



Rules of Procedure
Baía Azul Tourist Park

RULES OF PROCEDURE OF THE BAÍA AZUL TOURIST PARK

Preamble

Camping sites and caravan parks are, under the terms of Decree-Law No. 39/2008 of March 7, classified as tourist enterprises to which they are subject, as well as to the rules established in Ordinance No. 1320/2008 of November 17.

Therefore, under the terms of that regulation, it is necessary to regulate its operation and to establish rules for its use.

To this end, it is important to prepare the regulation in accordance with the provisions of article 25 of Ordinance No. 1320/2008 of 17 November, and the Parish Council, in the exercise of its powers, must prepare the respective regulation.

Article 1 **Constitution of the Park**

1 — The Baía Azul Tourist Park is located on Avenida Marginal in S. Martinho do Porto; it covers a fenced area of about five and a half hectares and comprises the following:

- a) Reception;
- b) Entrance;
- c) Restaurant — Bar;
- d) Recreation Room;
- e) Sanitary facilities/Changing rooms to support campers and caravanners;
- f) Utility sinks - Public washhouse;
- g) Laundry;
- h) Play Park;
- i) Tent Area;
- j) Caravan Area;
- k) Motorhome Area;
- l) Prefabricated House Area;
- m) Garbage Deposit;
- n) Station equipped with chemical toilet emptying equipment and a sanitary cassette washing and dumping system;
- o) Drinking water supply area;
- p) Car park;
- q) Hairdresser;
- r) First-aid Station;
- s) Supermarket;
- t) Bakery;
- u) Greengrocer's;
- v) Fishmonger's;
- w) Internet Room (*Wi-Fi service*).



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2 — The park is specifically intended for camping and caravanning, and other similar leisure activities may be permitted.

Article 2
Business Hours

1. — Reception is open from 7 am to 10 pm from June to September, and from 9 am to 7 pm in the remaining months.

2. — The schedule may be amended by decision of the Parish Council whenever the conditions of use justify it.

Article 3
Operating Period

1 — The park operates all year round, subject to the rules set out in this regulation and other applicable legislation.

2 — The operating period may be changed by the Parish Council if year-round operation is not justified, in which case the period or periods of the year during which it is in operation will be established.

Article 4
Temporary Closure

In cases of force majeure due to works in the park, and when duly justified and by resolution of the Parish Council, the temporary closure of the park may be determined. In such cases, the decision must be announced at least 30 days in advance.

Article 5
Camping Site Administration and Management

The management, administration and operation of the camp site are the responsibility of the Parish Council of S. Martinho do Porto, which may assign or grant its operation to associations or public or private companies under the terms of current law, which pursue similar purposes.

Article 6
Concession and Exploitation

1 — The complex may be subject to concession and exploitation by entities or individuals duly licensed for this purpose and who pursue the same or similar purpose.

2 — The concession of the exploitation can be total, covering the whole complex, or partial; in this case, the part or parts to be granted must be clearly defined from among:



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- a) Restaurant — Bar;
- b) Recreation Room
- c) Hairdresser;
- d) Bakery;
- e) Supermarket;
- f) Greengrocer's
- g) Fishmonger's;

3 — The concession agreement complies with the provisions of the general law in force.

4 — The concessionaire cannot alter the operation of the complex and is obliged to respect and enforce the regulations in force.

5 — The installation of any furniture or equipment in the said campsite units by the operator or concessionaire will always be subject to prior approval by the Parish Council.

**Article 7
Fee-charging**

1 - Fees will be paid until the 10th of the current month at the Baía Azul Tourist Park Reception desk, with a receipt to be issued by the service.

**Article 8
Payment of fees**

1 - Fees will be paid in cash, by cheque, bank transfer, postal order, or by any other means of payment that the law expressly provides.

**Article 9
Update**

The value of the fees set out in this Regulation will be updated annually, in accordance with a resolution of the Parish Council.

**Article 10
General Roles and Duties of Employees**

A — General staff:

- a) The service staff will be recruited as required and may be detached from other services of the Parish Council or be hired, in accordance with the rules in force;
- b) Have the duty to always act professionally, in order to provide quality public service and maintain an attitude of commitment, collaboration and interest in the proper operation of the location;



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- c) Comply with and enforce this regulation;
- d) Collaborate and work within a mutual aid regime in relation to all employees, either in their presence or, where necessary, in their temporary replacement, and, consequently, in the performance of the services and tasks carried out by absent personnel;
- e) Ensure the conservation, maintenance, hygiene and safety of the Parish's goods and equipment;
- f) Comply with the general and specific duties of public service;
- g) Promptly inform the person responsible for the location of any occurrences that he is unable to resolve.

B — Specific employees:

1 - Provided for in the Regulation on the Organic Structure of the Parish Council of S. Martinho do Porto.

**Article 11
Criteria for use and Admission to the Campsite**

- 1 — The regular or punctual use of the facilities implies payment of the inherent prices.
- 2 — The entities (Associations, Schools, Universities, After-school clubs, etc.) that intend to use the campsite must submit a written request to the Parish Council no later than 30 days before the start of use, except during the month of August.
- 3 — Requests to use the facilities must include:
 - a) Identification of the requesting entity;
 - b) Intended period and time of use;
 - c) The purpose for which the facilities' period of use is intended;
 - d) Number of users and age group;
 - e) Name, address and telephone number of those responsible for the direct technical guidance of each activity and of the entity's technical and administrative person responsible.
- 5 — In cases where the entity intends to interrupt the use of the facilities, it must notify the Parish Council in writing 10 working days in advance, under penalty of the respective prices continuing to be due.



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**Article 12
Admission and Use**

- 1 - Admission is granted by means of a personal, non-transferable card, to be issued upon admission.
- 2 - The card has the following versions — user (daily or annual) and visitor.

**Article 13
Users**

- 1 - The park may be used by nationals or foreigners, whether as campers or caravaners, as long as they are accompanied by their respective camping equipment or already have it there.
- 2 - Campers under the age of 16 will only be admitted if accompanied by their parents or by a person of legal age responsible for them, or if they present a duly signed Declaration of Parental/Guardian Responsibility.
- 3 - The admission and exit of the park will take place during the schedule stipulated for the reception.
- 4 - When reception is closed, the user's documents are retained at the gatehouse. The user must go to reception as soon as possible to duly register.

**Article 14
Identification of daily users**

Upon admission, and upon presentation of identification documents, users will be provided with tent/pitch tags for tents, caravans and motorhomes, which must be placed in a clearly visible location.

- 1 — Identification documents will be returned to the user on departure.
- 2 — Admission enrolment will only be cancelled after the end of the occupation period has been verified.
- 3 — Users or visitors who are intoxicated or under the influence of narcotics, or who are in any state of illness, or in any other situation that may disrupt the proper functioning of the park, may be refused admission.



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Article 15
Admission and Identification of annual users

At the time of admission and after the conclusion of the contract for the provision of camping services, users will be issued identification cards with an updated photo.

1 - Each annual use ticket is associated with a maximum of 5 people per prefabricated house or caravan, and this will be checked by the receptionist or doorman at the entrance of the tourist park.

2 — Users or visitors who are intoxicated or under the influence of narcotics may be refused admission, as may those who are ill or in any other condition that may disrupt the proper functioning of the park.

Article 16
Visitors

1 — Anyone who is not equipped with camping gear is considered a visitor.

2 — Access will only be granted if accompanied by a camper, after payment, according to the price list.

Article 17
Campsite use

Users are permitted to use the park area and the facilities intended for them, subject to the conditions set out in this regulation.

1 — Users may choose the camping location if the person in charge of the park does not specify one.

Article 18
Electric Installations

The supply of electricity for tents, caravans and motorhomes is governed by the following provisions, in addition to the legal provisions:

1 - The electric power connection can only be established only by the person in charge of the park.

2 - Each lot/pitch is entitled to a maximum intensity of 6 amps.

3 - By option, each lot is entitled to a maximum of 12 amps, according to the price list.



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- 4 - Each lot/pitch can only use a single outlet box. Feeding one lot/pitch from another is not allowed.
- 5 - Only the use of homologated electrical material is permitted, and it must be in perfect condition and operating condition.
- 6 - Electrical cables cannot be hung from trees or bushes, nor may they be placed in areas that could harm the aesthetics or safety of the campsite and its users.
- 7 - Damage to the Park's installations, or any personal or material accident resulting from the poor condition of the user's material or its misuse, will be the sole responsibility of the user.
- 8 - The number of connections for each outlet box can never exceed the number of outlets on it.
- 9 - The connection of any unit may be refused if the respective electrical installation is not in compliance with regulations.
- 10 - Users should be careful not to leave equipment connected to outlet boxes unnecessarily during prolonged absences.
- 11 - The Park services may suspend the supply of electricity when conditions arise that may affect the safety of the facilities' operation, and the user cannot hold the Park responsible for any resulting damages.
- 12 - Park employees may prevent the connection to the electricity network whenever they acknowledge that the user's installation does not meet minimum safety conditions.

**Article 19
Abandoned material**

All camper material considered abandoned will be removed by the park services.

- 1 — Abandoned material is anything that is not properly identified or that has been abandoned by its owner in the park.
- 2 — The material referred to in the preceding paragraph may be collected within 15 days of the user proving that it belongs to him and paying the charges applicable to the period of storage or stay in the park.



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**Article 20
Users' rights**

- 1 - Users are entitled to:
 - a) Use the facilities and services in accordance with the provisions of this regulation and other applicable legislation;
 - b) Know in advance the prices charged at the park;
 - c) Require that a paid-in-full receipt be issued for the expense paid;
 - d) Require the submission of the complaints book;
 - e) Require the submission of the park regulation.
- 2 - Users who wish to submit a complaint must provide their full name, address and the number of their identification document.

**Article 21
Users' duties**

- 1 — During their stay in the park, users must guide their behaviour by the rules of good neighbourliness and civility.
- 2 — Users must also comply with the following rules:
 - a) Accept, within the park, the authority of the person responsible for its operation;
 - b) Comply with the park's regulations set out in the Rules of Procedure;
 - c) Comply with the campsite's adopted hygiene standards, in particular those relating to the disposal of waste, dirty water and chemical toilets, as well as the washing and drying of clothes, admission of pets and the prevention of contagious diseases;
 - d) Keep the respective camping space and the equipment installed in it in good condition, hygiene and cleanliness;
 - e) Install your equipment in the spaces intended for users to maintain a minimum distance of 2 m from other users' equipment;
 - f) Refrain from any acts likely to disturb other users, namely making noise or using radio, television or generators during the 'quiet period';
 - g) Do not light a fire, except when authorised equipment is used to cook food - a gas stove - or in places designated for this purpose;
 - h) Do not bring people into the tourist park without authorisation from the person responsible for its operation;
 - i) Leave the park at the end of the period previously established for your stay, and inform the reception desk;
 - j) Pay for the services used, according to the schedule in force at the park;



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k) Do not limit any indoor or outdoor area to the area intended for your stay, beyond what has been predefined;

l) Do not install fixed structures, pave the ground, or make any other alteration at the place that has been assigned to you;

m) Do not use materials outside the camper ethic, cover the ground with elements that prevent its necessary aeration and permeability, or build limitations or decorations in your camps with inappropriate materials, namely crates, boards, bricks, stones, plastic, canvases, fences, gates, wires, vases, arches with vines, etc., and, in general, install any objects or adornments characteristic of a permanent residence;

n) Do not place clotheslines, cables or strings of any material at a height less than 2 metres above the ground, or wires at any height;

o) Whenever you intend to abandon the lot, this information must be provided in writing, addressed to the Parish Council, at least 30 days in advance;

p) After your assets and belongings have been removed from the lot, it must be left unoccupied and clear.

q) Respect the period of silence and rest from 11 pm to 7 am, and comply with orders and discipline, refraining from acts, attitudes or procedures that cause discomfort or harm to other users.

**Article 22
Playground**

1. The use of the playground equipment is forbidden for users over the age of 12;
2. The park declines any responsibility for accidents or damage resulting from negligent or dangerous behaviour and use.



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Article 23
Admission of pets

- 1 - The admission and permanence of pets in the Park are permitted only upon the user's compliance with the following procedures, to be carried out at the time of admission:
 - a) - Presentation of proof of compliance with legal provisions regarding up-to-date vaccination;
 - b) - Presentation of the EU Pet Identification Document (DIAC/SIAC) in accordance with the applicable legal provisions;
- 2 - No animals covered by the legislation on dangerous animals will be admitted to the Park;
- 3 - Animal access is expressly forbidden in any of the Park's buildings, including the Recreation Room, Reception area, Changing Rooms, and others;
- 4 - Animals must be kept inside the equipment of the user to whom they belong, or properly secured next to it, so that they cannot move more than two (2) metres and are always in a condition that they do not disturb other Park clients/campers;
- 5 - Animals cannot roam unattended within the Park. Whenever pet owners need to walk their pets around the Campsite, this is permitted solely for the purpose of leaving and returning to the Campsite. They must do so using the appropriate means of containment for the characteristics of the animals, namely boxes, cages or birdcages, or by securing the pets on a short leash, which must be attached to their collar or harness.
- 6 - The Park is not responsible for any accident or damage caused or suffered by the animals within the Park; such responsibility rests with their owners.

Article 24
Circulation of Vehicles

The circulation of vehicles within the Park's fenced area is subject to the general rules of the Highway Code.

- 1 — Circulation may be forbidden, in whole or in part, whenever circumstances advise it.
- 2 — The circulation of vehicles is permitted only when entering and leaving the park, for the transport of the respective caravans.
- 3 — From 11 pm to 7 am, vehicles are not permitted to enter, exit or circulate in the park.
- 4 — The speed limit inside the park is 10 km per hour.
- 5 — The installation of caravans is not permitted in such a way as to prevent or hinder the circulation and installation of tents and caravans.



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6 — Mechanical repairs and the washing of vehicles and other camping materials are not allowed within the park area.

7 — In the event of a breakdown, the repair will be carried out as quickly as possible, or, if not possible, the vehicle will be towed.

**Article 25
Use of gas or combustible products**

The use of gas and other combustible products must comply with the following standards:

1 — Care should be taken when handling gas cylinders, especially when they are in operation.

2 — Gas cylinders must be properly closed off and not exposed to heat.

3 — Any accident caused by the use of gas in the park is the responsibility of the user.

**Article 26
Responsibility**

The Park denies any responsibility for accidents, damage, theft or robbery involving users or their property within the Park's fenced area.

**Article 27
Sanctions**

Penalties will apply to violations of this regulation.

Regardless of any legal action and without prejudice to the obligation to pay compensation immediately for damage caused to third parties and the Parish's assets, users who breach the park's regulations may be subject to a disciplinary warning, expulsion, or temporary or definitive interdiction, depending on the severity of the faults committed.

1 — Disciplinary warnings are the responsibility of personnel with coordination duties;

2 — The penalties of temporary or definitive expulsion are the responsibility of the Parish Council after hearing the defendant.



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Article 28
General Provisions

The use of the Baía Azul Tourist Park is subject to payment of the prices set out in the respective table approved by the competent bodies, under the legal terms;

Free access to the park may be exceptionally authorised under conditions expressly determined by the Parish Council and in official and semi-official acts.

Article 29
Doubts and Omissions

The doubts and omissions arising from the application of these regulations will be resolved by the Parish Council of S. Martinho do Porto.

Article 30
Entry into force

These regulations shall take effect on the first working day after their publication in the Official Gazette.

The President of the Parish Council

