

Any change to the information provided during registration must be reported immediately to Reception.

CHAPTER II. ADMISSION, REGISTRATION, CHECK-IN AND CHECK-OUT

Article 3. Admission and Registration

Every guest must complete the registration process before accessing the allocated camping pitch or accommodation unit.

Persons who are not registered guests may not enter the camping or accommodation areas without prior authorization.

Admission to and continued stay at the campsite shall be subject to compliance with applicable legislation and these Internal Rules.

Under no circumstances may the right of admission be exercised on discriminatory grounds prohibited by law.

Article 4. Guest Identification

All guests must provide the identification documents required by applicable legislation.

The campsite may verify the identity of guests whenever necessary to comply with legal obligations or to ensure the safety of persons and property.

Failure to provide the required documentation may result in refusal of admission or cancellation of the stay, where legally permitted.

Article 5. Check-in Times

Check-in shall take place within the time periods established by the campsite and communicated during the booking process or at Reception.

Early check-in may only be permitted where availability allows and subject to the conditions established by the campsite.

Guests arriving outside Reception opening hours must follow the procedures established by Management.

Article 6. Allocation of Camping Pitches and Accommodation

Camping pitches and accommodation units shall be allocated by the campsite according to availability and operational requirements.

Guests may not change their allocated pitch or accommodation without prior authorization from Reception.

Management reserves the right, where justified by operational, safety or maintenance reasons, to assign an equivalent alternative pitch or accommodation.

Article 7. Check-out Times

Guests must vacate their camping pitch or accommodation within the established check-out time.

Late check-out may only be granted with prior authorization and may be subject to additional charges.

Failure to vacate the accommodation within the required time may result in the application of the corresponding charges in accordance with the campsite's rates and policies.

CHAPTER III. RULES OF CONDUCT AND QUIET HOURS

Article 8. Respect and Peaceful Coexistence

All guests shall behave respectfully towards other guests, campsite staff, facilities and the natural environment.

Any conduct that disturbs the peaceful enjoyment of other guests, endangers safety or causes damage to the facilities is prohibited.

Guests must comply at all times with the lawful instructions given by campsite staff in matters relating to safety, coexistence and the proper functioning of the establishment.

Article 9. Quiet Hours and Night-time Rest

Quiet hours shall be observed during the periods established by Management.

During these hours, guests must avoid any activity likely to disturb the rest of others, including excessive noise, loud music, shouting or any other disruptive behaviour.

Management may adopt any reasonable measures necessary to ensure compliance with these quiet hours and to safeguard the peaceful enjoyment of all guests.

CHAPTER IV. USE OF FACILITIES AND COMMON AREAS

Article 10. Care of the Facilities

All facilities, equipment, furniture, vegetation and natural elements of the campsite must be used carefully and responsibly.

The following actions are prohibited:

- a) driving nails, screws or any other objects into trees;
- b) damaging trees, plants, gardens, fences or any other campsite property;
- c) digging trenches or holes without prior authorization;
- d) altering the ground or the characteristics of a camping pitch;
- e) watering camping pitches without authorization;
- f) carrying out any activity that may damage the facilities or the natural environment.

Any person causing damage through negligent or intentional conduct shall be liable in accordance with the applicable legislation.

Article 11. Drinking Water Points

Drinking water fountains and taps are intended exclusively for collecting potable water.

They may not be used for washing clothes, dishes, utensils, vehicles or for personal hygiene.

Article 12. Vehicle Washing

Washing cars, motorcycles, caravans, motorhomes or any other vehicle on camping pitches, roads or common areas is prohibited.

Vehicles may only be washed in the areas specifically designated for this purpose.

Article 13. Unoccupied Camping Pitches

Unoccupied camping pitches may not be used for parking vehicles, storing belongings, installing equipment, playing games or carrying out any activity that may interfere with their proper maintenance or future allocation.

Article 14. Roads and Emergency Access

Roads, access routes, paths and walkways must remain clear at all times.

It is prohibited to place equipment or park vehicles in a manner that obstructs:

- a) pedestrian traffic;
- b) vehicle circulation;
- c) access for medical services;
- d) emergency, fire brigade or civil protection services.

CHAPTER V. FIRE PREVENTION AND SAFETY

Article 15. Fires and Barbecues

The use of fires, barbecues and other cooking appliances shall comply with current fire prevention regulations, any restrictions imposed by the competent authorities and the instructions issued by Management.

Lighting fires or using barbecues is prohibited whenever weather conditions, particularly strong winds, increase the risk of fire.

Management may temporarily prohibit the use of barbecues or other cooking appliances whenever there is a fire risk or when required by the competent authorities.

In all cases, authorised appliances must be used with appropriate safety precautions and must never be left unattended while in operation.

Article 16. Emergencies

In the event of an emergency, accident or the need for medical assistance, guests must immediately contact Reception, the security staff or the emergency telephone number provided by the campsite.

All guests must follow the instructions issued by campsite staff and, where applicable, the procedures established in the campsite's Emergency and Self-Protection Plan.

CHAPTER VI. PETS

Article 17. Admission of Pets

The presence of pets must be declared when making the reservation or, in any event, before entering the campsite.

The admission of pets shall be subject to the booking conditions, applicable legislation and any specific limitations established by the campsite for objective reasons relating to safety, hygiene or peaceful coexistence.

Article 18. Rules for Keeping and Supervising Pets

Pets must remain under the effective supervision and control of their owner or responsible person at all times.

Pets must be kept on a leash in all common areas, except in specifically designated areas where other arrangements are permitted.

Pet owners or responsible persons must:

- a) ensure that their pets do not cause nuisance or pose any risk to other persons;
- b) immediately collect and dispose of pet waste;
- c) use the designated pet relief areas;
- d) comply with all applicable legal requirements concerning animal health, identification and safety.

Pets are not permitted in areas where their presence is expressly prohibited for health, safety or operational reasons, without prejudice to the legal rights of assistance dog users.

In the event of aggressive behaviour, an objective risk to persons or repeated breaches of these rules, Management may require immediate corrective measures and, where these are insufficient, apply the measures provided for in these Internal Rules.

CHAPTER VII. TRAFFIC AND PARKING

Article 19. Maximum Speed

The maximum speed for motor vehicles within the campsite is 20 km/h.

Bicycles and personal mobility vehicles must not exceed 10 km/h, must be driven with due care and must always give priority to pedestrians.

Drivers shall always adapt their speed to traffic conditions, pedestrian presence and the condition of the internal roads.

Article 20. Parking

Vehicles must display the required identification whenever this is required by the campsite's access control system.

Parking is permitted only in authorised parking areas or within the allocated camping pitch where space allows.

Parking on roads, pedestrian routes, emergency access roads or reserved areas is prohibited.

Additional vehicles shall be subject to the campsite's admission conditions and the applicable fees.

Article 21. Electric Scooters and Other Personal Mobility Vehicles

Electric scooters and other personal mobility vehicles must comply with all campsite traffic signs, internal traffic rules, the maximum speed limit of 10 km/h, and must always give priority to pedestrians.

Persons under 16 years of age are not permitted to ride electric scooters within the campsite.

If campsite staff detect a breach of this prohibition, they shall require the rider to stop immediately.

To prevent repeated infringements and protect the safety of guests, the scooter may be temporarily confiscated and held at Reception, recording the guest's identity, camping pitch or accommodation and the time of confiscation.

The scooter shall only be returned to the minor's parent, legal guardian or another responsible adult, who will be informed of the infringement.

Responsible adults must ensure that minors under their supervision comply with this prohibition and shall be liable for any damage they may cause in accordance with applicable law.

Management may also prohibit or stop the use of any scooter or personal mobility vehicle, regardless of the rider's age, where it is driven recklessly, at excessive speed, in prohibited areas or in a manner that endangers pedestrians, campsite facilities or other guests.

CHAPTER VIII. VISITORS

Article 22. Visitor Policy

All visitors must register at Reception before entering the campsite and comply with the access conditions established by the campsite.

Visitors may be subject to the applicable visitor fee.

Management may limit or temporarily suspend visitor access during weekends, public holidays or periods of high occupancy whenever justified by capacity, safety, service quality or the proper operation of the campsite.

Visitors must comply with these Internal Rules throughout their stay on the campsite.

The registered guest receiving the visitor shall be responsible for informing them of the campsite's rules and ensuring their compliance.

CHAPTER IX. CHILDREN'S ACTIVITIES AND MINI CLUB

Article 23. Mini Club

The Mini Club is intended for children between 5 and 10 years of age, subject to prior registration and availability according to the activities programme.

Participation in organised activities is free of charge whenever included in the guest's stay.

The Mini Club is an entertainment and leisure service and shall not be regarded as a permanent childcare or babysitting service.

Parents or responsible adults must remain contactable throughout the activity and comply with the procedures established by the entertainment team for dropping off and collecting children.

CHAPTER X. SWIMMING POOLS AND WATER AREAS

Article 24. General Rules of Use

Guests must comply with the opening hours, maximum capacity limits, staff instructions and the specific safety rules applicable to each swimming pool or water facility.

Showering before entering the water is mandatory.

Children under 12 years of age must always be accompanied and effectively supervised by a responsible adult.

Use of the swimming pools is at the guest's own responsibility, without prejudice to the campsite's legal obligations regarding safety and supervision.

Article 25. Swimwear

For hygiene, safety and operational reasons, only swimwear specifically designed for swimming pools and made from suitable materials may be worn in the pools.

The following are not permitted in the water: underwear, street footwear, everyday clothing or garments that, because of their material, size, length, absorbency or intended use, may compromise water hygiene, filtration systems or the safety of other users.

In the Galeria Tropical heated pool, due to the characteristics of the facility, Bermuda shorts, loose-fitting swim shorts and similar garments are not permitted. Only close-fitting swimsuits or swimwear specifically designed for heated pools may be used.

Full-body suits or covering garments shall not be permitted where, because of their material, size, length or technical characteristics, they may affect hygiene, safety or the proper operation of the facilities.

These rules shall be applied according to objective, general and non-discriminatory criteria. Any needs arising from medical, functional or accessibility reasons shall be assessed by Management in accordance with the applicable legislation.

Article 26. Sun Loungers

Sun loungers are for shared use and may not be reserved.

Guests may not reserve loungers by leaving towels, clothing or personal belongings unattended for extended periods.

Campsite staff may remove and temporarily retain items left solely for the purpose of reserving an unused lounger.

Article 27. Recreational Equipment and Objects in the Pools

Inflatable mattresses and similar floating equipment are prohibited in the swimming pools, except during activities expressly organised or authorised by the campsite.

In children's pools and paddling pools, age-appropriate flotation devices are permitted provided children remain under the continuous supervision of a responsible adult.

Balls may only be used:

- a) in areas specifically designated for that purpose; or
- b) during activities organised by the entertainment team.

Swimming or diving goggles are permitted provided they are not made of glass or other breakable materials that could cause injury.

Within the swimming pool areas, the following are prohibited:

- a) glass containers or bottles;
- b) bicycles, scooters or similar vehicles;
- c) water pistols where their use may create nuisance or safety risks;
- d) diving headfirst except in areas where it is expressly permitted;

e) any behaviour that may endanger the user's own safety or that of others.

CHAPTER XI. WASTE MANAGEMENT AND ENVIRONMENTAL PROTECTION

Article 28. Waste Management

Guests must keep their camping pitch, accommodation and any areas they use clean and tidy.

Waste must be placed, where appropriate, in properly sealed bags and deposited in the designated waste containers.

The campsite operates a selective waste collection and recycling system. Guests are required to use the appropriate containers for each type of waste.

It is prohibited to leave waste, furniture, appliances or any other objects outside the designated disposal areas.

CHAPTER XII. LOST PROPERTY, THEFT AND LIABILITY

Article 29. Lost Property

Reception provides a temporary lost property service for items found within the campsite.

Any person finding lost property must hand it in to Reception without delay.

The safekeeping, return and, where appropriate, disposal of unclaimed items shall be carried out in accordance with the applicable legislation and the campsite's internal procedures.

Article 30. Personal Belongings

Guests are responsible for the safekeeping of their personal belongings, luggage, vehicles and any other property.

The campsite shall not be liable for theft, loss or damage to personal belongings where such liability is not attributable to the campsite under applicable law.

Nothing in this provision shall limit or exclude any liability that may legally correspond to the operating company.

Any theft, attempted theft or similar incident must be reported immediately to Reception, without prejudice to the guest's right to file a report with the competent authorities where appropriate.

Article 31. Natural Events and Other Damage

The campsite shall not be liable for damage arising exclusively from adverse weather conditions, natural events or other cases of force majeure, except where liability is established by law.

Guests must comply with all preventive measures and safety instructions issued by Management in the event of strong winds, heavy rainfall, flooding, storms or any other exceptional natural event.

The campsite shall not be liable for damage to vehicles resulting from manoeuvres, collisions or impacts attributable to the actions of their drivers.

CHAPTER XIII. BREACHES OF THE RULES AND APPLICABLE MEASURES

Article 32. General Principles

Failure to comply with these Internal Rules may result in the application of measures proportionate to the nature, seriousness and recurrence of the breach.

Whenever circumstances permit, campsite staff shall first request the guest to cease the inappropriate conduct or remedy the identified breach.

In situations involving a serious and imminent risk to persons or property, the necessary measures may be taken immediately to prevent or minimise the danger.

Article 33. Applicable Measures

Depending on the circumstances, Management may adopt one or more of the following measures:

- a) a verbal warning;
- b) an order to immediately cease the offending behaviour;
- c) temporary restriction of access to a specific facility or service where the breach is directly related to its use;
- d) an obligation to repair or compensate for any damage caused, where legally applicable;
- e) termination of the guest's stay and requirement to leave the campsite in the event of a serious or repeated breach, in accordance with applicable legislation;
- f) notification of the competent authorities where the conduct may constitute an administrative or criminal offence.

Article 34. Particularly Serious Breaches

When assessing the seriousness of a breach, particular consideration shall be given to:

- a) acts of violence, threats or intimidation;
- b) conduct seriously endangering the safety of persons;
- c) intentional damage to the campsite's facilities or property;
- d) serious breaches of fire prevention regulations;
- e) serious or repeated disturbances affecting the peaceful coexistence of guests;
- f) repeated refusal to comply with lawful instructions issued by campsite staff concerning safety, coexistence or enforcement of these Internal Rules;
- g) fraudulent access by persons who have not been duly registered;
- h) any other conduct of comparable seriousness.

Article 35. Non-Discrimination

These Internal Rules and the measures provided for in this Chapter shall be applied in accordance with objective and proportionate criteria, without discrimination on the grounds of birth, racial or ethnic origin, nationality, sex, religion, belief, opinion, age, disability, sexual orientation, gender identity, gender expression or any other characteristic protected by law.

CHAPTER XIV. SUGGESTIONS, COMPLAINTS AND CLAIMS

Article 36. Guest Services

Guests may submit suggestions, complaints or observations concerning the operation of the campsite to Reception.

The campsite shall make available the official complaint, claim and consumer report forms required under the applicable legislation.

No guest shall receive unfavourable treatment for submitting a complaint or claim in good faith.

FINAL PROVISION

These Internal Rules shall enter into force upon their approval by the operating company and, where applicable, once the corresponding administrative formalities have been completed.

The Management of Camping La Torre del Sol may issue internal instructions for the implementation and interpretation of these Internal Rules, provided that such instructions do not conflict with their provisions or with the applicable legislation.

Specific rules governing particular facilities or services—including swimming pools, sports facilities, entertainment activities, children's services and other amenities—may supplement these Internal Rules, provided that they are duly communicated to guests.

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