

INTERNAL REGULATIONS



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This present Regulation includes Zmar Eco Experience standards for use and operation. Zmar is located on Herdade A-de-Mateus, Caixa Postal 3845, 7630-011 Odemira.

Article 1º General Principles

1. Zmar is located on the Alentejo Coast, near Zambujeira do Mar, in a fenced property of 81 hectares, with a hotel rating of 4 stars;
2. Zmar is destined to the practice of Camping, Caravanning, Auto-Caravanning as well as all the activities associated to these practices;
3. Zmar is open for most part of the year, and there are 4 Seasons: Low, Medium, High and Very High;
4. Zmar is an Ecologic project, and its main philosophy is the well-being of all its guests in Harmony with Nature;
5. The respect for Zmar's environmental philosophy includes the assumption that the future of Planet Earth depends mostly on our behavior, and that is the main principle of this Regulation;
6. The admission inside Zmar implies the immediate acceptance of this present Regulation by our guests;
7. The maximum capacity of Zmar is of 3000 people, accommodated in pitches and bungalows;
8. Each pitch is equipped with an electric and water plug, and our bungalows equipped with TV, internet access, fridge, stove, microwave, exhaust fan - all these equipments are part of Zmar's property and can't be removed, damaged or used in an inadequate manner, otherwise legally sanctions may be applied;



9. Zmar has a fire protection system and its staff are instructed on its use and the measures to take in case of fire;
10. Zmar is not held responsible for any accidents, damage or thefts on our guests and visitors, as well as on their equipments;
11. Zmar has a private security system to ensure the well-being of all guests.

Article 2º Admission

1. Zmar is open to the public in accordance with applicable law and regulation included in this Regulation;
2. The possibility to stay at Zmar is subject to a registration at the Reception and to the availability of accommodation;
3. Guests under 15 years old are only allowed if accompanied by their parents or other responsible adults;
4. The entering and remaining in Zmar are prohibited to:
 - a) People who are in evident state of drunkenness;
 - b) Holders of narcotic drugs and psychotropic substances or other prohibited by Law;
 - c) Carrying of firearms or air arms except those that are properly licensed, being the bearer fully responsible for their safety;
 - d) People who have somehow injured Zmar's equipment or contravened the principles of this Regulation;
 - e) Animals, except in the pitches area and except guide dogs according to the legislation (Decree-Law No. 74/2007 of 27 March) and domestic animals provided for in Article 13 of this Regulation.



Article 3^o Front Desk & Registration

1. The Front Desk at Zmar is open all year round;
2. All guests and visitors at Zmar are required to check-in and identify themselves through an identity card, passport or National Camper ID and all documents must be valid at the time of submission;
3. All guests and visitors at Zmar must also make full payment of their stay upon arrival, for legal and safety reasons;
4. During registration all users must indicate the date of check-out;
5. Daily rates in the housing units are for the period between 16h00 and 11h00 the following day. Should our guest not respect this schedule, an extra rate will be applied;
6. In the camping area, rates are applicable between 14h00 and 13h00 the next day, also implying an extra rate should our guests not respect this schedule;
7. To increase the length of the stay that was previously established and reported by the guest at the time of admission, can only be done at the Reception and upon availability;
8. Guests and visitors must wear the Zmar bracelet that is given upon check-in. This bracelet allows our guests to use the services of Zmar, except those subject to an extra rate;
9. The Administration of Zmar allows that the use of the bracelet be waived in some seasons;

10. Users and visitors present at Zmar are required to identify themselves when requested to do so by any representative of the Administration;

11. At the end of the visit or stay, guests or visitors must leave their bracelet at the Front Desk and other objects belonging to Zmar that may have been entrusted to them for some reason. Otherwise Zmar will proceed with a complaint to the competent authorities.

Article 4º Visitors

1. Visits are accepted in Zmar under the terms and conditions set out in this article and the previous article, upon payment of a daily fee that is displayed at the Front Desk;
2. The identification of visitors is through a bracelet that allows them to use the services of Zmar, except those that are subject to an extra rate;
3. Visitors can only stay in Zmar during the schedule established for each season, unless there are cultural or recreational activities that extend beyond this time;
4. Visitors must comply with the rules and disciplines of this Regulation;
5. Resident's visitors and guests must be announced at the Front Desk and are exempt from payment when previously approved by the Administration.



Article 5º Payment & Purchases inside Zmar

1. Payments will be made by debit/credit and/or by a Zmar prepaid card;
2. Zmar prepaid card is obtained at the Reception and *Essencial*;
3. Users can request at *Essencial* to check their balance and transactions and reload their card via credit/debit card;
4. Upon check-out the remaining balance on Zmar card will be refunded, or the user may keep the card with the remaining balance and use it in a future visit/stay.

Article 6ª Usage

Zmar is in an area properly fenced that includes:

- a) Security Checkpoint;
- b) Front Desk;
- c) Private Parking;
- d) Administration's Office;
- e) Pitches for Caravans, Auto-Caravans and Tents;
- f) Types of Housing Units: Zvillas Eco; Zvillas Eco Plus; Zvillas Access; Zvillas Nature; Zvillas Family; Zvillas Family Plus; Zvilla Suites e Zvilla Z;
- g) Washrooms;
- h) Common Pantry for Campers;
- i) Common Lounge;
- j) Events Tent & Rooms for Meetings & Incentives;
- k) Convenience Store;
- l) Restaurants & Bar;
- m) Tanks in the Pitches Washrooms;
- n) First Aid;
- o) Center for Environmental Interpretation;
- p) Tree-Top Circuit;
- q) Two Tennis Courts;
- r) Sports Field;

- s) Two Covered Padel Courts;
- t) Indoor Swimming Pool w/ Waves;
- u) Outdoor Swimming Pool;
- v) Children's Swimming Pool;
- w) Wellness Center & Gym;
- x) Children's Playground & House in an area of 4 hectares;
- y) Waste Management Center;
- z) Water Treatment Unit & Sewage Treatment Unit.

Article 7º Terms of Installation

1. Installation of camping equipment must be carried out so as not to disturb or otherwise affect the environment and the tranquility of Zmar;
2. Guests should be directed to the pitch assigned at the Reception. The occupation of a distinct pitch involves the removal of the equipment by Zmar's staff and the mandatory exit of Zmar, losing the right to a refund of the paid amount;
3. It is strictly forbidden to make fire, use barbecues or charcoal grills (cookers). Electric grills and Camping Gas are allowed;
4. The installation of side or advanced roofing is prohibited, except when in accordance to the Article 3. 14 of Ordinance n. º 1320/2008 of 17 November, and subject to Zmar's approval;
5. Each guest must pay a compensation for any damage caused on Zmar's premises and gardens;
6. Each pitch is owned by Zmar and is destined for camping equipment. It is forbidden and unthinkable to use it for other purposes and / or to construct barriers;
7. All guests' material and equipment that is abandoned or incorrectly mounted will be removed from the site by Zmar's staff;

8. All material that is not claimed within the time limits provided by law, shall be delivered to charitable associations set by Zmar;
9. Guests can claim the material upon proof of ownership and payment of an established fee;
10. It is also considered abandoned all equipments that are not properly identified or for which the owner is unknown, as is any property left in public places;
11. The pitch that remains occupied without payment shall be automatically vacated by Zmar's staff.

Article 8º Maintenance & Cleaning

1. Zmar guests are obliged to vacate the pitches and accommodation units at the end of the scheduled date, leaving the spaces occupied clean;
2. It is forbidden to leak dirty water in the pitches: guests must deposit used water in the locations suited for this purpose;
3. Sanitary facilities and all common use facilities must be clean after usage, respecting other future guests;
4. Zmar is equipped with eco containers that must be used by Zmar's guests, in accordance to the Resort's philosophy.



Article 9º

Guests - Residents Rights & Obligations

1. Guests and residents at Zmar have a right to:

- a) Use Zmar's facilities and services in accordance with this Regulation and other specific regulations referring to each of Zmar's areas;
- b) Consult Zmar's rates;
- c) Consult this present Regulation;
- d) Use the complaint book in the terms provided by law even in the event of expulsion from Zmar;
- e) Write suggestions to improve Zmar's operation;

2. Zmar guests and visitors must respect the rules described in the following paragraphs, under penalty of being denied their stay:

- a) Strictly enforce this Regulation and other applicable legal and regulatory standards;
- b) Follow the instructions and accept the responsibility for the operation of the Eco Resort;
- c) Provide documents and identification when requested by Zmar's staff;
- d) Respect the silent period, between 24h00 08h00, refraining from making noise and using radio-broadcast receivers;
- e) Install the equipment only in the camping area designated to do so;
- f) Meet the standards of hygiene and cleanliness adopted by Zmar, particularly those dealing with managing waste;
- g) Keep the pitches and the accommodation units and appliances cleaned;
- h) Not change the features and the external appearance of the pitches and accommodation units: plastic furniture (with the exception of recycled plastic), fountains, statues or any other kind of adornment or decoration without being approved in advance by Zmar's management are forbidden;
- i) Do not install or occupy different areas from those that were previously designated;
- j) Refrain from sealing any indoor or outdoor area;
- k) Respect the welfare of other guests and refrain from any acts which may disturb the normal environment of Zmar, especially during the silence period;
- l) Respect all posted signs within Zmar;

- m) Do not light fires except when using cooking equipment, in which case use all precautions and comply with the rules of security against the risk of fire;
- n) Save and reduce, and not leave anything lit during night or day, like stoves and lamps, or leaving taps dripping;
- o) Do not enter or allow entry to persons outside Zmar unless to those complying with Zmar's visitors rules;
- p) Do not enter animals or prohibited goods or allow their entry clandestinely inside Zmar;
- q) Punctually pay to stay at Zmar according to the rules laid down in this Regulation;
- r) Abandon Zmar with all equipment and assets at the end of the period established;
- s) Do not perform any acts prohibited in the following paragraphs:
- t) Carefully observe the standards of conduct and social life;
- u) Not cause any damage to Zmar or any of its facilities, or to guests or third parties' property;
- v) Do not consume or sell any narcotic psychotropic substances;
- w) Do not damage or harm the flora of Zmar, which is an intrinsic part of the Eco Resort's environmental philosophy;
- x) Do not enter or allow entry of exotic species of fauna and flora;
Do not take any plant or rocks samples;
- z) Keep your distance from local wildlife, so as not to disturb their habitats;
- aa) Only follow marked paths within the Eco Resort;
- bb) Do not leave any trash: take it to where garbage disposals are available;
- cc) Do not disturb the animals that although domesticated may react to approaching strangers;
- dd) Avoid noises and attitudes that may disturb Zmar's peace;
- ee) Be courteous to the locals.

3. Guests are not allowed to practice the behaviors described in the following paragraphs, under penalty of being denied their stay at Zmar:

- a) Disturb the silent period, established between 24h00 and 08h00, unless there are activities cultural or recreational promoted by the Directors and notified in advance, which extend beyond that time;
- b) Post or promotion within the Eco Resort, in written form, any publicity or advertising, whatever its nature;

- c) Smoking inside Zmar's buildings;
- d) Use clothing or act or utter words that offend morality, decency or order inside Zmar;
- e) Trespass or destroy existing fences inside Zmar;
- f) Make use of material not complying with the Camper's Ethic Code, cover the soil with elements impeding aeration and permeabilization or build limitations, decorations or balconies around their house, particularly with boards, stones, bricks, tarps, plastic, gates, enclosures, wires, pots, spires, ropes, cones, arches, tables or any other arrangement;
- g) Perform improvisations with awnings, cabinets, cases, stones and other materials;
- h) Toss waste except in locations specifically intended for such purposes;
- i) Putting clotheslines outside areas intended for that purpose;
- j) Connecting hoses inside Zmar;
- k) Leaking water from caravans and motorhomes to the ground;
- l) Using electric power from an outlet box, suspending electrical cables likely to violate Zmar's local safety rules;
- m) Playing sports or games outside the areas intended for that purpose;
- n) The use or possession of narcotics;
- o) The practice of indecent or offensive actions of morals and morality within Zmar;
- p) Any kind of physical or verbal aggression towards Zmar's staff, guests and visitors;
- q) The practice of shoplifting or theft, as well as any illegal, punishable and criminal behaviors;
- r) The destruction or damage to trees, plants and other assets, including hammocks, swings, or other metal objects, as well as tying and improvise clotheslines rope or wires.



Article 10^o Payment

1. Guests are allowed admission inside Zmar upon a full pre-payment at the Front Desk;
2. The extension of stay for an additional period than initially planned will be possible only after prior verification of availability at the Front Desk and payment;
3. Omission of the initial payment will result in refusal to entry Zmar.

Article 11^o Vehicles & Parking

1. Guests may enter and leave at any time. All guests must moderate speed and drive with caution, in a maximum of 30 km/hour. Honking is forbidden;
2. Every accommodation has a parking spot;
3. Parking in the pitches area is not allowed. There is a designated parking area. Loading and unloading on the pitch is allowed for a maximum period of 1 hour, and only between 09h00 and 23h30;
4. Accommodations and parking are assigned at check-in;
5. The parking of any vehicle outside the areas marked for this purpose gives the Administration the right to remove it;
6. Zmar's Administration is not responsible for vehicle safety, declining any responsibility for any damage, accidents and thefts.



Article 12º Playgrounds & other Sports Equipment

1. The use of playground and other children's equipment is forbidden to guests older than 12 years;
2. Zmar ensures that infrastructure and children's sports equipment comply fully with the applicable legal and regulatory safety standards, consequently declining any responsibility for accidents that are not directly caused by any defects;
3. Playgrounds and other children's and sports equipment have rules of use conveniently posted at its entrance, which should be subject to strict compliance by guests.

Article 13º Pet Animals

1. With the exception of guide dogs, allowed at all locations of Zmar in accordance with the legislation, dangerous or potentially dangerous animals under Decree-Law n. º 312/2003 of 17 December and Administrative Rule no. 422/2004 of 24 April, are expressly prohibited in Zmar. Pets are only allowed in the camping area, and must have the international vaccination bulletin;
2. Zmar's Administration reserves the right to prohibit the introduction of any animal deemed dangerous to the physical safety of other guests, as shown on Zmar's website;
3. Guests must ensure that their pet animals must be near their pitch, and that the physiological needs are picked up.;
4. There is a rate per night applied for each pet.



Article 14º Lost & Found

1. All items and objects found by guests must be delivered at *Essencial*;
2. *Essencial* will register in a book, found objects and articles, the delivery date, the identification of the person who found them, who owns them and if they are returned.

Article 15º Responsibility

Zmar's Administration disclaims any responsibility for accidents, damage, theft or robbery to users and visitors.

Article 16º Final Provisions

Regulations of the Portuguese Federation of Camping and Caravanning apply to all guests and are considered as an integral part of this Regulation.