

INTERNAL REGULATION



SALEMA
ECO CAMP

SALEMA ECO CAMP

Salema Eco Camp, Quinta dos Carriços

8650-196 Budens

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Internal Regulation – Salema Eco Camp

These Internal Regulations contain the rules regarding the use and operation of Salema Eco Camp, as well as the specific legal provisions applicable.

CHAPTER I – GENERAL CONDITIONS

Article 1.º – General Rules

The operating entity of Salema Eco Camp, Around The Eden, Lda., establishes in this Regulation the rights and obligations of campsite clients regarding its use. The campsite is intended for camping and caravanning activities as well as related recreational practices, in order to better serve its clients during holidays, weekends, or itinerant stays. Admission to Salema Eco Camp implies immediate acceptance and compliance with this Regulation.

Article 2.º – Opening Hours

1 - Salema Eco Camp operates throughout the year; however, it may be temporarily closed for exceptional reasons, namely for safety reasons, maintenance, legal requirements, or other circumstances beyond its control.

2 - The Reception operates according to a schedule defined by Management, which is duly displayed and clearly visible to the public.

3 - During periods of higher demand, particularly in the high season, the Reception opening hours may be adjusted or extended by decision of the Management.

4 - Check-in and admission of new guests may only be carried out within the established opening hours; as a rule, new check-ins are not permitted after 10:00 p.m. for camping, except with express authorization from Management. Whenever a late arrival duly authorized occurs, the guest will be directed to a temporary parking area near the Park entrance, clearly signposted, safe, and easily accessible.

In this area, access to electricity or other services may be limited. On the following day, during Reception opening hours, the guest may choose their final pitch within the Park at their convenience.

Article 3.º – Quiet Hours

Quiet hours at Salema Eco Camp are between 00:00 and 08:00 as described in Article 39.

Article 4.º – Rates

1 – The daily fees for the use of the Campsite are listed in the price table displayed at the Reception of the Park;

2 – The fees will be updated annually or whenever deemed necessary by Salema Eco Camp;

3 – As part of Salema Eco Camp's commitment to sustainable environmental practices and waste reduction principles, a daily waste management fee may be applied, per person per night, applicable to guests aged 7 years and older.

This fee is intended to cover the costs associated with the proper disposal and treatment of waste generated during the stay. The applicable amount is set out in the current price list, displayed at the Reception and available through the park's official channels.

Article 5.º – Access to the Campsite

1 – Entry and exit of guests is exclusively through the main entrance;

2 – Access to the Campsite is prohibited to:

- a) Persons who may in any way compromise the sanitary order of the park;
- b) Persons under the influence of alcohol or substances that may affect their behaviour;
- c) Persons whose behaviour may disturb other guests or the harmony and public order of the Park;
- d) Persons accompanied by animals that do not have prior authorisation from the park manager, or that, even if authorised, cause any disturbance to other guests;
- e) Persons carrying or using any type of firearm, bladed weapon, air gun, or any other device that may endanger the safety of others or disturb public order;
- f) Persons whose observable behaviour puts their own safety or the safety of others at risk.

The Management may also require immediate departure from the Park whenever there is a serious breach of these Regulations.

3 – Right of Admission Reserved and Right to Require Departure. Pursuant to Decree-Law no. 39/2008 of 7 March, as amended, which establishes the legal framework governing the installation, operation and functioning of tourist developments, and in the exercise of its right to manage the establishment, the Management of Salema Eco Camp reserves the right to refuse

entry to, or require the departure of, any person whose conduct compromises the safety, tranquillity of guests and staff, good order, or the normal operation of the Park.

Access may be refused, or departure may be required, in the case of any person who:

- a) Disturbs the order and normal operation of the establishment;
- b) Displays aggressive, threatening or offensive behaviour;
- c) Fails to comply with the internal rules or with Management's instructions;
- d) Engages in acts likely to endanger the safety of persons or property.

Whenever necessary, the intervention of the competent police authorities may be requested in order to ensure compliance with Management's instructions.

4 – Entry to the park for visitors for purposes other than camping is subject to prior authorisation from the Park manager.

Article 6.º - Restrictions

1 – Whenever deemed necessary, the following shall be determined:

- a) Restrictions on the use and duration of stay in certain areas of the park;
- b) The specific allocation of areas designated for vehicle parking, tent pitching, or caravan placement;
- c) Entry to the park may be refused to individuals who, according to records and administrative decisions, display inappropriate behaviour or have a history of conduct incompatible with the park's rules and safety standards.

2 – It is prohibited to display commercial, political, or religious advertising in the sanitary facilities or any other area of the Campsite. Therefore, collecting signatures or conducting any fundraising without prior authorisation from the management is also prohibited;

3 – It is not permitted to leave tents unoccupied;

4 – Parking of caravans and motorhomes is subject to the conditions and availability of the Campsite;

5 – Entry of individuals not registered at the Campsite is prohibited, even when accompanied by registered guests, without the knowledge and authorisation of Reception;

6 – It is forbidden to leave the park through any access other than the main gate next to Reception or the pedestrian exit at the top of the park. Any guest who violates this rule may be asked to leave the park immediately, without exception.

Article 7.º - Check-in and Check-out

1 – At present, camping or caravan accommodation is not subject to reservation.

2 – Entry to the Campsite is subject to prior check-in at the reception/entrance gate. During this procedure, the following information will be requested:

- Personal details of the booking/stay holder (full name, Citizen Card/ID/Passport number, and contact details);
- Identification of accompanying guests through the presentation of a valid identification document;
- Temporary handover of a non-essential valid document for personal identification purposes, or alternatively, a cash deposit of €50. The document/deposit is returned at check-out.

3 – Check-out for camping must be completed between 8:00 and 17:00. Check-out for accommodation must be completed between 8:00 and 11:00.

4 – If the guest wishes to extend their stay, they must go to Reception between 8:00 and 11:00 (for accommodation) and between 8:00 and 17:00 (for camping) on the day of departure to renew their registration.

Article 8.º - Payment Methods

Weekly camping payments:

After 7 days, the guest must pay for their stay, after which a new registration will begin, bringing the vehicle/tent identification cards associated with their stay.

Monthly payments:

For guests with long-term stays, it is permitted to pay monthly at the beginning of the stay.

Monthly payments for long-term camping stays:

Guests interested in long-term stays may pay for their stay within 7 days after the check-in date, bringing the vehicle/tent identification cards associated with their stay.

Prepayment:

Guests may, if they wish, request to prepay their stay at the time of check-in. However, advance payment of the stay does not replace the security deposit.

Article 9.º - Admission Requirements

1 – The Campsite may be used by both national and foreign citizens, provided they hold any of the following valid documents:

a) Identity Card / Citizen Card

b) Passport

2 – Reception of visitors and entry of vehicles/material into the Campsite may only take place during the Reception opening hours.

3 – Only guests who have camping equipment are allowed admission;

4 – Admission solely for the use of sanitary facilities, wastewater disposal, or water refilling is not permitted.

5 – Admission of guests outside Reception hours is handled by the night security guard at the gate, according to the following rules:

a) It is necessary to leave a valid identification document with the security guard, which will be collected at Reception the following day by 11:00.

Article 10.º - Admission of Minors

Minors under 18 may only be admitted if accompanied by parents or responsible adults who sign a responsibility declaration.

Article 11.º - Visitors

1 – For the purposes of this Regulation, a visitor is defined as a person who, not carrying camping equipment, wishes to visit a guest already staying at the Campsite.

2 – Entry of visitors is subject to prior registration at Reception and is only permitted during Reception opening hours, and must cumulatively comply with the following conditions:

a) Presence of the registered guest (booking holder) at the time of registration;

b) Payment of the applicable fee, where applicable;

c) Use and display of a visitor card throughout the entire stay in the Park;

d) Submission of a valid identification document (Citizen Card/ID/Passport), to be returned at the end of the visit.

3 – The guest receiving visitors is responsible for their behaviour and for full compliance with this Regulation.

4 – If the visitor intends to stay overnight, this must be previously communicated to Reception and a check-in must be completed, making the visitor subject to the applicable conditions and rates.

5 – Unless expressly authorised by Reception, visitors must leave the Campsite within the defined time period. Where an authorised overnight stay occurs, departure must take place by 17:00 on the following day, otherwise a new daily fee will be applied.

6 – Salema Eco Camp reserves the right, whenever necessary, to limit, restrict, or refuse visitor access for reasons of safety, tranquillity, or good coexistence within the Park.

7 – All visitors are fully subject to this Regulation, and any disturbances, damage, or losses caused by them are the responsibility of the registered guest they are visiting.

Article 12.º - Registration

1 – Registration is carried out using a specific form, including the arrival date, departure date (if staying in accommodation), as well as name, email, telephone contact, and vehicle registration number, where applicable.

2 – All guests at the Salema Campsite must provide identification (including children).

3 – At the time of camping registration, all equipment and vehicles included in the stay must be declared. Guests must also indicate whether they intend to use electricity and whether they are bringing pets.

4 – Any changes made during the stay must be reported to Reception. In case of non-compliance, charges may be applied even if certain equipment/services are not being used (e.g., discontinuation of electricity, removal of guests from the registration, parking the vehicle outside the campsite).

Article 13.º - Groups

Camping groups must register all members and designate one responsible person.

Article 14.º - Admission of Animals

1 – Admission of animals requires prior authorisation from the Campsite manager, who shall take into consideration hygiene and safety regulations.

2 – Animals legally classified as potentially dangerous will only be admitted upon full compliance with the applicable legislation.

3 – Dogs must be kept on a leash.

4 – It is the guest's responsibility to collect and dispose of their animal's waste in the designated areas.

5 – Any damage or harm caused by admitted animals shall be the sole and exclusive responsibility of the guest.

6 – In camping, the presence of pets is subject to the payment of the fee set out in the current Price List. In accommodation units (namely Glamping tents and Mobile Homes), the admission of

pets may incur an additional fee, according to the amounts defined and communicated by the Management.

Article 15.º- Wristbands and Cards

1 – Guests will be provided with wristbands and control cards, which must be used as follows:

- a) The wristband must always be worn on the wrist by its holder and is personal and non-transferable;
- b) The vehicle card must be placed inside the vehicle, on the dashboard, so that it is visible from the outside;
- c) The camping equipment installation card must be displayed in a visible place on the installed equipment.

2 – The cards mentioned above must be returned upon departure from the Campsite.

3 – The loss of any wristband, card, tag, or key implies a fine of €50. In case of damage to a card or wristband, the guest must go to Reception for replacement.

Article 16.º – Changes

The guest must immediately inform Reception whenever there are changes to the following elements:

- a) Camping equipment;
- b) Number of registered persons;
- c) Number of vehicles that entered the Campsite and their respective license plates;
- d) Changes in electricity usage or any alteration to any registered camping equipment.

Article 17.º – Guest Rights

1 – Guests of the Campsite have the following rights:

- a) To use the facilities and services in accordance with the provisions of this Regulation;
- b) To be informed in advance of the prices charged;
- c) To request the issuance of a document relating to expenses incurred;
- d) To request access to the Campsite Regulations;
- f) To request the Complaints Book, even in the event of expulsion from the Campsite;
- g) To make suggestions in order to improve the quality of service provision.

Article 18.º – Guest Duties

1 – Guests must:

- a) Comply, inside or in the vicinity of the Campsite, with the authority of those responsible for its operation;
- b) Comply with the hygiene conditions implemented in the Campsite, especially those relating to waste and wastewater disposal, washing and drying of clothes, and prevention of contagious diseases;
- c) Set up their equipment in a way that does not disturb other campers;
- d) Refrain from any actions likely to disturb other guests, in particular making noise during the quiet period and using radio receivers or similar devices during that time in a manner that may disturb the peace of other guests;
- e) Not light fires except in designated areas, and comply with all other fire prevention measures in force at the Campsite;
- f) Comply with the Campsite signage and the instructions of those responsible for its operation regarding vehicle circulation and parking, as well as the installation of camping equipment;
- g) Treat staff members and other guests with respect and courtesy;
- h) Identify themselves whenever requested by the campsite manager or assistant staff;
- i) Keep their accommodation in good condition.

2 – Guests are not permitted to:

- a) During the quiet period, wash dishes or clothes;
- b) Wash dishes or clothes inside showers or sinks in the sanitary blocks, as these are exclusively intended for personal hygiene. Specific designated areas are available outside the sanitary blocks for this purpose;
- c) Damage or harm cultural heritage;
- d) Tie ropes, wires, or other materials to trees unless they are rubber-coated;
- e) Use wires, ropes, or similar materials at a height of less than 2.5 meters from the ground;
- f) Climb over or damage the campsite fencing;
- g) Use natural resources for purposes not intended;
- h) Plant or sow without authorisation;
- i) Use firearms, bladed weapons, air pressure weapons, or others;
- j) Make fires outside designated areas or on days of very high or maximum fire risk;
- k) Leave burning equipment unattended;
- l) Leave the area where they were staying dirty;
- m) Dig trenches;
- n) Display flags of any kind;
- o) Sell any type of goods or services inside the Campsite;

- p) Remove items or documents belonging to the campsite;
- r) Sleep in the park without or outside camping equipment;
- s) Move stones or alter the boundaries of pitches;
- t) Wash vehicles or camping equipment.

3 – Guests must also refrain from:

- a) Displaying overt commercial, political, or religious advertising;
- b) Carrying out subscriptions or any fundraising without authorisation from the Campsite manager;
- c) Posting any writing or drawings without authorisation from the Campsite manager;
- d) Using inappropriate improvised furniture such as crates, etc., or any other items considered outside camping ethics;
- e) Leaving sleeping bags, blankets, etc., outside tents or caravans after 11:00.

Article 19.º – Waste Management

1 – The site adopts Zero Waste policy principles, promoting waste reduction, reuse, and recycling whenever possible.

2 – Visitors must correctly separate their waste using the provided bins for:

- Mixed waste;
- Plastics and metals;
- Paper and cardboard;
- Glass;
- Biowaste (organic waste).

3 – It is not permitted to leave waste outside designated areas or to accumulate rubbish in the accommodation area.

4 – Whenever possible, the use of reusable containers is recommended, as well as reducing the use of disposable packaging and reusing materials.

5 – In line with the Zero Waste / Zero Desperdício policy adopted by Salema Eco Camp, and taking into account the actual costs associated with responsible waste management, a daily waste management fee per guest is applied.

This measure aims to support the implementation of sustainable practices such as reduction, reuse, recycling, and composting, contributing to the minimisation of the environmental impact of the park's activities.

Article 20.º – Responsibility of Guardians

It is the responsibility of the parents or guardians of minor guests to instruct the minors under their care on the rules set out in this Regulation, particularly with regard to hygiene standards, safety in the use of sanitary facilities, bicycle circulation rules, and the protection of the campsite's physical and natural heritage.

Article 21.º – Vehicles

- 1 – Any vehicle not registered at Reception may not, under any circumstances, enter the Campsite, except for loading and unloading with prior authorisation from Reception/Gate;
- 2 – Vehicle circulation inside the Campsite is not permitted, except when entering or leaving the site;
- 3 – The circulation of non-motorised vehicles is restricted and may be prohibited whenever circumstances require it;
- 4 – All unregistered vehicles found inside the Campsite after the unloading period of 30 minutes will be charged for their stay from the time of admission of their owner;
- 5 – Vehicles must be parked in a way that allows circulation within the Campsite for other guests and, in particular, emergency vehicles;
- 6 – Whenever the number of vehicles exceeds the Campsite's capacity, entry may be refused for safety reasons;
- 7 – Campers are not guaranteed parking for their vehicle next to their camping equipment;
- 8 – During the quiet period, vehicle exit and circulation within the Campsite are not allowed, except in cases of urgent necessity;
- 9 – No vehicle may circulate inside the Campsite at a speed exceeding 10 km/h;
- 10 – It is not permitted to carry out vehicle tuning, repairs, or engine washing;
- 11 – Washing of any type of vehicle, as well as camping equipment (caravans, trailers, tents, etc.), is not permitted;
- 12 – Boats or trailers may not be kept outside the designated area;
- 13 – The use of horn signals is not permitted.

Article 22.º – Liability for Accidents

All accidents caused by guests are their sole and exclusive responsibility, or, in the case of minors, the responsibility of their guardians.

Article 23.º – Electrical Connection

- 1 – Energy received by a unit from the power supply box may not be shared with other units;
- 2 – The supply of electrical energy is subject to the payment of the corresponding fee, as stated in the price list displayed at the Campsite Reception;
- 3 – Only one connection cable per pitch (caravan or tent) is permitted;
- 4 – The provision of electrical cables by the Campsite depends on availability;
- 5 – All electrical supply boxes are numbered and properly secured. Any manipulation by guests is strictly prohibited. Any need for opening or assistance must be requested at Reception.

Article 24.º – Responsibilitie

- 1 – Guests are responsible for any breakdowns or damage caused to the Campsite as a result of improper use or the poor condition of their equipment.
- 2 – Any personal or material accident resulting from the use of the electrical installation is the sole responsibility of the respective user.
- 3 – Guests are advised to keep the doors of tents, caravans, or other camping accommodations closed whenever they are absent from them.

Article 25.º – Reception and gatehouse

- 1 - The Campsite Reception operates in accordance with the opening hours displayed at its entrance.
- 2 - The Reception is intended exclusively for the provision of services related to the admission and stay of guests.
- 3 - The entry and/or presence of individuals not involved in these services is not permitted, except as required for the normal conduct of the activity referred to in the previous paragraph.

Article 26.º – Telephones

- 1 – The Reception telephone may be used with the authorisation of the person in charge, in duly justified cases of emergency.
- 2 – Except in cases of urgent communication, Reception is not obliged to call guests to the telephone.

Article 27.º – Bar and Restaurant

- 1 - The Bar and the Restaurant will operate during the hours established by Salema Eco Camp and displayed in the respective facilities and are separate entities from the management of

Salema Eco Camp.

2 - The aforementioned facilities have their own complaints book.

Article 28.º – First Aid

1 - The Park is equipped with first aid supplies and is intended solely to provide initial first aid to clients who suffer accidents or incidents within its premises.

Article 29.º – Dishwashing and Laundry

1 - The dishwashing sinks are intended exclusively for use by campers and only for their designated purposes.

2 - Washing machines and dryers are available in three of the Park's sanitary facilities, integrated into the support buildings.

3 - The use of the washing machines and dryers requires the customer to insert directly the amount indicated on each machine.

4 - The customer is responsible for correctly inserting the required amount into the intended machine, and the Park shall not be held responsible for misuse or for amounts inserted into the wrong equipment.

5 - Customers must comply with the instructions and recommendations displayed and, in the event of a malfunction or need for assistance, should contact the entity responsible for the machines.

6 - The Park shall not be held responsible for any exchanges, loss, or damage to clothing items that may occur.

7 - After use, the counters and respective sinks must be left clean and free of debris.

Article 30.º – Barbecues

1 – The barbecues available in the park are intended to provide support to guests in the preparation of grilled food.

2 – In order to ensure their proper use, campers must observe the following:

- a) Respect the order of arrival;
- b) Leave the area clean after use;
- c) Do not leave food residues on the grills;
- d) The park does not provide materials for the use of the barbecues, which are entirely the responsibility of the users.

3 – The use of the barbecues is subject to the daily fire risk level. Before using them, guests must check the risk level displayed in the sanitary blocks or request information at the reception/gatehouse.

Article 31.º – Sanitary Facilities

1 - The power outlets available in the sanitary facilities are intended exclusively for the use of electric shavers and hair dryers.

2 - Containers intended for organic waste from Motorhomes, Caravans, or Trailers must only be emptied in the designated areas properly signposted within the Park.

3 - It is not permitted to connect any type of machine to the water outlets in the sanitary facilities.

4 - The containers and bins for solid waste are intended exclusively for the disposal of rubbish generated by customers in the sanitary facilities.

5 - It is strictly prohibited to deposit solid waste outside the containers or bins designated for that purpose.

6 - Any electronic equipment connected to the outlets in the sanitary facilities is the sole responsibility of the customer, and the Park shall not be held liable for any damage or malfunction.

Article 32.º – Fire Safety System

1 - The Park is equipped with a fire protection system, and the staff are properly trained in the use of firefighting equipment and the measures to be taken in the event of a fire.

2 - The Park shall display emergency and safety plans in clearly visible locations.

Article 33.º – Leisure Areas

The leisure areas may only be used by the Park's guests within the posted operating hours.

Article 34.º – Lost and Abandoned Items

1 - All objects found within the Park must be handed in at the reception.

2 - Material shall be considered abandoned when one of the following situations occurs:

a) It is not properly identified;

b) The owner fails to make the respective payment for the material for a period equal to or exceeding 30 days.

3 - Material considered abandoned shall be collected by the Park services and stored for a maximum period of 30 days, counted from the date the notice is received by the owner.

Article 35.º – Payment and Loss of Abandoned Items

1 - When the identity of the owner of the abandoned material is known, they shall be notified by telephone or e-mail to proceed with the payment of the expenses arising from the abandonment procedures (removal and storage).

2 - After the expiry of the 30-day period referred to in Article 34, the abandoned material shall become the property of Salema Eco Camp.

Article 36.º – Traffic Accidents

Any traffic accident occurring within the campsite may be subject to an official report drawn up by the competent authorities, in accordance with the provisions of the Highway Code.

Article 37.º – Administrative Offences

1 - Any person who, after being warned, fails to comply with the provisions of these Regulations shall be denied continued stay in the Park, without prejudice to the application of any applicable administrative offenses.

2 - Violations of these Regulations, or of the rules established by applicable legislation, shall be assessed by the Park Management, which shall decide on the measures to be taken.

3 - Irrespective of any legal action and without prejudice to the obligation to immediately compensate for any damages caused, failure to comply with the rules set out in these Regulations may result in warnings, temporary suspension, or permanent expulsion from the campsite.

4 - The decision of suspension or expulsion shall be duly justified and communicated in writing to the guest or registered holder, and may imply the immediate termination of the stay and departure from the Park, with no right to refund, under the terms of these Regulations.

Article 38.º – Miscellaneous Provisions

1 - Any cases not covered by these Regulations shall be decided by the Management of the Campsite, taking into account the principles set out herein and applicable legislation.

2 - Once the maximum occupancy capacity of the Campsite is reached, a waiting list shall be created, on which campers wishing to use the Park will be registered.

3 - All guests must comply with the instructions of the Park Director regarding the setting up of facilities, in order to ensure better use of the available space.

4 - Suggestions and/or complaints shall, as a rule, be submitted in writing using the appropriate forms available at the Reception and will be duly reviewed by the Park Management, which may, if necessary, hear the respective submitters.

5 - In urgent cases requiring immediate action, complaints may be made verbally to the Park Management, subject to availability and prior authorisation.

6 - Covers that are not in line with camping regulations and spirit are not permitted, namely tarpaulins, oilcloths, and plastic sheeting.

7 - The removal or planting of trees or plants is not allowed. Gardens shall be the sole responsibility of the Park.

8 - The gas cylinders used must be those approved for camping. The entry or use of domestic gas cylinders is not permitted.

9 - The Campsite Management may inspect campers' facilities in their absence whenever necessary, particularly in matters related to hygiene and/or safety.

10 - The Campsite Management reserves the right to immediately terminate the stay of any guest whose behaviour compromises the safety, tranquillity, or good coexistence within the Park.

Article 39.º – Quiet Period and Noise

1 - In order to ensure the rest and well-being of all guests, a silence period must be observed between **00:00 and 08:00**.

2 - During this period, any noise likely to disturb other guests is not permitted, including music, loud conversations, the use of sound equipment, or any other disruptive activities.

3 - Outside the silence period, noise levels must be kept within reasonable limits, respecting the natural and communal environment of the park.

4 - Failure to comply with the silence rules may result in a warning and, in case of repeated or serious violations, termination of stay or expulsion from the Park, under the terms of Article 37 of these Regulations.

Article 40.º – Environmental Responsibility

1 - Salema Eco Camp promotes an environmental sustainability policy and encourages all guests to adopt responsible practices during their stay.

2 - Guests must use natural resources, namely water and electricity, in a conscious manner, avoiding waste.

3 - Proper waste separation is mandatory, in accordance with the instructions provided within the park, as part of the Zero Waste policy.

4 - The preservation of the park's fauna, flora, and green areas is everyone's responsibility, and any action that may cause environmental damage is prohibited

Article 41.º – Force Majeure

1 - Salema Eco Camp cannot be held responsible for non-performance or limitations of services resulting from force majeure situations, namely natural phenomena, fires, adverse weather conditions, external supply failures, decisions by competent authorities, or any unforeseen and unavoidable circumstances.

2 - Whenever possible, the Park shall make every effort to minimize the impacts arising from such situations and to inform guests promptly.

CHAPTER II – ACCOMMODATION

The complementary accommodation units of the Campsite require specific regulations, particularly regarding the processing of reservations, their occupancy, and use.

Guests of the Accommodation, in addition to the Campsite Regulations (available for consultation at the reception), are also subject to the present regulations.

Article 42.º – Reservations

1 - Accommodation reservations are only confirmed upon full payment of 100% of the total amount (by bank transfer), made directly at the reception desk, via Cloudbeds, Booking, or other partner travel operators.

Article 43.º – Fees

1 – The daily rates for the use of the Campsite are available at the Park Reception and on the Website.

2 – The applicable rates will be updated annually or whenever deemed necessary by Salema Eco Camp.

3 – The rates associated with accommodation units include:

a) Bed linen, soap, toilet paper, shower gel, and pellets for the start of the stay;

b) For stays longer than 7 nights, a weekly cleaning will be scheduled, including the replacement of bed linen and towels, as well as cleaning of the bathroom and floor areas.

4 – Toilet paper is provided at the beginning of the stay; once it runs out, it is the guest's responsibility to purchase it.

5 – Pellets are provided at the beginning of the stay. After that, their purchase is the guest's responsibility.

Article 44.º – Changes / Cancellations

1 - The reserved period, even if not fully used, shall be considered as effectively occupied and is therefore subject to payment.

2 - Salema Eco Camp may cancel a reservation. Such situations will only occur due to force majeure, duly justified and communicated to the guest as soon as possible.

3 - Any changes made during the stay must be reported at reception (including the entry of additional persons into the accommodation or changes of vehicle).

4 - In case of changes to the reservation by the guest, these may be made up to 7 days before the check-in date.

5 - In case of cancellation by the guest up to 7 days before the check-in date, Salema Eco Camp will fully refund the amount already paid.

6 - In case of cancellation less than 7 days before check-in, Salema Eco Camp will not refund any amount paid, except in duly proven cases of force majeure.

7 - Failure to show up without prior notice requires payment of the full reservation amount.

8 - In case of withdrawal or cancellation during the stay by the guest, no refund will be issued, nor will it be possible to use the stay at another time.

Article 45.º – Damages and Responsibilities

1 - The guest is responsible for the cleanliness and proper maintenance of the furniture, crockery, linen, electrical appliances, other equipment, and the building assigned to them.

2 - If the accommodation or its equipment is not in proper condition, Salema Eco Camp reserves the right to request payment corresponding to the damages caused.

3 - At check-in, the guest is provided with a liability agreement, in which they commit to taking care of all equipment and returning the accommodation in the same condition in which it was found.

4 - Upon arrival, the guest must check whether all utensils are available in the accommodation. If any item is missing or not in suitable condition for use, they must inform reception in order not to be held responsible.

5 - Any damage occurring during the stay shall be the sole responsibility of the guest.

6 - In case of damage to the accommodation or equipment, or behaviour that violates coexistence rules (such as verbal or physical aggression), Salema Eco Camp reserves the right to apply appropriate legal and administrative measures, including charging compensation and expulsion from the park, depending on the severity of the situation.

7 - At check-out, the guest must return the accommodation key at reception, as well as the park access tag and the wristbands provided.

8 - Verbal or physical aggression between guests within the accommodation, which compromises the physical or psychological well-being of other guests, **will not be tolerated**.

Article 46.º – Schedules

- 1 - Check-in must be carried out between 16:00 and 00:00.
- 2 - Check-out must be completed by 11:00.
- 3 - Any change to the established schedule must be justified and requested, and is therefore subject to approval by Reception.

Article 47.º – Prohibitions

- 1 - Exceeding the maximum occupancy of the accommodation units is not permitted.
- 2 - During the silence period, activities that generate noise likely to disturb other guests are not allowed.
- 3 - Smoking or vaping is not permitted inside the premises.
- 4 - It is not permitted to change or alter the decoration.
- 5 - It is not permitted to leave rubbish in common or private areas.
- 6 - Pets are not allowed in the apartments and studios.

Article 48.º – Cleaning

- 1 - Cleaning of the accommodation is the responsibility of the guest; however, for stays of 7 nights or more, a weekly cleaning will be scheduled. For stays of 28 days or more (i.e., long-term rentals), a weekly cleaning will be carried out, as well as an inspection of the current condition of the accommodation. If, during this inspection, the accommodation is found to be in poor condition due to lack of hygiene, misconduct, damage, or neglect, management may terminate the stay.

Article 49.º – Safety and Responsibility

- 1 - Salema Eco Camp shall not be held responsible for the loss, theft, or damage of money, jewellery, or other valuables left on the premises, except where such liability arises under applicable law.
- 2 - Salema Eco Camp shall not be held responsible for damage occurring to vehicles, tents, caravans, motorhomes, or other guest equipment, except where such damage is legally attributable to the Park.

3 - Salema Eco Camp shall not be held responsible for damage caused by natural phenomena, adverse weather conditions, or falling trees, except where such damage results from proven negligence by the Park.

4 - Guests are responsible for any damage or loss they cause to the Park, to third parties, or to respective facilities, whether by action or omission during their stay. In the case of minors, responsibility lies with their legal guardians.

5 - Salema Eco Camp shall not be liable for failure to fulfil its obligations when such failure results from force majeure events, including extreme natural phenomena, fires, pandemics, widespread power outages, or other unforeseen and uncontrollable circumstances.

6 - Guests are advised to keep doors, windows, and personal belongings properly secured whenever they are away from their accommodation or camping area.

CHAPTER III – LONG-TERM STAYS

Article 50.º – Long-Term Stays

1 - Salema Eco Camp offers a long-term stay option for guests wishing to remain at the Park for extended periods, under the terms defined and communicated by Management.

2 - Long-term stays are subject to specific payment and deposit conditions, which will be communicated to the guest at the time of booking and/or check-in.

3 - In accommodation, electricity consumption is the responsibility of the guest. For camping stays, electricity is included in the stay conditions, up to a limit of 6A.

4 – The waste management fee is not included in the accommodation or camping rate and will be applied in accordance with the provisions set out in these Internal Regulations.

5 - The specific conditions applicable to long-term stays, including rules for the use of common areas, space maintenance, and guest responsibilities, will be communicated by Reception at the time of booking the stay.

Article 51.º – Additional Provisions

1 - In long-stay accommodation, electricity consumption will be billed monthly, based on the periodic meter reading carried out by the Park

2 - The guest must keep the assigned space in adequate conditions of maintenance, cleanliness, and hygiene throughout the entire stay. In the event of proven non-compliance, Salema Eco Camp may withhold part or all of the deposit, as applicable.

3 - Prolonged absences by the guest must be communicated in advance to Reception.

4 - Failure to comply with the agreed conditions or with these Regulations may result in a review of the applicable regime or termination of the stay.