

General contract terms wecamp

GENERAL CONTRACT TERMS

1. THE PARTIES AND ACCEPTANCE OF THE GENERAL CONTRACT TERMS:

Please read these Terms and Conditions carefully as they apply to any purchase you make through our website. You are not permitted to make any purchase through the website unless you have confirmed that you have read and accepted these Terms of Sale and the rest of the privacy policies by ticking the box confirming that you have read and accepted the Legal Notice, Terms of Use of the website and Terms of Sale which you will have at your disposal before confirming any booking or voucher purchase.

1. PARTIES AND ACCEPTANCE OF THE GENERAL CONDITIONS OF CONTRACT:

On the one hand, WECAMP FUTURE, SL, which manages the booking of accommodation at THE CAMPING selected by the client from the list made available to him or the sale of vouchers exchangeable for stays (accommodation bookings) (hereinafter also the provider or THE CAMPING), customer service telephone number 900.056.003 e-mail: info@wecamp.net , being the owner of the website www.wecamp.net (our website) sets out the contractual document that will govern the contracting of bookings or purchase of vouchers through our website.

On the other hand, the User - Client (hereinafter the User), who makes the reservation or purchases the voucher and is responsible for the veracity of the personal data provided to the Provider.

BOTH AGREE TO the present document, and it entails that the user:

1. You have read, understand, and comprehend the above.
2. That he/she is a person of legal age and with sufficient capacity to contract.
3. That it assumes all the obligations set forth herein.
4. That you have read and accept these general conditions of purchase from the moment

you make a reservation or purchase a voucher.

This document can be printed and stored by Users.

The provider makes available to them the e-mail address info@wecamp.net for any questions about these conditions.

These conditions shall be valid for an indefinite period of time and shall be applicable to all contracts made through the above-mentioned website of the provider.

The provider reserves the right to unilaterally modify these General Conditions, without affecting bookings, vouchers or promotions that were purchased prior to the modification, to improve the services offered. In any case, these general conditions must be consulted before booking.

It is advisable to keep a copy of the data contained in the booking and/or voucher purchase.

The civil responsibility of THE CAMPING for the services provided is limited to the amount of the same, the user renounces to claim any responsibility to THE CAMPING for any concept in any case of dissatisfaction of the services through our web, as well as possible failures, slow access or errors in the access to the web, including loss of data or any other type of information that may exist in the computer or network of the user accessing the web.

The CAMPING offers accommodation rentals to make a reservation (hereinafter reservation) and the sale of vouchers for amounts that are adjusted to the lowest rates of our accommodation in the campsites and with which you can make a reservation once purchased

(hereinafter voucher) through our website.

2. OBJECT OF THE CONTRACT:

2.1 Scope of application: The purpose of this contract is to regulate the contractual relationship of purchase and sale and/or provision of accommodation by the provider at a specific price and reservation and payment of the same by the user at the time the user accepts these booking conditions during the online booking process by checking the corresponding box. These terms and conditions shall apply from the day on which the booking is made, or the voucher is purchased.

The contractual relationship entails the provision of a service, in exchange for a specific price publicly displayed on the website, at the time of making a specific booking or purchasing a voucher and making a reservation.

2.3 Capacity to contract: To make a reservation, the user must be of legal age and have the capacity to contract. Reservations or voucher purchases made by minors without the express authorisation of an adult will not be valid.

2.2 Territory of application: The user will be able to make reservations or purchase a voucher through our website, from anywhere in the world.

2.4 Customer acceptance: The validation of a booking or voucher purchase and subsequent booking through our website is done by email and implies that the user has previously accepted the GTC. These conditions are available on our website or, if you wish and request, we can make them available to you by email.

2.5. Modification of the General Terms and Conditions: THE CAMPING reserves the right to make changes and/or modifications to these GTC at any time. We advise our customers to review them regularly. If these changes or modifications are introduced after a reservation or voucher purchase has been made, the conditions in force on the date on which the reservation/purchase was made shall apply.

3. INFORMATION PROVIDED ON OUR WEBSITE:

3.1 Publication of prices: The prices of the accommodation are those shown at the time of booking on our website.

The prices of the vouchers are those shown for each of them at any given time on our website.

3.2 Information on accommodation and vouchers: The information contained in our advertising, brochures, other written material, on our website or provided to you constitutes an invitation to make a reservation, but under no circumstances does reading or consulting it or simply visiting our website imply a commitment or obligation to make a reservation or purchase a voucher. The contents of our website are constantly being updated and updated to offer our customers the most complete and detailed information and can be consulted in Spanish, Catalan, French and English. Communication with customers and users, as well as the formalisation of the contract, will be carried out in the language of the customer's choice, always indicating this before starting the contracting procedure.

3.3 Availability of the accommodation(s): The accommodation published on the website at any given time will be those that are available. If the accommodation is not available, it will not appear on the website.

3.4 Reservations for the opening period of the CAMPING: The timetable for receiving reservations via the web, made for the opening period of the campsite (period informed on the page of each campsite available on the web) is twenty-four (24) hours 365 days a year. Once the booking has been made, you will automatically receive an email confirming the process and another confirming the purchase once the provider has received and confirmed the payment corresponding to the amount of the booking.

The reception and telephone service hours, during the opening period of the campsite, are from 9:00h to 22:00h.

3.5 Fraud: If THE CAMPING suspects or detects any anomaly or fraud, it reserves the right to cancel your reservation or voucher purchase for security reasons.

4. BOOKING AND/OR PURCHASE PROCEDURE:

In order for the user to access the services offered by the provider, i.e. to make a reservation or purchase a voucher, it will not be necessary to register through our website by creating a user account, but only the essential data will be requested in order to process the reservation.

In compliance with article 27 of Law 34/2002 of the Information Society and

Electronic Commerce EL CAMPING, before you begin the process of booking accommodation or purchasing a voucher, provides you with the following information in a clear, understandable, and simple manner:

Booking of accommodation

Once you have selected the accommodation(s) you wish to book, the contracting procedure will follow the following steps:

1. You will have to choose the campsite, the dates of the stay and the number of people and click on consult. The available accommodations will appear, and the desired rental will be added to the shopping cart by clicking on select and you will be able to process the booking.
2. You will see the confirmation of the purchase (summary of the reservation made, your details, the amount of the reservation and the method of payment).
You will be asked for a series of personal details in order to make the reservation, we will register your details in our database, and they will be kept for the duration of the commercial relationship and, subsequently, until the end of the limitation periods of our responsibilities. In addition, we will ask for your consent to keep your data for a longer period of time so that we can continue to send you commercial information about new products, services or any other information that we consider may be of interest to you.

You should check the spam and junk mail controls in your email inbox and always verify that the contact details you provide are correct.

3. Once you have filled in your details, together with the total amount of the booking, there

is a check box that you must tick as this is acceptance of these General Terms and Conditions and the

4. To complete the process, you must click on the Make reservation button.

Purchase of the voucher

Once you have selected the voucher you wish to purchase, the contracting procedure will follow the following steps:

1. Choose the voucher for the desired amount and click on it. It will be added to your shopping cart, and you will be able to process the purchase.

2. The confirmation of the purchase will appear, and a series of personal details will be requested to make the reservation. We will register your details in our database, and they will be kept for the duration of the commercial relationship and, subsequently, until the end of the limitation periods of our responsibilities. Additionally, we will request your consent to keep your data for a longer period of time so that we can continue to send you commercial information about new products, services or any other information that we consider may be of interest to you. Once you have filled in your details, together with the total amount of the purchase, there is a check box that you must tick as this is your acceptance of these General Terms and Conditions and the Legal Notice of our web .
3. The user must always verify that the data provided is correct and assumes all responsibility for entering erroneous or false data.
4. To complete the process, you must click on the Finalise purchase button.

In any case, the provider shall inform the user, once the contracting procedure has been completed, via e-mail regarding.

- If the contracting is the booking of accommodation: all the characteristics, price and payment at the establishment, date of contracting and dates of the booking.

- If it is the purchase of the voucher, the amount, the number of stays you can make with it, the expiry date, and the link to make the reservation and exchange the voucher for a stay.

If there is any type of error in the address indicated or in any other part of the reservation, you must notify it immediately to the e-mail address that will appear on the website to correct the error.

If you have any queries, you can contact our Customer Service Department by any of the methods provided on our website.

THE CAMPING will provide FREE Customer Service through our contact email info@wecamp.net or telephone 900.056.003 if you choose an alternative means of communication, the user will be responsible for the particular cost of the same.

5. CONFIRMATION OF RESERVATION/PURCHASE:

On completion of your online purchase, we will send you confirmation of your booking to the email address you provided when you made your booking.

If you do not receive this e-mail, we advise you to check whether you have received it in your spam or junk mail folder.

Payment of the reservation is due on arrival at the establishment, 5 days before arrival you will receive reminder emails.

Payment of the voucher purchase is by credit card through the website. Once the purchase is completed, you will receive a confirmation email.

If there is any error in the data s or you have not received the confirmation email you should immediately contact our Customer Service line 900.056.003 or send an email to info@wecamp.net , to proceed to the appropriate rectification.

6. PRICES AND TIME LIMITS FOR THE VALIDITY OF TENDERS:

All prices shown on our website include VAT at the time of booking/purchase. All prices shown on the website are valid and will be expressed in Euro currency (€).

The invoice for the booking will be sent to the user personally at the time of payment of the booking.

The voucher invoice is automatically sent to the e-mail address shop@wecamp.net .

The prices applicable to each accommodation rental and voucher will be those published on the website and automatically applied by the contracting process in the last phase of the same.

In the case of limited duration promotions, the promotion discount will be applied if the booking has been registered during the promotion period.

The data recorded by the different payment methods constitute proof of the date on which the financial transactions were made and will be used to determine whether the reservation is subject to promotion.

For any information about the reservation/purchase, the User may contact the Provider's customer service telephone number or via e-mail to the address provided.

7. METHODS OF PAYMENT:

In the web booking process, credit or debit card details are requested as a guarantee of the booking:

The user must have a valid credit or debit card, where all the digits of the card number, expiry date and name of the cardholder must be specified in the corresponding form. The transaction is formalised at the time of booking. Only secure card payments are accepted where your identity as the cardholder is authenticated in accordance with the method established by your bank, via secure e-commerce ("Verified by Visa" and "MasterCard SecureCode"). The booking cannot be considered and will not be processed until the payment has been authorised by your bank or cashier. The SSL (Secure Sockets Layer) system is used, a payment system in a secure environment as it allows the encryption of the information transmitted during the transaction, ensuring its confidentiality.

Once the user arrives at the establishment, he/she will be charged 100% of the amount of the reservation by credit or debit card.

In the event of late cancellation with charges or no-show, the credit or debit card indicated on the booking will be charged.

The purchase of the voucher will be paid by credit or with debit card: The user must have a valid credit or debit card, where all the digits of the card number must be specified in the corresponding form. The transaction is formalised at the time of placing the order. We only accept payments with secure cards in which your identity as the cardholder is authenticated in accordance with the method established by your bank, through secure electronic commerce ("Verified by Visa" and "MasterCard SecureCode"). The order cannot be considered and will not be processed until the payment has been authorised by your bank or cashier.

We use the system known as SSL (Secure Sockets Layer), a payment system in a secure environment that allows the encryption of the information transmitted during the transaction, ensuring its confidentiality. In this sense and for security reasons, we will not have direct access to information about users' bank details. Said data and card payments will be managed directly by our bank.

8. CANCELLATION AND PAYMENT CONDITIONS:

The right of withdrawal from the reservation does not apply in accordance with the exception regulated in article 103 I) of Royal Legislative Decree 1/2007, of 16 November, which approves the revised text of the General Law for the Defence of Consumers and Users and other complementary laws, as the supply of accommodation services for purposes other than as a dwelling if the contracts provide for a specific date or period of execution.

No vouchers can be refunded, cancelled, or redeemed for cash after purchase.

You can cancel free of charge before 12:00 p.m. as indicated on the reservation confirmation. After that time, if you cancel, we will charge your card for the first night.

In the case of a reservation by voucher, you can request a free change of date subject to the availability of the campsite.

If the booked accommodation is not occupied on the day of arrival or at the latest on the following day before 12 noon, the booking will be automatically cancelled, unless we have been notified in writing of the delay. There will be no refund in case of delay on the day of arrival or early departure.

However, we provide you with cancellation insurance for your reservations, through an external Insurance Company. Data on the conditions and benefits of this insurance policy can be found in a link that you will find during the reservation process. The contracting of this Insurance is completely voluntary for the client and its benefits are totally unrelated to WE CAMP FUTURE, SL and the Camping in which you make the reservation, not being responsible for any claim that may be generated as a result of contracting said insurance. sure.

9. DATA PROTECTION:

Information regarding the protection of your personal data, as well as the exercise of your rights in relation to the processing of your personal data, can be found at on our website

10. COMMERCIAL COMMUNICATIONS:

We may use your email address to send you commercial information about our services and news as part of our customer services for the duration of

our business relationship, if you have given us your express consent, or if you have made a booking or purchased a voucher but have not specifically given us your consent. We will only send you commercial information after you have given us your express consent.

You may unsubscribe from this service at any time, and thus not receive any further commercial information, by sending an e-mail to info@wecamp.net with your request.

11. CONDITIONS OF STAY AND VOUCHER

CONDITIONS OF STAY

For the stay at the campsite, customers must respect the rules set out in the Internal Regulations, which will be always available to all our customers at the campsite reception.

The accommodation can be occupied on the day of arrival from 16:00 h onwards and must be vacated on the scheduled day of departure before 11:00 h in the morning.

The pitch can be occupied from 1:00 p.m. on the day of arrival and must be vacated on the scheduled day of departure before 12:00 p.m. Only the placement of an awning is authorized, and the installation of camping tents or any additional separating fence to that provided by the campsite will not be permitted. The installation of caravans and vehicles can only be carried out during the opening hours of the reception and only in the areas assigned by the Management. Location changes must be authorized.

The tourist tax, if applicable, will be applied in accordance with current legislation and will be paid at the CAMPING reception desk at the time of arrival.

Pets are only accepted in the permitted accommodations indicated in the booking engine with their specific rate. Animals that are clearly dangerous or cause a nuisance to campers are not allowed on the campsite. They will always be kept on a leash, within the limits of their plot, and their owners will be always responsible.

Once the booking has been formalised, the Management undertakes to reserve the number of accommodations or pitches requested, without being

able to guarantee the exact location. The reservation only confers the right to occupy an undetermined pitch and does not confer any other privilege.

The Provider shall not be liable for booking errors attributable to the user or caused by unavoidable and extraordinary circumstances.

Extra services:

If the USER is interested in contracting an extra service, he/she must select it when making the reservation, where the conditions and price of the service will appear.

Responsibilities of the client:

The USER undertakes to:

- Respect the rules of the campsite as detailed in the internal rules and regulations and

as detailed in the present conditions in this clause.
- During the rest hours from 24:00h to 8:00h, it is not allowed to use the accommodation

for party celebrations, make noise or move around the facilities.
Under no circumstances is it permitted to occupy the accommodation/plot by more people than those established in its maximum capacity.
- The swimming pool timetable will be indicated in each campsite. It is forbidden to stick objects such as parasols, awnings, etc. in the grass, as well as to use inflatable mattresses inside the pool.
- Children must always be accompanied by their parents and under their responsibility.
- The USER is responsible for the correct behaviour of all his/her fellow guests, otherwise, the PROVIDER reserves the right to expel the occupants from the accommodation,

without the right to future claims or any kind of compensation.
- CAMPING shall not be liable for any direct or indirect damage that may be caused as a result of the misuse of the accommodation, including but not limited to: damage, loss after fire, theft, crime, accidents or other types of damage.
- Entry to the campsite is reserved exclusively for campers. In exceptional cases, the

Management, at the request of the client and under their responsibility, may authorise the entry, always for a limited period of time, of family members and friends, who are obliged in all cases to present their identity document. Once the time specified has elapsed, the visitor will be considered as a client for one day for all intents and purposes. The same will occur when the visitor makes use of any of the campsite's services.

Recommendations:

- To speed up departures and avoid unnecessary waiting, please pay for your stay the evening before your departure.
- We ask for the rational use of water and facilities, as well as the environment.

Prohibitions:

- Disturbing the rest of neighbours and/or engaging in activities that may disturb other campers.
- Engaging in activities that may disturb other campers.
- Misuse of water.
- Bringing in unaccommodated persons without authorisation from the management.
- Causing damage to plants, trees, or camp facilities.
- Open or tamper with the electrical supply cabinets on the pitches. In the event of a

breakdown, go to reception.

- The use of televisions, radios or musical instruments at volumes exceeding the limits

and disturbing neighbours is prohibited.

- Lighting barbecues or wood or charcoal fires inside or outside the campsite (expressly prohibited by the Environment Agency).

The Provider shall not be liable for booking errors attributable to the user or caused by unavoidable and extraordinary circumstances.

CONIDTIONS OF THE VOUCHER

The voucher is valid for 12 months from the date of purchase. The voucher can be redeemed at any of the campsites available on the WECAMP website and for the amount corresponding to the voucher purchased.

On the website, each voucher has the information corresponding to the stays for which the customer-user or beneficiary of the voucher can make the booking. The booking process will be through the link that you have received in the confirmation email. You can also book through the website, indicating at the time of booking that you have a gift voucher and indicating here the identification number of the voucher.

The identification number is available on the voucher that the consumer-user receives in the confirmation email. We will send it to you together with the purchase confirmation by email. This booking voucher will be the one you will have to present at the campsite when you arrive on the booked date.

The full value of the voucher must be used in one booking. Vouchers are available in amounts that match the most economical rates.

Vouchers can only be redeemed for accommodation bookings. Other services such as restaurants, activities, experiences, or merchandising are excluded.

The person who buys the voucher does not have to be the beneficiary of the voucher; he/she can give it as a gift.

Once the booking has been made, all the conditions set out in this document shall apply to you. WECAMP is not responsible for lost vouchers.

12.WECAMP PET ADMISSION PROCEDURE

This Campsite (hereinafter the "Establishment"), in accordance with the provisions of article 29.2 of Law 7/2023, of March 28, on the protection of the rights and well-being of animals, approves the following PET ADMISSION PROCEDURE for the Establishment, in accordance with the following,

WECAMP PET ADMISSION PROCEDURE

This Campsite (hereinafter the "Establishment"), in accordance with the provisions of article 29.2 of Law 7/2023, of March 28, on the protection of the rights and well-being of animals, approves the following PET ADMISSION PROCEDURE for the Establishment, in accordance with the following,

STIPULATIONS

The Establishment is "pet-friendly", accepting pets inside accommodation and pitches as long as prior confirmation of pets in the facilities has been granted, for which the owner must comply with the stipulations outlined below.

1.- Admission of Pets

1.
 1. The pets allowed in the Establishment are limited to the following:
 - - Cats
 - Dogs no PPT.
 - 2. Potentially dangerous animals is prohibited from entering or staying here, in accordance with the law and regulatory provisions. This includes animals that show obvious signs of danger to people, other animals and objects, illness or lack of hygiene, as well as animals in their mating season.
 3. Guests who wish to stay with their pet must check availability and specify this in the booking and/or inform the Establishment.
 4. Only 1 pet will be allowed per accommodation booking and 2 animals per pitch, provided that they have obtained prior confirmation from the Establishment.
 5. When confirming the booking, or when registering, the Establishment will require the presentation of a valid civil liability insurance policy for damages to third parties, including coverage of the persons responsible for the animal.
 6. Accommodating pets will incur a supplement per animal per day in accordance with the approved and published rates of:
 - Accommodation: €27/stay.
 - Pitches: €5/pet/night for the 1st pet and €3/pet/night for the 2nd pet.
 7. Any damage caused by the pet in the Establishment will be charged to the guest's account.
 8. The pet must have had the mandatory vaccinations and comply with all the regulatory requirements required for ownership (identification microchip, certificate of ownership). The Establishment reserves the right to request that any documentation required as proof of ownership be presented at any time during the pet's stay.
 9. Owners of pets that are present or staying at the Establishment must comply with the provisions of Law 7/2023, of March 28, on the protection of the rights and well-being of animals, with respect to the

obligations and prohibitions imposed by said regulation, or regulations that replace it.

2.- Conditions of Accommodation and Entry for Pets

Pets entering or staying in the Establishment will be subject to the following rules:

2.1. Common areas and spaces

- Pets must remain in the common areas and spaces together with their owners, complying with the safety standards required of them, so that they do not put other guests, Establishment staff, or themselves at risk. In particular, cats should remain in their carriers in these areas. Dogs may be kept in a carrier or with a collar and leash that meets regulatory requirements, as well as a muzzle, when appropriate.
- It is prohibited to feed pets in common areas and spaces other than places specifically set aside for this purpose. The owners must have their own special purpose utensils for this.
- Owners of pets must clean up any defecation and urine that may be deposited in the Establishment.
- Pets are prohibited from entering the following areas and common spaces: bar-restaurant, supermarket, kids club, playground and swimming pool.

2.2. Areas with strict hygiene-sanitary regulations

- In compliance with the provisions of article 14 of *Royal Decree 1021/2022, of December 13, which regulates certain requirements regarding hygiene in the production and sale of food products in retail establishments*:
 - The presence of pets is prohibited in areas of the establishment where food is prepared, handled, displayed or stored.
- Pets are prohibited from entering the pool area, spa, gym, and children's play areas.

2.3. Accommodation

- Pets may not be left on their own in the accommodation or pitches. They must always be in the presence of their owners.
- Pet owners must ensure that their pets do not make noise that may disturb other guests.
- Pet owners must prevent them from climbing on the beds, armchairs and other furniture in the accommodation.
- Pet owners must refrain from using bathtubs, showers, sinks and other cleaning facilities to bathe them.

3.- Entry, Presence and Accommodation of Assistance Dogs

3.1. Working dogs are permitted to enter and stay if they are attached to on-duty armed forces and state security forces, in accordance with their specific legislation, as is the entry, presence and accommodation of assistance dogs required by people with disabilities.

3.2. The entry, presence and accommodation of assistance dogs for people with disabilities is subject to the provisions of regional regulations, provided that:

- The assistance dog's identity and handler documents and the official health documentation of the assistance dog must be carried and displayed.
- You must keep your assistance dog's identification visible on its collar or harness, in addition to the microchip required by animal protection/health regulations.
- You must keep the assistance dog at your side with the appropriate restraint and safety measures in accordance with its breed.
- Assistance dogs are prohibited from entering areas where food is handled or restricted to members of staff. They are also prohibited from entering the pool water.

3.2. Assistance dogs for people with disabilities may be denied entry in the following circumstances:

- When there is serious imminent danger for the user, a third person or the assistance dog itself.
- When the animal shows symptoms of illness, manifesting separately or jointly as fever, abnormal alopecia, diarrhoeal stools, abnormal secretions, signs of skin parasites, wounds that, due to their size or appearance, pose a potential risk to people, or evidence of lack of cleanliness or care

4.- Early Termination of Stay and Liability

4.1. Failure to comply with the Pet Admission Procedure, as well as the relevant indications and signs, may result in termination of the pet's stay and accommodation, without the Establishment being obliged to offer the guest any refund.

4.2. In case of refusal to vacate the establishment, the owner of the facility may request assistance from the authorities.

4.3. In the event of non-compliance with the obligations and prohibitions contained in the sectoral regulations on the part of the pet owner/responsible person, the establishment reserves the right to report the situation to the competent public authorities.

4.3. The owners of pets present within the grounds of the Establishment will be responsible for any damage, loss or inconvenience caused to people, other animals, and property.

4.4. The Establishment reserves the right of recourse against the pet owner for any amount paid in compensation for damage caused to third parties during their stay at the establishment.

13. CONDITIONS FOR JOINING THE WECAMPER CLUB

The Club Wecamper loyalty programme offers several benefits to its members.

Membership of the Wecamper Club creates a contractual relationship between the customer and Wecamp whereby the customer benefits from a series of services and advantages and Wecamp undertakes to offer these services and advantages exclusively to its members.

Membership benefits are offered at three levels:

-Level 1 (super wecamper) is obtained as a welcome to the Club registration: The Wecamper member, as a welcome to the Club, gets the following advantage: 5% discount on the flexible web rate.

-Level 2 (mega wecamper) For every €100 you accumulate in bookings at wecamp destinations, you will earn 10 club points. So when you accumulate 150 points, equivalent to bookings worth between €1,500 and €2,500, you will become a Mega wecamper. You will be able to enjoy an incredible 7% discount on our flexible rate on the web, as well as exclusive advantages that will make every stay unforgettable.

-Level 3 (ultra wecamper) is obtained once the Club wecamper member accumulates 250 points, equivalent to bookings with a value of 2.500€ and upwards: The Club wecamper member gets the following advantage: 10% discount + early check in / late check out + welcome amenities (on request).

In any case, and as part of the services offered by wecamp to members of the wecamper Club, you can send them commercial information about wecamp campsites, exclusive promotions, news about discounts and other advantages.

14. NULLITY AND INEFFECTIVENESS OF THE CLAUSES:

If any clause included in these General Conditions is declared totally or partially null and void or ineffective, such nullity or ineffectiveness shall only affect such provision or the part thereof that is null and void or ineffective, and the General Conditions shall remain in force in all other respects, and such provision or the part thereof that is affected shall be deemed not to have been included in these General Conditions.

15. ONLINE DISPUTE RESOLUTION:

Pursuant to Art. 14.1 of Regulation (EU) 524/2013, the European Commission provides a free access platform for online dispute resolution between the USER and the PROVIDER, without the need to resort to the courts of law, through the intervention of a third party, called a Dispute Resolution Body, which acts as an intermediary between the two. This body is neutral and will dialogue with both parties in order to reach an agreement and may finally suggest and/or impose a solution to the conflict.

Link to the ODR platform: <http://ec.europa.eu/consumers/odr/>.

16. APPLICABLE LAW AND JURISDICTION:

These conditions shall be governed by or interpreted in accordance with Spanish legislation in all matters not expressly established herein. In the absence of the provisions of the previous clause, the provider and the user agree to submit any dispute that may arise from the provision of the service covered by these Conditions to the Courts and Tribunals of the domicile of the provider (if the user is not considered a consumer for the purposes of the TRLGDCU) or of the user (if the user is considered a consumer for the purposes of the TRLGDCU).

17. APPLICABLE LEGISLATION:

These General Terms and Conditions are subject to the provisions of:

European legislation governing electronic commerce:

- Directive 97/7/EC on the protection of consumers in respect of distance contracts (Distance Selling Directive);
- Directive 2000/31/EC on certain legal aspects of information society services, in particular electronic commerce in the Internal Market (Directive on electronic commerce).

Spanish regulations:

- Law 3/2014, of 27 March, which amends the revised text of the General Law for the Defence of Consumers and Users.
- Law 7/1998, of 13 April 1998, on General Contracting Conditions, and subsequent amendments,
- REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation)
- Organic Law 3/2018, of 5 December, on the Protection of Personal Data and Guarantee of Digital Rights,
- Law 7/1996 of 15 January 1996 on the Regulation of Retail Trade,
- Law 34/2002 of 11 July 2002 on Information Society Services and Electronic Commerce and subsequent amendments.

- DECREE 75/2020 of 4 August on tourism in Catalonia (applicable to campsites located in the Autonomous Community of Catalonia).

18. LANGUAGE:

These conditions of sale were originally drawn up in Spanish. In the event of any contradiction between the version in another language and the Spanish version, the latter shall prevail.

19. COMMENTS AND SUGGESTIONS:

We welcome your comments and suggestions. Please send us your comments and suggestions via the contact email address of each campsite, which you will find in the "contact" section of our website.

We also have official complaint forms available to consumers and users. You can request them by calling the Customer Service telephone number above.

Last revised: 17 May 2023

20. INTERNAL REGULATIONS OF THE CAMPSITE

These internal regulations are issued in compliance with the provisions of current national legislation, as well as the respective regional regulations applicable to each campsite.

Considering that these Regulations (hereinafter referred to as the "Regulations") are intended to regulate coexistence among the guests of the campsite, both their interpretation and application must take into account not only the general rules set forth herein, but also the specific circumstances of a campsite, which represent a significant difference compared to other communities regulated under the same regime.

The rules contained in these Regulations are mandatory for all persons present on the campsite premises (Campers, Visitors, Workers, etc.).

These Internal Regulations establish the rules regarding the admission of guests and animals to the campsite, as well as their rights and obligations during their stay.

1. SCOPE OF APPLICATION.

These Regulations shall be binding on all guests and visitors to the campsite, regardless of their status. Guests undertake the obligation to make these Regulations known to their companions and visitors and to ensure their compliance. The contents of the Regulations shall in all cases be complementary to, and not a substitute for, any mandatory legal regulations applicable to the campsite.

2. AMENDMENTS.

These Regulations may be amended or supplemented by the Management when necessary to maintain their adequacy to the needs of the campsite, for its better and more efficient operation, or to comply with legal requirements, with prior notice to the guests.

3. COMMON AREAS.

The common areas of the campsite, both indoor and outdoor, shall be used exclusively for their intended purposes, and no guest may use them or allow third parties to use them to store materials or elements unrelated to the intended use of such common area.

The following, among others, are expressly prohibited: outdoor sales, street vending, distribution of advertising by leaflets or other means, political demonstrations, and in general, any type of activity carried out by persons or groups unrelated to the campsite's operations.

Common-use elements must be used according to their purpose, and no guest may damage them, make holes, overload facilities, or take any action that could damage equipment, installations, pipelines, water, electricity, or telephone networks, or other facilities to the detriment of the campsite and other guests.

Each guest shall be responsible for any damage caused in common-use areas and, in general, for any harmful consequences resulting from abusive use or use of common areas inconsistent with their purpose, whether such consequences result from their own acts or those of any of their companions or visitors.

4. ACCOMMODATION AND PITCHES.

Guests of accommodations and pitches shall have the exclusive right to use the assigned area, respecting its intended purpose and the rights of other guests.

Guests shall be obliged to:

- Maintain in perfect condition the rented accommodations and pitches, as well as comply with the current regulations governing the campsite.
- Comply with all hygiene, safety, health, and public order regulations, and be responsible for any penalties incurred by their acts, or those of their companions or visitors.
- Respect the rest and quiet hours established by the campsite.

If any accommodations or pitches suffer damage caused by common facilities (water flooding, fire from a short circuit, etc.), the affected guest must notify management as soon as possible, detailing the damage suffered for appropriate action by the campsite management.

If the incident is caused by the guest's negligence, the guest will bear the cost of the damage, and the campsite management may require it to be repaired as soon as possible.

5. ADMISSION.

a) To access the campsite, it is MANDATORY to present the corresponding National Identity Document or Passport, as well as to complete any documentation required at the time by the EU, Spanish, or regional authorities, registering in the establishment all persons, vehicles, and, where applicable, pets accompanying the holder of the registration form, who will in all cases be responsible to the campsite management for the persons and/or animals registered with them.

Guests under 16 years of age must be accompanied by an adult who is responsible for their actions.

b) Regardless of the length of stay at the establishment, none of the users or guests may have their census or tax address, nor their permanent residence, in the campsite.

c) The campsite has restricted access measures, which will be communicated to guests upon arrival.

d) The admission of campers is subject to the limitations set out in Article 9 of Decree 200/1999 of July 27, which regulates the right of admission to public establishments; prohibiting admission and access to our facilities to:

- Persons displaying violent attitudes, especially those behaving aggressively or causing disturbances, those carrying weapons or objects that could be used as such, and those wearing clothing or symbols inciting violence, racism, or xenophobia as defined in the Penal Code.
- Persons who may pose a danger or cause disturbance to other spectators or users, especially those consuming drugs or narcotics, showing symptoms of having consumed them, or showing signs of intoxication.
- Persons whose presence may be deemed detrimental to the safety, reputation, or interests of the campsite for its guests and staff.

6. VEHICLE CIRCULATION.

The circulation schedule for motor vehicles, meaning cars, motorcycles, mopeds, bicycles, and electric scooters, shall be determined at any given time by the Management of the campsite; however, under no circumstances is circulation permitted between 00:00 and 07:00.

The maximum permitted speed is 10 km/h. Motorcycles are not allowed to circulate within the campsite. Bicycles may not circulate between 23:00 and 08:00. After 22:00, guests must park their cars in the exterior parking area.

Vehicles belonging to the campsite are for the exclusive use of its staff; such vehicles are exempt from this time restriction.

Campsite vehicles without license plates may not, under any circumstances, leave the campsite premises.

7. PARKING.

If the reserved accommodation allows for adjacent parking, it is mandatory to park the car within the assigned pitch or bungalow, and under no circumstances may another pitch be used. The campsite management will set the latest time vehicles may enter the campsite; this time may never be later than 00:00. After the set maximum time, the car must remain in the exterior parking area.

8. NIGHT-TIME QUIET HOURS.

From 00:00 to 08:00, silence must be maintained, and the rest of other campers respected.

Quiet hours are established from 22:00 to 10:00; during this period, guests are asked to respect the rest of other clients.

9. PETS.

The admission of pets is at the discretion of the campsite management.

Pets must be declared when making the reservation, as not all accommodations accept them.

If admitted, the following rules must be observed:

- Pets must maintain correct behaviour at all times and be properly trained so as not to disturb other guests, for example with excessive noise (such as barking), defecation, etc.
- It is mandatory to bring the pet passport and present it at reception to certify that dogs are up to date on vaccinations and deworming.
- To be admitted to the campsite, dogs must meet hygiene standards.
- When booking accommodation (pitches not included), reception will, subject to availability, provide a bed and food and water bowls.
- Within the campsite, pets must be kept on a leash at all times.
- Pets are strictly prohibited from defecating within the campsite. If excrement is not collected and cleaned immediately, the campsite may refuse the continued stay of the holder and their companions, without any right to claim.
- Pets are not allowed in the following areas: supermarket, swimming pool, sanitary facilities, and playgrounds.
- Please note that "Potentially Dangerous Dogs" (pit bull, rottweiler, Argentine mastiff, bullmastiff, Staffordshire, Doberman, Fila Brasileiro, Presa Canario... non-exhaustive list) will NOT be admitted.
- Pets are strictly prohibited from climbing onto campsite furniture.

10. VISITORS.

Visitors are required to check in at reception and complete the entry control process. Visitor cars are NOT allowed to enter the campsite, even for unloading. Any visitor not registered at reception will be charged to the visited family's account.

11. CLEANING AND RECYCLING.

Waste must be placed in a closed plastic bag in the rubbish containers, and for everyone's benefit, guests must use the recycling containers located at the designated waste collection points. When leaving a pitch/accommodation, it must be left clean.

Cleaning conditions and penalty for inadequate return of accommodation

The guest undertakes to leave the accommodation in an adequate state of cleanliness and order at the end of their stay. This includes:

- Removing and disposing of rubbish in the designated areas.
- Cleaning any used kitchenware.
- Leaving no dirt inside the accommodation.
- Leaving no food remains, stains on furniture, mattresses, ceiling or walls, unpleasant odours, or personal belongings.

If the accommodation is returned in a condition that requires intensive or extraordinary cleaning, an additional charge of between €100 and €250 will apply, depending on whether it affects only one room or multiple rooms within the accommodation.

The guest expressly authorises this amount to be charged to the card provided at the time of booking and/or during the check-in process.

12. PITCHES.

Pitches must always be left clean and free of any objects (tables, chairs, bicycles, flowerpots, etc.), with the main power supply disconnected and hoses disconnected and stored away when leaving the campsite.

Any installation other than those intended for camping is strictly prohibited. Management reserves the right to remove such objects.

Public fountains may not be used for cleaning pets, dishwashing, laundry, or for emptying or cleaning chemical toilets.

13. TREES AND PLANTS.

Guests are asked to respect the plants. It is forbidden to tie wires, hammer nails, or do anything that could damage trees or plants.

14. FENCES.

It is forbidden to place fences of any kind.

15. STAFF.

Relations between the campsite staff and the guests shall be based on the principles of collaboration and cooperation.

The staff follow the explicit instructions given by the property or its representatives; therefore, any complaint regarding their actions must be communicated in writing to the management.

16. PROHIBITIONS.

The following actions are strictly prohibited:

- Hanging clothes in areas other than those designated for such use.
- Disturbing the rest of other campers during absolute quiet hours (00:00 – 08:00).
- Lighting fires on the ground; consult management for possible restrictions on this activity.

- In accordance with Law 42/2010 of December 30, which amends Law 28/2005, smoking/vaping is strictly prohibited inside accommodations, on their terraces, on pitches, and in the campsite's common areas. It is only permitted in designated smoking areas.
- Bringing animals not authorised by management.
- Leaving waste in non-designated areas.
- Bringing unauthorised persons into the campsite.
- Installing any type of permanent or aesthetically disruptive structure.
- Hanging clothes in unauthorised places or leaving ropes/cords that could cause other campers to trip.
- Minors are not permitted in the pool area under any circumstances unless accompanied by an adult.
- Guests must remain clothed (upper and lower garments) in all campsite facilities, except in the pool and in the guest's own private spaces that are not visible to others.
- Topless is not allowed in any facility, including the pool.
- Electrical panels may only be handled by campsite staff.
- Bringing hazardous, unhealthy, unpleasant-smelling, or flammable materials into the campsite that are prohibited by law, safety regulations, or the campsite's insurance.

We thank you in advance for complying with these rules and wish all our guests an enjoyable stay.

Anyone who fails to comply with these rules will inevitably be asked to leave the campsite, in accordance with the right of admission previously communicated by the campsite.

17. MINORS.

Regarding children's entertainment activities:

- Children under 6 years old must be accompanied by their parents or guardians in all activities and experiences organised by the campsite, both inside and outside the premises, including the kids' club.
- Children aged 6 to 12 must be accompanied by their parents or guardians in activities held outside the campsite (beach, hikes, etc.), but no accompaniment is required for activities held inside the campsite, except for those taking place in swimming pools or aquatic environments (lakes, etc.), even if a lifeguard is present.

Under no circumstances may campsite staff be authorised to accompany minors. Minors remain the responsibility of their parents/guardians at all times.

18. CHECK-OUT TIME.

Accommodation and pitches must be vacated by 11:00 a.m. Check-in time is from 4:00 p.m. for accommodations and from 1:00 p.m. for pitches.

19. INCIDENTS OR EMERGENCIES.

Any incident or emergency must be reported to reception, and all guests must comply with the protocols established by campsite staff.

20. LIABILITY FOR LOSS OR THEFT.

The campsite is not responsible for the loss, misplacement, theft, or robbery of money or objects left in accommodations/pitches or in safes. The campsite is only responsible for items deposited at reception and authorised by management.

21. LIABILITY FOR DAMAGE.

The campsite is not responsible for damage caused by wilful misconduct or negligence on the part of guests.

NON-COMPLIANCE WITH THE INTERNAL REGULATIONS

If a guest disrupts coexistence, disturbs other guests' stays, or breaches the rules set out in these Internal Regulations, the campsite may warn them verbally or in writing, depending on the severity, requesting the immediate cessation of inappropriate behaviour.

If the breach is serious or repeated, and after prior warning by campsite staff, management reserves the right to terminate the accommodation contract and immediately expel the guest. In cases constituting a criminal offence, the relevant authorities will be notified.

Any person registered as a guest at the campsite declares that they have read and accepted the terms of these Regulations, which are mandatory for all users present on the premises.

Failure to comply with these rules may be sufficient cause for expulsion from the premises.

Official complaint forms are available at reception for anyone wishing to file a complaint or suggestion.

Management reserves the right to amend these Regulations at any time to meet operational or legal requirements.