



# INTERNAL REGULATIONS



## Article 1 – Purpose

The internal regulations of Motorhome Ecopark São Brás de Alportel, hereinafter referred to as Ecopark, define the rules for the use and operation of the space, including the admission of animals, conditions of stay, hygiene and safety standards, and procedures in the event of any infractions, in order to ensure the well-being and safety of its users.

## Article 2 – Concept

A) Ecopark is a motorhome park designed for short, medium and long stays, offering a friendly, welcoming and peaceful environment, as well as high-quality facilities and services, with full respect for the environment and nature conservation.

B) All plots have electricity (6 amps), drinking water and Wi-Fi.

## Article 3 - Users

Ecopark is an '*adult-friendly establishment*', meaning that only persons over the age of 18 are permitted to enter and stay.

## Article 4 – Operating period

A) Ecopark is open from 1st January to 30th April and from 1st October to 31st December.

B) The interruption period aims to ensure the best conditions for the proper maintenance of the park, implementation of improvements, and guarantee the rest of its employees.

## Article 5 – Price list

The price list can be consulted at the entrance or on the Ecopark's website.

## Article 6 – Access control

A) Access to Ecopark is controlled by an automatic number plate recognition system, consisting of a barrier and an automatic payment terminal.

B) To access Ecopark, you can also use the booking module available on its website at: <https://motorhomeecopark.com/>

## Article 7 - Check-in

The in-person check-in process follows these steps:

A) Park the motorhome at the park entrance next to the barrier.

B) Access the **multimedia kiosk** to register the following information:

1. Choose the language to use;
  2. Indicate whether you want to check in/extend your stay or resolve any issues;
  3. Indicate the number of days planned for the stay;
  4. Indicate if you have dogs and how many (**maximum of 2 dogs allowed per motorhome**);
  5. Enter the motorhome registration number;
  6. Select your country of origin;
  7. Indicate whether you want proof of payment to be sent by email or on paper;
  8. Enter your email address if you wish to receive the receipt by email;
  9. Confirm the information and make the payment, exclusively by debit card (cash payments are not possible);
  10. Obtain proof of payment.
- C) After payment, the system automatically reads the registration number and opens the barrier.
- D) Next, the user can drive in with their motorhome and set up on one of the available pitches.



- Ⓔ) **The stay is for full 24-hour periods**, starting from the moment of entry at the barrier.
- Ⓕ) During their stay, guests can enter and leave with their motorhome whenever they wish, simply approaching the barrier for it to open automatically.
- Ⓖ) If the user wishes to extend their stay, they must return to the multimedia kiosk to register and pay.
- Ⓗ) If the stay has already been exceeded, the barrier will no longer open automatically.

### Article 8 - Booking module

- Ⓐ) Ecopark also guarantees the possibility of checking in in advance, as mentioned in the previous article, through the booking module available on its website.
- Ⓑ) The steps for filling in the information are identical to those outlined in the previous article.
- Ⓒ) In this mode, which Ecopark recommends, when the user arrives with their motorhome at the park entrance, the barrier opens automatically upon recognition of the licence plate.
- Ⓓ) Through the booking module, it is **not possible to choose a specific plot**, but Ecopark will ensure that a plot is available upon arrival.

### Article 9 - Check-in support and control

- Ⓐ) The Ecopark team provides in-person or telephone support during check-in.
- Ⓑ) Telephone support is provided via mobile phone: **+351 965 509 021** (call to national mobile network).
- Ⓒ) The Ecopark team is responsible for verifying that users have registered correctly.

### Article 10 - Returns policy

- Ⓐ) Whenever it is necessary to refund the cost of the stay, Ecopark management will issue a credit note for the same amount, which can be used for future stays.
- Ⓑ) Ecopark recommends its customers not to make long-term reservations in order to avoid the need for refunds.

### Article 11 - Access by other users' vehicles

- Ⓐ) If Ecopark users have an extra vehicle, whether owned or rented, they must contact management in advance to ensure free access during their stay.
- Ⓑ) Preferably, users' extra vehicles and their trailers should be parked in the car park next to the entrance.
- Ⓒ) Access to Ecopark is free for these vehicles, which must comply with the same rules as those established for motorhomes.
- Ⓓ) In the event that users have motorcycles or quad bikes, access can be done via the pedestrian access corridor, without the need to open the automatic barrier.

### Article 12 - Timetables

- Ⓐ) The Ecopark entrance gate is automatic, opening at 8AM and closing at 8PM. If it is necessary to open the gate during closing hours, users are provided with the respective access code (also printed on the respective payment receipt).
- Ⓑ) Once opened, the gate closes automatically after 30 seconds.
- Ⓒ) The quiet hours are between 10PM and 8AM. During this period, it is strictly forbidden to make any kind of noise.
- Ⓓ) The showers are always open, although their use is recommended between 9AM and 6PM for reasons of environmental sustainability.
- Ⓔ) The laundry room is open between 8AM and 8PM.

### Article 13 - Available services

- Ⓐ) Ecopark has **two service stations** where all motorhome waste must be disposed of, including grey water and toilet waste. The use of the service station is exclusively for Ecopark users.
- Ⓑ) Ecopark has a Wi-Fi network accessible throughout the park (password printed on the respective receipt).



Ⓔ Ecopark offers an extra set of services, which may be used exclusively by its users, on an optional basis, upon payment of a fee, as established in the price list provided for in article 5, namely:

1. Coin-operated **hot water showers** (€1 for 5 minutes);
2. **Toilets** operate with coin-operated locks (€0.50 per use). Toilet paper, liquid soap and paper towels are provided;
3. **Laundry room** with coin-operated washing machines and dryers (€5 for 55 minutes of washing and 5€ for 40 minutes of drying), with detergent and fabric softener provided by the user.

Ⓓ Ecopark also offers a range of other services that can be used by its users free of charge, namely:

1. Clothesline (clothes pegs are provided by users);
2. Sink with cold water tap;
3. Laundry tub with cold water tap;
4. Library for exchanging books in various languages;
5. Tourist information about the Algarve region;
6. Venue for organising activities and events.

### Article 14 – Users' rights

- Ⓐ Enjoy a welcoming, safe and clean environment.
- Ⓑ Use the spaces, facilities and services of Ecopark in accordance with these Internal Regulations.
- Ⓒ Participate in activities organised by Ecopark.
- Ⓓ Be aware of the prices charged.
- Ⓔ Obtain proof of payment.
- Ⓕ Submit suggestions for improvement.
- Ⓖ Discover the region's tourist attractions.

### Article 15 – Users' obligations

- Ⓐ Be familiar with and comply with the provisions of these Internal Regulations.
- Ⓑ Contribute to a peaceful environment.
- Ⓒ Keep spaces and facilities clean.
- Ⓓ Take all safety measures when using the facilities and equipment.
- Ⓔ Use the recycling point available at the entrance to Ecopark to deposit and separate solid waste.
- Ⓕ Keep the motorhome and all its equipment within the boundaries of your plot.
- Ⓖ Keep your plot clean and tidy.
- Ⓗ Use the clotheslines provided to dry your clothes. It is not permitted to hang ropes from the trees.
- Ⓙ Do not damage the park's equipment and facilities.
- Ⓛ Do not waste water.
- Ⓚ Do not waste electricity.
- Ⓛ All waste water must be discharged exclusively at the Service Station.
- Ⓜ Please pay attention to the speed limit of 10 km/h within the Ecopark grounds to ensure everyone's safety.
- Ⓜ Compensate Ecopark and other users for damages caused, whether intentionally or negligently.

### Article 16 – Prohibitions

- Ⓐ It is not permitted to light fires or bonfires within the Ecopark grounds.
- Ⓑ It is not permitted to throw rubbish on the ground, including cigarette butts.
- Ⓒ It is not permitted to empty the motorhome outside the Service Station.
- Ⓓ Washing motorhomes or other vehicles on the Ecopark premises is not permitted.

## Article 17 - Pets

- A) All dogs must be registered during check-in or at the time of booking.
- B) The maximum number of dogs per motorhome is two.
- C) Dogs and cats must be calm and cannot wander freely within the Ecopark grounds, so they must be kept on a leash.
- D) Users must always collect their pet's waste, using the bags provided for this purpose, and deposit them in the appropriate container.
- E) Any damage or disturbance caused by pets is the responsibility of their owner.

## Article 18 – Visits

- A) Visits to Ecopark users must be communicated in advance to management and take place during the hours specified in article 12a.
- B) Visitors' vehicles are not permitted to enter the Ecopark.
- C) Any disturbances or damage caused by visitors are the responsibility of the person being visited.

## Article 19 – Non-compliance situations

Users who do not comply with the rules set out in these Regulations may be asked to leave the Ecopark without any refund.

## Article 20 – Liability

- A) Ecopark management is responsible for providing the necessary information and support to its users.
- B) The management declines all responsibility for accidents, damage, theft or robbery of users or their equipment occurring within the Ecopark premises.
- C) The management declines all responsibility for damage caused by fire, earthquakes, lightning, explosions, floods, falling trees or other natural phenomena.
- D) The management declines all responsibility resulting from failures in the supply of electricity, water and Wi-Fi network, which should be attributed to the suppliers.

## Article 21 – Complaints

- A) Users may submit complaints to Ecopark management at any time.
- B) For the purposes of the previous paragraph, Ecopark has a physical and online complaints book, in accordance with current legislation.
- C) Responses to complaints submitted by users will be provided in writing by Ecopark management within a maximum of 5 days.

## Article 22 – Entry into force

These Internal Regulations shall enter into force on 1 October 2025.

## Article 23 – Repeal provision

All rules and regulations contrary to the provisions of these Internal Regulations shall cease to apply from the date specified in the previous article.

## Article 24 - Review and update

These Internal Regulations shall be reviewed and updated whenever necessary, and the respective period shall not exceed two years.