



INTERNAL REGULATIONS

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PREAMBLE

Welcome to La Ballena Alegre.

The purpose of these Internal Regulations is to ensure a pleasant, safe, and respectful stay for everyone. The rules set out herein respond not only to organizational criteria, but also to a shared commitment to fostering harmonious coexistence, preserving the natural environment, and ensuring the well-being of all guests.

The Resort is located in the heart of the Aiguamolls de l'Empordà Natural Park, in the municipality of Sant Pere Pescador (Girona). This environment of high environmental value entails a special responsibility toward the environment, landscape, and natural resources. For this reason, we request the active collaboration of all guests in the responsible use of facilities, internal mobility, waste management, water consumption, and respect for the coastline, flora, fauna, beach, and dunes.

These Regulations aim to be a tool for coexistence, based on mutual respect, common sense, and co-responsibility. The Resort staff is at your disposal to inform you and ensure that your stay proceeds normally, safely, and comfortably.

Thank you for your collaboration.

1. Access to the Resort and Right of Admission

Access to the Resort is strictly reserved for staying guests. Non-staying guests must request prior authorization from Reception.

The Management ensures peaceful coexistence, rest, safety, and preservation of the natural environment, and reserves the right of admission and expulsion in cases where these conditions are severely affected or non-compliance with these Regulations occurs.

The holder of the reservation or invoice acts as the main contact for their group and is responsible for their own actions and those of all accompanying persons.



2. Registration, Identification, and Stay

Upon arrival, all guests must complete their registration at Reception, declaring all staying guests, vehicles, and items subject to payment.

Wearing the identification wristband throughout the stay is mandatory. Its loss or damage will incur the payment of the established fee.

The assigned pitch or accommodation cannot be modified without explicit authorization from Reception.

2.1 Visitors

To ensure safety and peaceful coexistence, visits from non-staying guests are not permitted, except with explicit authorization from Reception and subject to registration and payment of the current rate.

If authorized, the staying guest will be responsible for the visitor's behavior during their entire stay at the Resort.

2.2 Departure and Check-out

On the day of departure: Pitches must be vacated before 12:00 PM. Bungalows must be vacated before 10:00 AM.

Departures after these times will result in the charge of an additional day, unless explicitly authorized by Reception.

3. Minors

Minors under 18 years of age are not admitted without the accompaniment and explicit responsibility of an adult.

Parents or legal guardians are fully responsible for the behavior of minors, as well as for any personal, material, or environmental damage they may cause.

4. Vehicles, Pitches & Accommodations

Each pitch or accommodation (bungalow) allows the maximum number of guests and vehicles authorized according to its type and current booking conditions. Any exception must be explicitly authorized by Reception.

Vehicles must park exclusively within the assigned pitch or in the parking areas designated by the Resort.

Unoccupied caravans, tents, or other camping equipment are not permitted to remain on site without explicit authorization from Management.



Bungalows must remain occupied by the reservation holders or properly registered persons.

5. Internal Mobility and Traffic

5.1 General Principles

The Resort is a private property for public use with its own regulations. Pedestrians always have absolute priority.

The maximum allowed speed for any vehicle is 10 km/h. Reckless driving is incompatible with the spirit of the Resort and is prohibited.

5.2 Motor Vehicles

The use of motor vehicles is limited to entering and exiting the pitch or accommodation. To promote a quiet and safe environment, using them for internal recreational travel is not permitted.

Between 12:00 AM (midnight) and 07:00 AM, vehicle traffic is prohibited, except for authorized emergencies.

5.3 Bicycles and Electric Bicycles (e-bikes)

Bicycles and electric bicycles (e-bikes) must be driven with caution and at moderate speed. Riding in pedestrian-exclusive areas is prohibited.

Helmets are mandatory for minors under 16 years of age.

E-bikes are subject to the same safety, coexistence, and speed limit criteria as other bicycles, as well as recommendations for safe battery charging.

5.4 Electric Scooters and Personal Mobility Vehicles (PMVs)

The use of electric scooters and other PMVs within the Resort is subject to internal rules and, secondarily, to current regulations of the Directorate-General for Traffic (DGT).

- Minimum age: 16 years.
- Strictly single-person use.



- Helmet mandatory throughout the entire site.
- Riding with headphones, using a mobile phone, or reckless driving is prohibited.
- Maximum speed: 10 km/h.

5.5. For safety reasons, charging batteries inside accommodations is discouraged. The Resort reserves the right to prohibit indoor charging if required by safety criteria.

The reservation holder is responsible for any personal, material, or environmental damage caused by PMVs belonging to their group.

5.6 Electric Vehicle (EV) Charging

For safety reasons and proper management of charging station availability:

- Charging electric vehicles at the pitch or bungalows is not permitted.
- Exception: Only at bungalows specifically equipped for this purpose (Edevesa and Empúries Suites), and solely using the enabled charging system.
- Charging must be done using the charging points located in the parking lot at the entrance of the campsite.
- Once charging is complete, the vehicle must be removed from the charging point to facilitate rotation and availability for other guests.
- Management may require the immediate removal of the vehicle if it occupies the station after being fully charged.

6. Rest, Noise Control, and Coexistence

6.1. Silent Period

A silence period is established between 12:00 AM (midnight) and 07:00 AM. During this time, any activity, device usage, or behavior that may disturb guest rest must be avoided.

6.2. Devices and Equipment Capable of Generating Noise

During the silence period, any device or equipment capable of generating noise located outside caravans, awnings, or pitches—including, but not limited to, portable air conditioners, generators, exhaust fans, speakers, or similar equipment—may not exceed the night noise limit of 55 dB(A).

In case of exceeding the limit or affecting coexistence, Management may request immediate limitation or cessation.



6.3. Coexistence Outside the Silence Period

Outside the silence period, campsite activity must remain within a noise level suitable for normal coexistence, avoiding behaviors or sound emissions that may bother other guests.

Management may at any time request the moderation or cessation of activities that disturb peaceful coexistence.

7. Pets

Pets must be declared upon arrival and comply with the Resort's specific regulations. They must always be kept on a leash, have valid documentation, and owners must pick up pet waste.

8. Facilities

Schedules, safety and hygiene rules, and staff instructions must be respected.

Resort facility hours may vary. The hours displayed in each establishment or venue are considered current.

8.1 Common Spaces and Social Facilities

For reasons of coexistence, hygiene, and respect for other guests and staff, proper attire (shirt/t-shirt and footwear) is required when entering indoor social facilities.

For these purposes, indoor social facilities include, among others:

- Reception and Information Points (Info Point),
- Supermarket, greengrocer, wine cellar, and retail spaces,
- Bars, restaurants, pub, and disco,
- Other closed common-use spaces.

This rule does not apply to:

- Bathing areas,
- Spaces specifically designated for beach or pool use,
- Beach bars (xiringuitos), where greater flexibility will apply, provided basic hygiene and coexistence rules are maintained.

Resort staff may provide guidance on suitable attire based on the venue, activity, and time of day, applying criteria of consistency and respect.

8.2 Sanitary Facilities



Sanitary facilities are for shared use and must be kept clean and in good condition.

Children under 6 years of age must always be accompanied by an adult.

Guests are kindly requested to use water responsibly and respect other users.

8.3 Sports Areas and Swimming Pools

The use of sports areas and swimming pools is subject to the schedules, capacity limits, and specific rules of each facility, which must be respected at all times.

At the pools, strict adherence to hygiene, safety, and coexistence rules is mandatory, as well as following instructions from staff and lifeguard services.

Gym access is permitted from 16 years of age. Minors aged 14 and 15 may only access when accompanied by an adult and with written authorization from parents or legal guardians.

9. Fire, Barbecues, and Fire Prevention

To protect people and the natural environment, only suitable barbecues in safe conditions are permitted. Fires are strictly prohibited on the beach, dunes, or natural environment.

10. Sustainability and Responsible Resource Use

10.1 Waste

Guests are requested to properly use the designated recycling systems.

10.2 Water

Water is a valuable and limited resource. Please use it responsibly and use only authorized points for washing equipment.

Dumping wastewater outside designated points is prohibited. Caravans must use the specific systems and disposal points for grey and black water.

10.3 Energy

Electricity must be used responsibly.

11. Natural Park, Dunes, Public Beach, and Environmental Coexistence

The Resort is located within the area of the Aiguamolls de l'Empordà Natural Park, in a coastal environment of high ecological value. Therefore, staying at the Resort carries a special responsibility to respect the beach, dunes, flora, fauna, and

adjacent natural spaces.

This section is established in accordance with the regulatory framework and applicable guidelines regarding coastal protection, public maritime-terrestrial domain, protected natural areas, and seasonal usage planning, including among others:

- Coastal Act 22/1988;
- Act 8/2020 on the protection and planning of the Catalan coastline
- Regulations and management guidelines of the Aiguamolls de l'Empordà Natural Park;
- Current municipal Usage Plan of Sant Pere Pescador;
- And guidelines established by competent authorities at any given time.

The beach, dunes, and access routes located outside the Resort premises form part of a protected public natural space. Consequently, their management and regulation correspond to competent authorities and the Natural Park management body.

The Resort does not hold authority over these public spaces, but informs its guests, actively collaborates in their preservation, and may require behavior compatible with environmental respect and coexistence rules when guest conduct affects the Resort's operations, general coexistence, safety, or environmental protection.

11.1 Beach Access Points and Dune Protection

Respecting dune boundary markers and using exclusively open, authorized pathways to access the beach is mandatory.

The following are prohibited:

- Walking on dunes outside designated paths;
- Opening shortcuts or new access routes;
- Removing, moving, or altering boundary marking elements;
- Accessing protected or temporarily restricted areas;
- Leaving waste, sports equipment, or other items on the dunes or surrounding natural area.

The layout of open access points to the public beach may vary during the season. These accesses cannot always be defined precisely in advance, as their arrangement depends on management criteria of the Natural Park and competent authorities.

The Resort actively collaborates to maintain as many open, orderly, and environmentally compatible pathways as possible, but the final decision regarding their location, opening, closure, or modification rests with competent agencies.

11.2 Nesting Period and Wildlife Protection

During the nesting and breeding season of protected coastal species, particularly the Kentish plover, extreme precautions must be taken.

During this period, guests must especially respect:

- Marked or closed areas;
- Environmental signage;
- Instructions from the Natural Park, City Council, or other authorities;
- Prohibition of entry into sensitive areas;
- The need to avoid noise, disturbances, or unleashed animals;
- The obligation to keep the environment free of litter.

The presence of nests, chicks, or protected areas may lead to temporary changes in access pathways, routes, or usage of certain beach or dune areas.

11.3 Beach Use, Games, and Private Temporary Structures

The beach is a public natural space, and its use must be compatible with guest rest, safety, cleanliness, coastal protection, and Natural Park conservation.

Portable nets, private volleyball courts, or other play equipment may only be used temporarily while practicing the activity, provided they do not contradict current rules, signage, or authority instructions.

All private equipment—poles, nets, tensioners, ropes, games, or other items—must be completely removed upon completing the activity and, in any case, before sunset.

Leaving structures, nets, or equipment on the beach overnight is not permitted. Abandoned or improperly placed items may be removed by competent services.

Under no circumstances may game, sports, or leisure structures be installed on dunes, marked areas, protected pathways, or high ecological value spaces.

11.4 Dogs and Pets on the Beach and Natural Environment

Pets must at all times comply with municipal regulations, Natural Park rules, and seasonal guidelines.

In any case, dogs must always be kept under control and, when required, on a leash. Animals are not allowed to access nesting areas, marked dunes, or protected spaces.



Owners are responsible for their pets' behavior and the immediate cleanup of waste.

11.5 Collaboration and Guest Responsibility

The Resort informs, raises awareness, and collaborates with authorities to preserve this natural space.

Guest collaboration is essential to ensure coexistence between tourism, beach access, sports activities, and the protection of the Aiguamolls de l'Empordà Natural Park values.

Serious or repeated non-compliance with these rules attributable to Resort guests affecting coexistence, Resort image, safety, or environmental preservation may lead to enforcement of measures set out in these Regulations.

12. Navigation, Water Sports, and Swimming Zones

Bathing areas are reserved exclusively for swimmers. Using marked navigation channels is mandatory.

During the validity period of the Sant Pere Pescador municipal Usage Plan, entering and exiting the sea for kitesurfing is authorized solely from the designated area in the southern zone of the campsite.

Although regulations do not establish a general insurance requirement, the Resort strongly recommends holding third-party liability insurance for practicing water sports.

13. Emergencies and Staff Instructions

In emergency situations, it is essential to remain calm and immediately follow instructions from Resort staff and emergency services.

Evacuation plans, emergency exits, and assembly points are clearly signposted throughout the site.

Guests are advised to identify these points upon arrival, especially families traveling with minors.

14. Liability and Penalties

The Resort provides safety deposit boxes at Reception for storing valuables.

Each guest is responsible for their personal belongings. The Resort is not liable for loss, theft, or damage.



Non-compliance with these Regulations may result in a warning, withdrawal of the right to use facilities or vehicles, impoundment of PMVs, or expulsion from the Resort without right to a refund in severe or repeated cases.

15. Acceptance of Regulations

Staying at the Resort implies full acceptance of these Internal Regulations.

THE MANAGEMENT