

INTERNAL REGULATION



bukubaki

Clean ✓
& Safe

Establishment
complying
with Health Measures
Portugal

TURISMO DE
PORTUGAL





Welcome to Bukubaki!

Bukubaki was born from the inspiration of creating a place that does not interfere with the natural balance that welcomes us. We invite everyone who visits us to honor and respect all forms of living beings, acting according to their own conscience in relation to the preservation of the surrounding nature, in order to minimize their ecological footprint and noise pollution.

These Internal Regulations contain the rules regarding the use and operation of the Bukubaki (Camping Park of the company ECOSURFRESORT, Lda.), in addition to the legal and regulatory provisions in force, specifically applicable with these rules. It is also intended, therefore, to establish the guests rights and obligations, implying in advance to the guests that, upon admission (entry) at the Bukubaki, the present Regulation will be accepted and complied with.

Phone Number: +351 262 249 830 | +351 967 138 917

Emails: General and reservation - info@bukubaki.com

Restaurant - restaurant@bukubaki.com

Customer support and partnerships - support@bukubaki.com

Marketing and communication - mkt.communication@bukubaki.com

Address: Rua do Juncal, nº 6

2525-331 Casais Mestre Mendo, Peniche, Portugal

Website: www.bukubaki.com

Internet: Wi-Fi: Bukubaki_guest

Password: ECOinternet



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Bukubaki, as a general rule, closes 2 months a year, in December and January. The opening hours of all sections are informed to customers upon arrival and/or posted at the respective entrances.

Accommodation

The Bukubaki has the following accommodation:

- 1 Bungalow unit (maximum capacity of 4 pessoas)
- 4 Treehouse Tiny units (maximum capacity of 4 people)
- 2 Treehouse Wide units (maximum capacity of 6 people)
- 1 Sharing Villa unit (maximum capacity of 12 people)
- 1 Sharing Villa unit - Deluxe (maximum capacity of 2 people)
- 10 Canadian Room Family units (maximum capacity of 3 people)
- 4 Canadian Room Group units (maximum capacity of 4 people)
- 5 Canadian Room Comfort units (maximum capacity of 2 people)

Rents are available at reception or by other means upon request, being distinguished by the types of accommodation and seasons of the year, being reviewed annually or whenever justified. Included in the rate: bed linen, bath and face towels, shower gel, toilet paper, water, electricity, internet access, swimming pool and access to the Skate Bowl.

It is also possible to consult the cancellation policy, accommodation cleaning policy according to the number of booked nights, minimum nights and payment information at reception or at the time of booking.

Bukubaki may cancel the reservation. This situation will only occur for reasons of force majeure, duly justified and communicated to the customer, as soon as possible.

Reception

The reception is always available for any clarification or information.

Opening hours*:

Everyday: 07:30am - 11:30pm

*If Bukubaki changes its opening hours or closes temporarily, guests will be informed in advance



Check-in & Check-out

Check-in/Entry time: from 4:00pm

Late Check-in (from 11:00pm) has an additional cost of 20€.

The entry of customers outside reception hours can be done with the night watchman or reception.

Check-out/departure time: reception opening until 11:30am

Late Check-out only subject to availability (please check with reception).

To stay at the Bukubaki, you have to check-in in advance at reception. During this procedure, the following data will be requested:

- Personal Data of the people lodged (full name, address, Citizen Card/ID/Passport number, taxpayer number and contact details);
- Presentation of a valid identification document of all elements aged 12 years or over, to attach the information to the respective reservation;
- Acceptance of the terms and conditions of the enterprise.

The admission of minors under 18 years old will only be authorized, when accompanied by their parents or other adults who are responsible for them by signing the responsibility disclaimer.

It is the responsibility of the parents of the minor customers to instruct their registered users on the rules contained in this Regulation, namely with regard to hygiene rules, safety rules for the use of changing rooms, cycling and protection of the physical and natural heritage of Bukubaki.

Store

In our store, located in reception, you can find:

- Health and Cosmetic Products;
- Clothing from Bukubaki & Others Collection;
- Local crafts;
- Souvenirs;
- Other convenience products.

Opening hours: (reception hours)

Gastro Bar - Juncal N°6

Among the pine and eucalyptus trees, you can find our Gastro Bar Juncal N.6.

In the kitchen, simplicity & genuine flavors are mixed with lots of love. At the bar you can find classic & signature cocktails, always seasoned with a hint of well-being. We use selected products from the best of



local agriculture and our sea, without ever forgetting the vegetarian and vegan options.

We also create your dream event: weddings, family gatherings, corporate dinners and exclusive parties, which have a different “flavor” in our forest.

Extra/non guest breakfast: 12€ per Adult | 0 to 3 years - free.

Luch: 12:00pm - 6:00pm (We suggest you make a reservation)

Dinner: 7:00pm - 10:00pm (We suggest you make a reservation)

Reservation contact: +351 963 590 961 or restaurant@bukubaki.com

Opening Hours*:

Everyday: 07:30am - 11:00pm

*If Bukubaki changes its opening hours or closes temporarily, guests will be informed in advance

Swimming Pool

The pool is exclusively for guests, with a maximum capacity of 15 people.

Please note that we do not have surveillance, therefore we reinforce the reading of the information board that is next to the **swimming pool**.

Usage rules:

- Children allowed only with adult supervision;
- Take a shower before entering;
- No diving;
- Prohibited food an/or drink (plastic packaging, glass, among others also not allowed);
- No smoking;
- Animals not allowed;

Bukubaki is not responsible for the misuse of the pool.

The maintenance of the pool is controlled daily, using the necessary products in order to guarantee its ideal parameters.

Opening hours: 9:00am -8:00pm



Skate Bowl

The Skate Bowl is for the exclusive use of Bukubaki guests and customers, except when classes, events or special requests are being made.

Please note that we do not have surveillance, therefore we reinforce the reading of the information board that is next to the **Skate Bowl**.

Usage rules:

- Respect the priority of practitioner;
- Exclusive use for Skateboarding;
- Children only with adult supervision;
- Prohibited food an/or drink (plastic packaging, glass, among others also not allowed);
- It is mandatory to register and sign the disclaimer available at the reception of Bukubaki;

Groups of up to 15 people are not allowed in the Skate Bowl.

Opening hours: 9:00am - 8:00pm (Except special requests or events).

Multipurpose Room

Spacious room equipped with video and screen, available for rent. For more information, please go to the reception.



2. ACTIVITIES

You can find information about availability and prices at reception.

Skate Lessons

Skate lessons are open to guests and visitors.

Our goal is to promote safe and fun learning for all practitioners, from the first steps to an advanced level.

Included in the class: skateboard, helmet and protections. For more information about Skate lessons, please consult the reception.

Surf Lessons

Surf lessons are open to guests and visitors.

Bukubaki has a surf school license, our surf instructors are properly certified to ensure the safety and success of each student, in order to help develop their own style so they can learn to express themselves freely. The surf sessions are taught in small groups (or privately), in order to make progress and correction of errors possible. We offer group sessions for beginners and intermediate level practitioners and private lessons for all levels (beginner, intermediate and advanced).

Included in the lesson: surfboard, wetsuit and transport to the beach. For more information about Surf lessons, please consult the reception.

Yoga Lessons

Yoga classes are available to guests and visitors. Yoga is a wonderful experience that will make you get in touch with your body, with its limitations, but also with your deeper perspectives.

We provide traditional Yoga lessons, that work on flexibility and balance, which will improve your strength and self-confidence. Improve your dynamics and breathing with our fantastic room with a spectacular view of the forest. We provide Yoga mats. For more information, please ask at reception.

Equipment Rental

Equipment rentals for Surfing, Skateboarding and Bicycles are available for guests. For more information, please consult reception.



Other Activities

In order to provide more experiences during your stay, we have a range of activity partners with this objective. We will be happy to show you a little more of our region, from the visit to Ilha das Berlengas to the pedestrian paths. For more information, please consult reception.

3. WELLNESS

Sauna

We have a traditional Finnish sauna, open to the public, with a steam room temperature between 80 and 110°C. On top of the special stove, we have the hot stones used to heat the sauna, creating large amounts of wet steam, increasing the humidity and heat inside the sauna.

To use the sauna, it is necessary to make a reservation 2 hours in advance. Please remember that suitable bathing suits must be worn in the shared sauna room. A sauna session includes: two towels (face and bath) and water to maintain hydration.

Minimum age: 16 years

Maximum capacity: 4 people

Additional information is available on our website and must be followed by all users. You can also go to reception where you will be given the information you need.

Massages and Therapy

Our massages are open to the public. For more information, please go to reception.

4. SERVICES

Cleaning and Linen Change Services

We offer a cleaning service on the 5th day of your stay (or every additional 5 days). However, if you wish, cleaning will have an extra cost of €12/day.

Towel Change

Towels are changed every 3 days of your stay. However, if you want more exchanges during your stay, this will cost €4 per person.

Face towel | Bath towel

Baby Kit

Available free of charge upon availability: crib and baby chair (up to 2 years old).

Baby changing facilities available in common sanitary facilities.

Laundry / Dry Cleaning

At the Bukubaki we have a self-service laundry available that works with tokens (available at reception), equipped with:

- Washing machine 7 kg - 6€
- Dryer 15 min. - 3€

Extra Bed

We only have extra beds for some typologies, subject to availability.

For more information, please go to reception.

Valuables Storage Service

The reception has a place to store your belongings at no extra cost.

For more information, please contact the reception.

5. GENERAL CONDITIONS

Guest Rights

The Bukubaki customers have the following rights:

- a) Use the facilities and services in accordance with the provisions of this regulation;
- b) Know in advance the prices charged;
- c) Require the emission of a document regarding the expenses incurred;
- d) Require the presentation of the regulations of the Bukubaki;
- e) Keep the respective reserved accommodation in good condition, prevent entry into it and the opening of its windows and doors;
- f) Require the presentation of the complaints book, even in the case of expulsion;
- g) Make suggestions in order to provide better services.

Guest Duties

The Bukubaki customers have the following duties:

- a) Comply, within or in the vicinity of the Bukubaki, with the authority of those responsible for its operation;
- b) Comply with the hygiene conditions implemented, especially those referring to the destinations of waste and dirty water, washing and drying clothes and prevention of contagious diseases;
- c) Install your equipment so as not to harm other guests;
- d) Do not use any acts likely to disturb other customers, namely making noise during the silence period and using radio-broadcast receivers or similar devices during the same period in such a way as to harm the peace of the other guests of the development;
- e) Do not light a fire and comply with the other fire-fighting measures in force;
- f) Comply with the signs of the Bukubaki and the instructions of the person responsible for its operation regarding the circulation and parking of vehicles and the installation of accommodation equipment;
- g) Treat Bukubaki staff members and other customers with correctness and politeness;
- h) Identify themselves whenever requested by the person in charge of the enterprise or auxiliary person.



Customers are not allowed:

- a) During the period of silence, wash dishes or clothes;
- b) Wash dishes or clothes inside the changing rooms, as they are only intended and solely for personal hygiene;
- c) Destroy or harass cultural heritage;
- d) Tie ropes, wires or other material to trees, without being covered with rubber;
- e) Use wires, ropes or other material at a height of less than 2.5 meters from the ground;
- f) Transpose the existing fence at Bukubaki;
- g) Playing with balls outside the designated places;
- h) Use existing natural resources for unforeseen purposes;
- i) Planting or sowing without authorization;
- j) Make use of firearms, air pressure or other weapons;
- k) Make fire outside the places intended for that purpose;
- l) Leave the place where they were installed dirty;
- m) Open pits;
- n) Raising flags of any kind;
- o) Sell any type of property within the Bukubaki;
- p) Take objects or documents belonging to the company;

Guests must also refrain from:

- a) Ostensibly carry out commercial, political or religious propaganda;
- b) Make subscriptions or any request without authorization from the person in charge of the company;
- c) Post any writing or drawing without authorization from the person in charge of the company;
- d) Make use of pointless furniture improvisations such as crates, among others.



Payments

We only accept euros (€) and the accepted payment methods are cash, ATM, credit card or bank transfer.

We ask our guests to comply with all applicable legal regulations and general behavioral requirements, complying with the rules of civic behavior.

Period of Silence

During the entire period of operation, the Bukubaki observes the following period of silence: from 10:30pm to 8:00am.

Our team is authorized to supervise and act in case of non-compliance with this rule, which could lead to immediate eviction without any refund to the violators.

In case of need during the quiet period, the main gate can be opened.

Telephones

The reception phone/mobile may be used with the authorization of the person in charge. When urgent communications occur, reception is not obliged to call customers on the phone.

First Aid

Bukubaki is supplied with first aid material, available 24 hours a day. It also has a medical post, open during reception opening hours, which is only intended to provide first aid to clients who have a problem, and does not have medicines available for clients.

Laundry Room

The facilities have two washing machines and another machine for drying, in order to guarantee greater support and convenience to the customer. The guest must directly insert the metallic coins and detergent into each machine, required at reception for this purpose. The customer is responsible for entering the correct values in the respective intended machines, and the enterprise is not responsible for any mistake in entering the value or even entering the value in the wrong machine.

Sanitary Facilities

The sanitary blocks are divided in order to separate them by sex, except for the Treehouse, Bungalow and Sharing Villa types of accommodation. It has power sockets, which are intended for the use of shavers and hair dryers. Any electronic equipment connected to the sockets of the sanitary blocks is only the responsibility of the customers. Contains containers and buckets for solid waste intended to serve as deposits for garbage organized by guests.



Fire system and safety plant

Bukubaki is equipped with a fire protection system and the staff is properly instructed on how to handle the means of fighting and the measures to be taken in the event of a fire. The emergency and safety plants are exposed at the facilities.

Found Objects

All objects found must be delivered to reception, so the name of the person who found them and the name of the owner of the objects must be written down afterwards, when they are returned. If it is not claimed and the owner is not known, it will be donated within 6 months.

Respect the Neighborhood

Guests must not harass, annoy, or endanger neighbors, or use the facilities for any immoral or illegal purpose, violate any law or rule, or commit and promote improper use of the facilities.

Sustainability and Recycling

For us this point is fundamental, so we provide information through the facilities and on our website so that everyone knows and makes their contribution to our planet. We draw the attention of our guests to the reduction of energy waste and demand special sensitivity to waste separation. It is illegal to discard or place any liquid or solid waste that is not inserted into a sewer system or a facility for the purpose provided. There are four small eco points within the Bukubaki and one large one at the entrance. We also ask our guests to place cigarette filters in the containers that are scattered throughout the Bukubaki. We emphasize the differentiation of ecopoints:

BLUE CONTAINER: Paper and cardboard | Envelopes and writing paper, newspapers and magazines, brochures and leaflets, paper bags, cardboard boxes (such as packaging for chocolates, cookies, cosmetics and toiletries)

YELLOW CONTAINER: Plastic and metal packaging | Plastic bottles (such as water or other beverages), plastic and metal bottles (such as cosmetics and personal care products), disposable packaging (such as snacks and other disposable wrapping films), plastic bags and cans for drinks, food and sprays), cardboard composites (such as beverage cartons).

GREEN CONTAINER: Glass packaging | Glass bottles (such as beverage bottles), glass jars (such as yogurts, jams, perfumes and cosmetics) must be recycled without the cap and properly emptied.

UNDIFFERENTIATED CONTAINER: Used napkins, organic waste, fabrics, etc.

For more information on recycling, please ask at reception.



Do not smoke or make fire

It is not allowed to smoke inside the facilities, nor to make fires inside and outside the facilities for safety reasons. It is emphasized that the use of candles should be avoided. A cleaning fee of €250 will be charged if guests fail to comply with this rule.

Accessibility and Adapted Accommodation

Bukubaki is a barrier-free construction, in accordance with the norms of the Action Plan for the integration of people with disabilities and reduced mobility (2 adapted tents, 1 bungalow, restaurant and some common areas).

We also have a parking space for people with reduced mobility.

Bed linen and Towels Damage

Cost of damage done to:

Pillowcase: 8€

Face towel: 9€

Single sheet: 15€

Bath towel: 17€

Double sheet: 25€

Bath mat: 12€

Single duvet: 50€

Beach towel: 25€

Double duvet: 70€

Robe: 40€

Bidet towel: 6€

Damages and Responsibilities

Bukubaki is not responsible for the occurrence of damage, theft or fire in vehicles, materials or any other objects belonging to the guests of the Bukubaki, and is not responsible for any intrusion into the tents, they must be closed and protected by the guest.

Customers are responsible for malfunctions caused at the Bukubaki as a result of the misuse and poor condition of their equipment. All accidents caused by customers are their sole and exclusive responsibility or, in the case of minors, those responsible.

Accommodations are inspected and cleaned by the Housekeeping department before and after each check-in/check-out to ensure a comfortable stay. The guest is responsible for the cleanliness and good condition of the furniture, crockery, clothes, appliances and other equipment, as well as the accommodation assigned to him. Any damage or cleaning issues noted on arrival must be reported to reception immediately. If damages or cleaning issues are not reported within 3 hours of your arrival, they will be considered the guest's



responsibility. All general maintenance issues must be reported so that the unit can be kept in good condition. The guest is fully responsible for any damage created to the property and for any missing items.

Any valuables, money or jewels that are brought into the enterprise are the sole responsibility of the guest. Bukubaki is not responsible for any type of values left in the facilities, nor is it responsible for any loss or damage to them, customers are solely responsible for the custody of such items.

Animals

Animals are only allowed in common public areas on a leash, and overnight stays are not allowed in the enterprise. Any damage or damage caused by the animals admitted will be the sole and exclusive responsibility of the customer. It is against the sanitary rules of the Bukubaki to let dogs do their waste inside the Bukubaki area.

Vehicles

The Bukubaki has plugs for charging electric vehicles within the space. If necessary, its use must be requested from reception. For usage:

- a) Vehicles are not allowed inside the Bukubaki, except to enter or leave it or for the interior parking lot. The circulation of vehicles without a motor is conditioned and may be prohibited whenever circumstances warrant.
- b) The parking of vehicles must be done in such a way as to allow circulation within the development to other customers and in particular to emergency vehicles.
- c) It is not allowed, during the period of silence, the exit and circulation of vehicles in the enterprise, unless the cars are considered of urgent necessity and urgency.
- d) No vehicle may circulate within the enterprise at a speed greater than 25 km per hour;
- e) It is not allowed to make adjustments, vehicle repairs and engine washes;
- f) It is not allowed to wash vehicles of any kind, as well as other adjacent materials;
- g) It is not allowed the permanence of boats or trailers outside the place intended for this purpose;
- h) The use of audible signals is not allowed.

Any road accident that occurs within the enterprise will eventually be the subject of a notice prepared by the competent authorities, in accordance with the provisions of the Highway Code.

Interdictions and Illegals of mere social ordering

Whenever it deems convenient, the Bukubaki may determine the conditioning of use and the period of stay



in certain areas, the specific location of areas designated for parking vehicles and, the prohibition of entry to individuals of recognized lack of moral integrity.

Commercial, political and religious advertising is prohibited, as well as making subscriptions or any requests without prior authorization from those responsible.

In this way, access to the facilities is also prohibited:

- a) To people who in any way may harm the health order of the enterprise;
- b) To persons in a state of intoxication or under the effects of narcotics;
- c) To people who, through their behavior, may harm other customers or the good harmony and public order of Bukubaki;
- d) To people who are accompanied by animals who do not have prior authorization from the person in charge of the facilities or who, having this authorization, cause any inconvenience to other customers;
- e) To people who carry or make use of any firearm, or even air pressure;
- f) People who appear to have psychological disorders and who jeopardize their own physical integrity;
- g) It is not allowed to leave garbage in common and private spaces.

Anyone who, after being warned, does not comply with these Regulations will be prohibited from staying at the Bukubaki, without prejudice to the application of the applicable administrative offenses. Violations of this regulation, or the rules prescribed in the legislation in force, will be assessed by the Management of the facilities, which will decide on the measures to be taken. Regardless of any legal action and without prejudice to the obligation of immediate satisfaction of compensation for damages caused, failure to observe the rules that make up the present regulation may lead to the application of warnings or definitive expulsion from the Bukubaki.

Suggestions and Complaints

For suggestions and/or complaints, they will normally be written in appropriate documents existing at the reception and will have the due analysis by the direction of the Bukubaki that will eventually hear the respective subscribers. In urgent cases, which require immediate action, participation may be oral, with the management, upon availability or at reception.



6. INFORMATION & CONTACTS

Nearest Airport

Aeroporto Humberto Delgado- Lisboa

+351 21 841 3500

Alameda das Comunidades Portuguesas, 1700-111 Lisboa 90 km away / about 60 min by car

Car Rental

Areia Branca Rentals Av. do Mar 158 2520-101 Ferrel

+351 919 982 278

www.areiabrancarentals.com

Banks

Open from Monday to Friday | 08:30 - 15:00 | Closed on Holidays

Nearest Bank and ATM: *Caixa Agrícola Ferrel*

Rua do Brejo 2

2520-131 Ferrel

Post Office

Open from Monday to Friday 10:00 - 12:00, 14:00 - 16:00 Rua Jardim Infantil 4

2520-161 Ferrel

Taxi

Mr. Carlos: +351 967 770 050

Mr. David: +351 919 250 359

Miss Anabela: +351 965 703 775

Supermarkets

Minimercado O Mestre

Rua Mendo Fróios Osório 33

2525-328 C. de Mestre Mendo

Minimercado Vala

Rua da Paz 26

2520-131 Ferrel

Minimercado Meu Super

Rua da Paz

16A 2520-128 Ferrel

Supermarkets in Peniche (Pingo doce, Lidl, Aldi, Continente e Intermarché).



Pharmacy

Nearest Pharmacy:

Farmácia Santo Estêvão | Rua Brejo 6 | 2520-140 Ferrel | +351 262 758 029

Pharma nossa Sra da Guia | Av. do Mar 42 | 2520-111 Ferrel | +351 262 769 283

National Emergency Number: 112

Local Firefighters: +351 262 789 666 | +351 262 780 000

Local Public Security Police (PSP): +351 262 790 310

Republican National Guard (GNR): +351 262 782 152

Local Maritime Police: +351 262 070 650 | +351 918 498 039

Nature and Environment Protection Services: +351 262 845 043 | +351 961 192 283

Public Hospitals

Centro Hospitalar do Oeste - Unidade de Peniche
Rua General Humberto Delgado 42 Peniche
+351 262 780 900

*Centro Hospitalar do Oeste, E.P.E. - Unidade
de Caldas da Rainha*
Casa Rodrigo Berquó, R. Diário de Notícias
Caldas da Rainha
+351 262 830 300

Private Hospitals

Montepio Rainha Dona Leonor
R. do Montepio Rainha D. Leonor
9
2500-253 Caldas da Rainha
+351 262 837 100

CUF Torres Vedras
R. João Carlos Júnior 5
2560-253 Torres Vedras
+351 261 008 000