



## RESERVATION CONDITIONS

### 1. RESERVATION CONDITIONS

**1.1.** The booking becomes effective after receiving a confirmation from Càmping l'Àmfora via email, a deposit (30% of the total reservation) will be required, and the general sales conditions must be accepted. **\*By formalizing the reservation, the client accepts that their data and that of the reservation are correct.**

**1.2.** To make a reservation at Càmping l'Àmfora, you must be of legal age. Minors must always be accompanied by their parents or legal guardians.

**1.3.** Reservations are personal and non-transferable. Under no circumstances may a reservation be sublet or transferred without the prior consent of the campsite. Càmping l'Àmfora may invalidate reservations and deny access if the owner and/or guests are not those originally registered.

**1.4.** The intention to stay with dogs must be communicated at the time of making the reservation so that it can be included in the received quote and appropriate accommodation can be assigned based on the circumstances.

In the standard pitches, 90m<sup>2</sup> with private sanitary and drainage pitches, Mobil home Blue, Special Premium, and urbanization apartment only one dog is allowed.

In the 180m<sup>2</sup> pitches and Mobilhome Sunny Dog, two domestic animals are permitted.

**1.5.** Dogs must be leashed within the plots, and if they are outside of them, they must always be on a leash. A vaccination certificate and liability insurance are required.

It is the responsibility of the dog owner to prevent animals from leaving their excrement and urine in common passage areas, such as

facades, doors, or entrances to establishments, always and in any case, to remove or clean up after them.

**1.6.** Access and/or accommodation of potentially dangerous dogs (PPP) is prohibited. The national list of PPP is as follows: Pit Bull Terrier, Staffordshire Bull Terrier, American Staffordshire Terrier and crossbreeds or dogs with similar morphological characteristics.

**1.7.** The person holding the reservation of the stay at Càmping l'Àmfora, will be ultimately responsible for any act performed by the pet, as well as the acts of other occupants registered in your accommodation unit and accompanying visitors.

**1.8.** The total amount of the reservation must be paid at the latest on the day of arrival.

For weekends and long weekends, reservations from groups of more than two families are not accepted.

**1.9.** The check-in and check-out times for the camping are as follows:

✚ **ACCOMMODATIONS:** Check-in at 4 PM and check-out before 10 AM.

✚ **PITCHES 100m<sup>2</sup>, PITCH 100m<sup>2</sup> with drainage, and PITCH 70m<sup>2</sup>:** Check-in at 2 PM and check-out before 12 PM.

✚ **PITCHES with individual sanitary facilities:** Check-in at 2 PM and check-out before 11 AM.

In case of non-compliance with any of the check-in or check-out times, an additional night will be charged, and the client will be obliged to pay. There will be no type of bonus or discount in the event that the client arrives later than the scheduled check-in time, nor in the event that their departure takes place earlier than the scheduled check-out time.



## RESERVATION CONDITIONS

Access to the accommodation or pitch is not guaranteed in case of arrival before the indicated check-in time.

**1.10.** Only during low season, subject to availability and upon prior request, a **late check-out** may be granted. If the accommodation or pitch is not occupied, the cost will be €8 per child and €10 per adult. If the accommodation or pitch remains occupied, 50% of the applicable rate will be charged.

In both cases, the latest departure time is 6:00 p.m.

**1.11.** If the client does not use their reservation within 24 hours of the scheduled start day, it will be automatically cancelled. If the client requests in writing an extension, the camping site will do its best to accommodate it, previous paying the total amount of the originally reserved stay.

**1.12.** Reservation modifications must be requested in writing and will be subject to availability. Only modifications confirmed by Càmping l'Àmfora will be valid.

**\*All modifications: number of people, ages, dogs, cars, change of dates, etc., will result in a change in the amount to be paid upon arrival.**

In case of a reduction in stay or a change of category, the Camping must be notified at least 15 calendar days before the arrival date. The camping will put the unbooked days up for sale, and if it cannot re-rent the accommodation/plot, those days will be charged to the customer.

If a client, having already a confirmed reservation, makes a second reservation with the intention of changing dates and/or type of accommodation without having previously requested the change by email, the first reservation will be considered cancelled at the client's initiative. Consequently, the applicable

cancellation conditions will apply, and the full refund of the amount paid for the first reservation will not be granted.

**1.13.** Reservation modifications will **NOT** be eligible for offers provided afterwards; that is, the modification of the reservation cannot result in a reduction of the initial price.

**1.14.** Accommodation numbers are assigned by the reservations department and will be communicated on the day of arrival at reception. The client can indicate their preferences, but the assignment of a specific area or accommodation cannot be guaranteed.

**1.15.** The data and photos regarding pitches and accommodations are not binding, even though this information is provided with the utmost care and accuracy possible. Therefore, shade for any pitch cannot be guaranteed, nor can a grassy surface, separation by hedges, or Wi-Fi coverage.

**1.16.** By legal regulation, it is essential for each guest to be able to identify themselves with a document that properly verifies their identity (ID card or passport). The information must be communicated completely and correctly at the time of making the reservation and/or through online check-in. If the Camping requests the presentation of the original document, the guest is obliged to provide it immediately. It is mandatory to wear the identification wristband throughout the stay. In case of loss, a fee of €20 will be charged.

During high season, visits are NOT allowed. (Please check dates and rates at reception.)

*This document has been translated into other languages. In the event of any discrepancies among the different versions, the interpretation of the original version, i.e., in Spanish, shall prevail.*



## RESERVATION CONDITIONS

### 2. CANCELLATION OF THE RESERVATION

#### 2.1. WITHOUT CANCELLATION GUARANTEE

**2.1.1** In case of cancellation by the campsite, except in cases of force majeure and pandemics, the total amount paid will be refunded. However, under no circumstances can such cancellation result in compensation for damages.

**2.1.2** Cancellation requests from customers must be communicated by email to [anulacio@campingamfora.com](mailto:anulacio@campingamfora.com).

**2.1.3** There is no right to a refund unless a cancellation guarantee has been contracted with the campsite, and the reasons for cancellation are properly justified.

**2.1.4** In cases of cancellation without a cancellation guarantee, the penalties will be as follows:

- ✚ 25% of the deposit amount if the cancellation is made 30 days before the scheduled arrival date.
- ✚ 50% of the deposit amount if the cancellation is made between 16 and 30 days before the scheduled arrival date.
- ✚ 100% of the deposit amount if the cancellation is made within the last 15 days before the scheduled arrival date.

**2.1.5.** If a guest cancels a reservation, any amounts paid that are non-refundable according to the cancellation policy cannot be transferred or deducted from future reservations.

If the guest chooses to cancel a reservation and subsequently makes a new reservation at a later date, both will be considered separate

bookings, and the applicable conditions will apply to each of them individually.

#### 2.2. WITH CANCELLATION GUARANTEE

**2.2.1** The campsite offers a cancellation guarantee at the time of booking, which covers, under certain circumstances, the recovery of the amounts paid (excluding the amount of the guarantee). It will not be possible to request the cancellation guarantee after the reservation confirmation. The guarantee always applies (before and during your stay).

**2.2.2** The causes for compensation under the cancellation guarantee may include:

- ✚ Death, accident, or serious illness of a family member (spouse, children, parents, siblings, and in-laws).
- ✚ Theft of your car or caravan during the journey to the campsite.
- ✚ Dismissal from your job or that of your spouse.
- ✚ Relocation for professional reasons.
- ✚ Accidents at your primary residence (fire, flood, damage caused by theft).

**2.2.3** Once the cancellation has been communicated, the customer has 24 hours to justify the reason by email, providing the necessary documentation: (certificates, accident reports, medical documents, claims, etc.)

### 3. INTERNAL REGULATIONS

**3.1** Customers are required to respect and follow the instructions of the surveillance and swimming-pool teams. To ensure good coexistence within the facilities, the campsite staff may take necessary measures regarding:



## RESERVATION CONDITIONS

- ✚ Limiting the volume of noise and/or music-producing equipment.
- ✚ Maintaining silence during rest hours, from 12 AM to 7 AM.

**3.2** Air conditioning units must be installed at the front of the caravans, that is, within the plot, to avoid disturbing other guests with noise.

**3.3** The campsite does not tolerate violent or disrespectful behaviour towards customers, campsite staff, facilities or the environment (vandalism, physical aggression, verbal aggression, theft, burglary, voyeurism, repeated noise - understood as noise coming from the same pitch that generates more than 3 warnings during the stay - failure to comply with internal rules or the warnings on information signs, etc.).

Any incident detected or complaint received will be evaluated by the campsite management in order to determine the appropriate measures to be taken, which may include the expulsion of the person from the campsite facilities without any refund or compensation in their favour.

### **3.4. RULES OF USE – SPA / HYDROMASSAGE (ACCOMMODATION)**

**Objective: User safety and hygienic-sanitary maintenance.**

#### **3.4.1. Access and supervision of minors.**

Use prohibited for children under 3 years of age (reference health recommendation). Minors aged 3 to 17: only under the direct and continuous supervision of a responsible adult within the spa area. The responsible adult assumes control of capacity, duration and the minor's conduct.

#### **3.4.2. Health and contraindications.**

Do not use the spa in case of diarrhea, fever or contagious illness.

Pregnancy: use only after medical consultation (health recommendation). Heart conditions,

hypertension/hypotension, epilepsy, respiratory conditions, open wounds, otitis, irritated skin or medical treatments: consult a healthcare professional beforehand. Do not use under the influence of alcohol/drugs.

#### **3.4.3. Mandatory hygiene.**

Shower required beforehand (no creams/oils). Glass items prohibited (glasses/bottles). No eating inside the spa.

#### **3.4.4. Temperature, duration and capacity.**

Maximum water temperature: 40 °C. Recommended session time: 10–15 minutes, with breaks outside the water and hydration. Respect the maximum indicated capacity: 5 persons.

#### **3.4.5. Conduct and safety**

No diving, running or pushing. Do not handle electrical panels, pumps, filters, dosing systems or technical covers. In case of dizziness/nausea/palpitations: exit immediately, shower and inform reception/emergency services if necessary.

**After use: leave the spa switched off/covered according to the accommodation's instructions.**

**3.5** The maximum speed limit within the campsite premises, for any type of vehicle, motorized or non-motorized, is 10 km/h. Pedestrians always have priority on all roadways and facilities.

The use of electric scooters is prohibited within the campsite facilities, EXCEPT where the need for their use is justified by a medical certificate, attaching proof of a valid licence.

**3.6** Shops and all services provided at the campsite may partially or completely cease



## RESERVATION CONDITIONS

operations due to maintenance tasks, unfavourable weather conditions, safety concerns, or low occupancy levels.

**3.7** The use of gas or charcoal barbecues is permitted provided that the relevant safety measures are taken, which include at least the following: (1) following the manufacturer's instructions, (2) maintaining a minimum distance of 1.5 m from any flammable object or liquid, (3) having a bucket of water on hand, and (4) completely extinguishing the embers before disposing of them.

The use of flammable liquids and firewood to light barbecues is expressly prohibited. It is strictly forbidden to light fires on the ground for this or any other purpose..

**3.8** It is strictly prohibited to hang ropes, hammocks, or other objects on trees and structures of the accommodations. Only breathable tarps or mats are allowed to maintain the good condition of the grass. In the case of pitches, no camping equipment may be placed outside their boundaries, leaving roadways and circulation areas clear. Campers are not allowed to hang signs within the campsite or conduct private sales displays.

**3.9** Washing cars, tarps, or mats on the plots is prohibited.

Charging electric and hybrid cars on pitches is prohibited. The campsite has a designated area for charging these vehicles. Prices for this service are available at reception.

The use of lasers and/or drones within the campsite is prohibited.

**3.10** It is strictly prohibited to dispose of wastewater outside designated disposal points, identified as manual chemical toilets located in each sanitary block or automatic ones (Camperclean). The use of chemical products is mandatory.

**3.11** At the reception, safes are available for securely storing your personal belongings. In this regard, Càmping l'Àmfora is not responsible for the loss or theft of personal items that are not properly secured.

The campsite management is not responsible, under any circumstances, in case of theft or theft of bicycles and/or scooters. It is advisable to have your bicycles and/or scooters properly secured with the corresponding lock.

**3.12** Customers have the duty and obligation to always have, a liability insurance for possible damages that their caravans or camping elements may cause to third persons or the campsite facilities itself.

**3.13** The management of the campsite will not be responsible for theft, burglary, accidents, or damage to people and property caused by third parties not affiliated with the establishment, nor will it be liable for damages resulting from weather phenomena and other natural events.

**3.14** The management of Càmping l'Àmfora reserves the right to terminate the stay, without any right to a refund or compensation, for those who violate these conditions