

Rules and regulations for usage of facilities through the Servei Colònies de Vacances (Holiday Camp Service)

For group reservations:

1. This document lists the conditions are under which a facility shall be available to groups through the Holiday Camp Service.
2. To ensure optimum cohabitation, we ask that you respect and ensure that others respect the facilities, group members, other groups that may be sharing the house and the staff working there, always pursuing educational, cultural and recreational goals through usage of the facility.
3. Each facility has a minimum capacity to occupy, which is indicated on the reservation sheet. By requesting it, users agree to pay the amount for this minimum capacity at the established price.
4. A facility is considered reserved when the group that has requested it has paid its deposit. This payment confirms the reservation and the conditions established regarding it.
5. It shall be mandatory to contact the facility administrator to specify the details of the stay at least one week in advance.
6. The deposit shall not be returned if a stay is cancelled. If a group does not turn up at a reserved house without giving any previous notice its members will also be obliged to pay the full board for the first day of lodging. Groups with fewer members than those indicated on their reservation, and that have not given the administrator notice, will also have to pay for the full board requested for the first day.

Arrival and stay

7. Any group staying in a facility must have a person who identifies themselves as group leader to the facility administrator upon arrival. The group leader will act as the spokesperson for the group before the facility administrator, who is the maximum authority on the site. The group leader will also be responsible for the group's actions, their consequences and the guests, and shall be obliged to appear before the authorities if required.
8. On the arrival day, the group will be able to come into the rooms from 4h. pm. On the departure day, even if the group has lunch in the house, the rooms will have to be emptied after breakfast in order to facilitate housekeeping tasks (10h. am the latest).
9. Use of the facility or the placement of items therein shall not be allowed prior to the time indicated on the application.
10. Groups are forbidden to bring any animals in or out of the house during their stay.
11. Outings or special events which affect meals, service shall be communicated to the facility administrator prior to the stay, and exceptionally, with 48 hours' notice prior to the relevant day.
12. Payment will be made to the facility administrator during the stay. Payment for any additional services consumed, as well as for any damage to the facility or its content (according to the appraisal of the administrator) shall be made upon conclusion of the stay.
13. Regarding swimming pool usage, provided that the total surface of the water surface is less than 200m², according to the legislation in force, the groups must designate an individual to monitor swimmers and ensure compliance with internal regulations, especially as regards accident prevention. This individual must hold a degree in physical and sport activity organization or a diploma as child and youth recreation counsellor. For school groups, presence of a lifeguard is mandatory.

14. The placement of the furniture, bunk beds, mattresses, shelves, etc. may not be modified without the authorization of the administrator. If such authorization is given, the house must be returned to its prior condition before departure.
15. Bedrooms are to be used exclusively for resting and changing. Likewise, the dining room is exclusively for meals
16. Neither the facility nor its surrounding premises or services may be totally or partially relet by the users. The administrator shall be notified of any change affecting the stay (number of guests, meals, etc.).
17. To ensure optimum operations and safety, entry into the kitchen, pantry, staff members' bedrooms, etc. is not permitted in houses with full board service.
18. Standard meal times shall be: breakfast, 9 am; lunch, 1:30 to 2 pm; dinner, 8 pm. These times may not be modified without the administrator's consent.
19. In the houses, decorations may only be installed in the spaces set aside for such purpose. Use of nails, tacks, or glues that leave any type of mark is prohibited. All decorations and/or signs must be removed before departure.
20. For the sake of hygiene, all groups are required to bring their own bottom sheets (preferably adjustable), pillowcases in addition to sheets or sleeping bags. Protective mattress covers must be brought for children who may wet the bed.
21. There is not room service and everyone will do their own bed. Bed sheets and towels can be rented on previous request and supplement.
22. Smoking in the bedrooms and workshops, etc. is prohibited. Consumption of other intoxicants throughout the premises is also prohibited. The legislation in force on this subject must be complied with.
23. Cleanliness of the facility, except in areas off limits for group use, is the responsibility of facility users. The facility must be kept in proper sanitary condition at all times.
24. Exterior areas must also be kept clean. Waste must be properly disposed of in facilities offered without board.
25. As for the vegetation and the possibility to light fires, the regulations in force at the time of the stay shall be observed. Special care must be taken to respect the vegetation and surroundings.
26. In case of illness or accident, medical care and medicine shall always be responsibility of the group of guests, as will be the relevant liability.
27. In case of legal claims, the group leader and entity relinquish their personal jurisdictions and agree to submit themselves to the Courts of Barcelona.
28. In case the accommodations are located in the town centre, we will not allow any strident or noisy activities to be carried out in the facility, or in its surroundings, and which could disturb the neighbourhood; and any other activities which involve going out of the facility must end before midnight. At every moment, the group must respect the peacefulness of the residents' town. For those who break this rule, special legal actions will be taken.
29. If you carry out activities in public places (town squares, fountains...), you must remember that they are public places, and therefore must be respected, as you must also respect the other users of the area; it is important to not use these spaces as exclusive areas to organize activities or meetings.

For individual reservations:

1. This document lists the conditions under which a facility shall be made available to users through the Holiday Camp Service.
2. To ensure an optimum cohabitation we ask for respect for the others guests, facilities that could be sharing and employees.
3. The reservation is considered formalised when it has paid its deposit. This payment confirms the conditions, rules and regulations established regarding it.
4. The deposit shall not be returned if a stay is cancelled. Absents shall be charged if it is not notified for the first day of lodging. Not turning up with the same amount of the members indicated in the reservation and not noticed to the administrator, will have to pay for the full board requested for the first day.

Arrival and stay

5. On the arrival day, you will be able to come into the rooms from 4h. pm. On the departure day, even if the users has lunch in the house, the rooms will have to be emptied after breakfast in order to facilitate housekeeping tasks (10h. am the latest).
6. Use of the facility or the placement of items therein shall not be allowed prior to the time indicated on the application.
7. Pets are not allowed in or out of the house during their stay.
8. Pending payments will be made to the facility administrator during the stay. Payment for any additional services consumed, as well as for any damage to the facility or its content (according to the appraisal of the administrator) shall be made upon conclusion of the stay.
9. While using the pool, minors must be accompanied by an adult, who will be responsible for the supervision of children.
10. The location of the furniture, bunk beds, mattresses, shelves, etc. may not be modified without the authorization of the administrator. If such authorization is given, the house must be returned to its prior condition before departure.
11. Bedrooms are to be used exclusively for resting and changing. Likewise, the dining room is exclusively for meals
12. Any modification previous the stay, as number of hostages, meals, etc. must be communicated to the reservation department.
13. To ensure optimum operations and safety, entry into the kitchen, pantry, staff members' bedrooms, etc. is not permitted in houses with full board service.
14. Standard meal times shall be: breakfast, 9 am; lunch, 1:30 to 2 pm; dinner, 8 pm. These times may not be modified without the administrator's consent.
15. There is not room service and everyone will make their own bed. Towels can be rented on previous request and supplement.
16. Smoking in the bedrooms and workshops, etc. is prohibited. Consumption of other intoxicants throughout the premises is also prohibited. The legislation in force on this subject must be complied with.

17. As for the vegetation and the possibility to light fires, the regulations in force at the time of the stay shall be observed. Special care must be taken to respect the vegetation and surroundings.
18. In case of illness or accident, medical care and medicine shall always be responsibility of the guests, as will be the relevant liability.
19. In case of legal claims, the person responsible of the reservation, relinquish their personal jurisdictions and agree to submit themselves to the Courts of Barcelona.
20. In case the accommodations are located in the town centre, we will not allow any strident or noisy activities to be carried out in the facility, or in its surroundings, and which could disturb the neighbourhood; and any other activities which involve going out of the facility must end before midnight. At every moment, guests must respect the peacefulness of the residents' town. For those who break this rule, special legal actions will be taken.

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