



# GENERAL TERMS AND CONDITIONS OF SALE/BOOKING 2027

CÀMPING ÀMFORA

## 1. BOOKING AND STAY

1.1. For a booking to become effective, Càmping Àmfora must confirm it by email after receiving a deposit of 30% of the total booking amount and acceptance of these General Terms and Conditions of Sale. By completing the booking, the guest confirms that their personal details and booking information are correct.

1.2. Guests must be of legal age to make a booking at Càmping Àmfora. Minors must be accompanied by their parents or legal guardians. Furthermore, at least one responsible adult must stay with the minors throughout the entire stay. Under no circumstances may minors be accommodated or stay at the campsite without a responsible adult being present.

1.3. Bookings are personal and non-transferable. Under no circumstances may a booking be sublet or transferred without the campsite's prior consent. Càmping Àmfora may invalidate bookings and refuse entry if the booking holder and/or guests are not those originally registered.

1.4. The booking holder shall be ultimately responsible for the actions of the occupants registered in their accommodation unit or pitch, any visitors accompanying them, and any pets associated with the booking.

1.5. The full outstanding balance of the booking must be paid no later than the scheduled arrival date. In accordance with current legislation, cash payments will not be accepted for stays costing €1,000 or more from guests whose tax residence is in Spain. In such cases, payment must therefore be made by bank card or bank transfer.

1.6. For weekends and public holiday weekends, bookings for groups of more than two families are not accepted.

### 1.7. Check-in and check-out times:

ACCOMMODATION: check-in from 4:00 p.m. and check-out before 10:00 a.m.

100 m<sup>2</sup> PITCHES, 100 m<sup>2</sup> PITCHES WITH DRAINAGE and 70 m<sup>2</sup> PITCHES: check-in from 2:00 p.m. and check-out before 12:00 noon.

PITCHES WITH PRIVATE SANITARY FACILITIES: check-in from 2:00 p.m. and check-out before 11:00 a.m.

The stated check-out time requires both vacating and handing back the accommodation or pitch and leaving the campsite premises. After that time, guests may not remain on the premises or use the campsite's facilities and services unless the campsite has expressly authorised late check-out, in which case the applicable conditions and charges for that service shall apply.

Failure to comply with the check-out time may result in an additional night's charge. Arriving later than the scheduled time or departing before the contracted date or time does not entitle the guest to any refund or discount.

1.8. Access to accommodation or pitches before the stated check-in time is not guaranteed.

1.9. Exclusively during low season, subject to availability and upon the guest's prior request, the establishment may authorise late check-out until 6:00 p.m.

If the guest vacates the accommodation or pitch within the normal check-out time but wishes to remain at the campsite and use its facilities until 6:00 p.m., a charge of €8 per child aged 2 to 9 and €10 per adult shall apply.

If the guest wishes to retain occupancy of the accommodation or pitch until 6:00 p.m., a surcharge equivalent to 50% of the amount paid for the last night of the relevant accommodation or pitch stay shall apply.

In both cases, the guest's identification wristband shall be replaced with a special wristband identifying their authorisation to remain at the campsite and use its facilities until 6:00 p.m.

Late check-out is not an acquired right and shall always be subject to availability and the establishment's prior authorisation.

1.10. If the guest does not use their booking within 24 hours of the scheduled start, the booking may be considered cancelled. If the guest requests an extension in writing, the campsite will make every effort to retain the booking, provided that the full amount of the originally booked stay is paid.

1.11. Accommodation and pitch numbers are allocated by the relevant department and will be communicated to the guest when the unit is ready for occupancy. Guests may indicate preferences, but no specific location or number is guaranteed.

1.12. In accordance with current legislation, every guest must identify themselves using a valid identity document. Complete and accurate information must be provided during booking and/or online check-in. If the campsite requests the original document, the guest must make it available for inspection.

1.13. Wearing the identification wristband is compulsory throughout the stay; a lost wristband will incur a charge of €20.

1.14. Visitors may not be permitted during high season.

1.15. If a guest arrives outside the reception's staffed opening hours, the campsite may establish a specific procedure to complete registration and provide access to the booked accommodation or pitch.

The guest must complete and sign the form supplied by the campsite, providing the personal information required for registration, and follow the access instructions communicated to them.

Under this out-of-hours arrival procedure, guests will not be required to hand over or deposit any identity document, without prejudice to any subsequent checks or formalities that may be necessary under applicable law.

1.16. Tents or other equipment intended for overnight accommodation may not be installed next to accommodation units. Occupancy is limited to the unit's capacity and the persons registered on the booking. Babies and children, regardless of age, count as one person when determining the maximum occupancy of accommodation or pitches.

1.17. On standard pitches, pitch boundaries are determined by reference to the electrical connection boxes marking each space. Guests must position their caravan, motorhome, tent, awning, canopy, vehicle and other equipment entirely within the boundaries of their allocated pitch, always respecting neighbouring pitches.

If any item installed by a guest extends beyond the boundaries of their pitch and encroaches wholly or partly on a neighbouring pitch, the campsite may require it to be removed, repositioned or installed differently. The guest must make the necessary changes to ensure all equipment remains within the allocated pitch boundaries.

1.18. For accommodation units, Càmping Àmfora will require a €200 security deposit by means of a pre-authorisation on the guest's bank card, to cover potential damage, defects, inadequate cleaning or breaches relating to the condition and use of the accommodation.

The pre-authorisation constitutes a temporary hold on the amount, not an actual debit from the guest's account.

After the stay has ended and the accommodation's condition has been checked, Càmping Àmfora will release the hold. The time taken for the amount to become available again in the guest's account or on their card depends on their bank and may be up to 30 days.

If damage, defects, dirt requiring additional cleaning or other costs attributable to the guest are identified, Càmping Àmfora may charge all or part of the corresponding amount against the security deposit, without prejudice to its right to claim additional sums where the cost of damage or expenses exceeds €200.

#### 1.19. Cleaning, maintenance and condition of the accommodation

The guest has a maximum of 8 hours after arrival to report to Reception any damage, defects, missing equipment or issues concerning the cleanliness of the accommodation. The campsite will verify the reported issues and, where appropriate, take the necessary action.

At the end of the stay, the guest must return the accommodation in the same state of tidiness, cleanliness and preservation as on arrival, except for normal wear and tear resulting from proper use of the facilities. No charge shall be made for normal use of the accommodation or for ordinary wear and tear to its facilities, furniture and equipment resulting from appropriate use.

Before departure, the guest must:

- Remove all rubbish and place it in the designated bins.
- Wash, dry and put away all crockery, cutlery and kitchen utensils used.
- Empty the refrigerator and freezer of food and personal products.
- Leave the kitchen, appliances, furniture and other facilities in a state of cleanliness similar to that on arrival.
- Remove all personal belongings.
- Return furniture and equipment to their original positions.

If the accommodation is returned in a state of dirtiness, disorder or deterioration exceeding that resulting from normal use, the campsite may apply the corresponding charges for additional cleaning, repair or replacement of affected items.

Damage, breakages or loss of equipment attributable to the guest or their companions may be charged at the justified cost of repair or replacement, considering the condition and age of the affected items.

**Annex II to these Booking Conditions sets out possible charges for additional cleaning, damage, breakages and defects, together with indicative amounts. These amounts may vary depending on the nature and severity of the incident and the actual costs of cleaning, repair or replacement required.**

Under no circumstances shall charges be imposed for natural wear and tear of accommodation items, ordinary use of its facilities or incidents not attributable to the guest.

In all cases, applicable charges must be proportionate to the incident identified, properly substantiated and communicated to the guest together with the relevant supporting documentation.

## 2. PRICES, RATES, PROMOTIONS AND DISCOUNTS

2.1. Càmping Àmfora operates a variable pricing system. Prices may vary according to the season, dates of stay, availability, occupancy levels and demand at the time of booking. Consequently, the same pitch or accommodation may be offered at different prices depending on the selected dates and when the booking is made.

2.2. The applicable price shall be the total price shown to the guest when making the booking and subsequently confirmed by the campsite. Subsequent price changes shall not affect bookings already confirmed, except where expressly permitted by applicable law.

2.3. Before completing a booking, the guest may view the price for the selected dates, category, number of persons and services. The variable pricing system does not entitle the campsite to unilaterally change the price of an already confirmed booking.

2.4. Promotions, offers, promotional rates and discounts are subject to their specific conditions, validity periods, availability and other requirements. Unless expressly stated otherwise, they cannot be combined with one another or with other special rates.

2.5. Offers or promotions published after a booking has been confirmed shall not apply retroactively.

2.6. Càmping Àmfora participates in the CampingCard ACSI, ADAC and Mundo Campista programmes during the acceptance periods announced by the establishment and published through each programme's relevant channels. These cards and discount programmes are accepted exclusively for stays on 70 m<sup>2</sup> and 100 m<sup>2</sup> pitches; all other pitch types and accommodation units are excluded.

The rate applicable to each card or discount programme is a special rate independent of the campsite's standard rates and does not represent a percentage discount on the standard rate. Rates, acceptance periods, included services, surcharges and other conditions may vary according to the programme and season.

2.7. To benefit from CampingCard ACSI, ADAC or Mundo Campista rates, the guest must hold a valid and current card, proof of eligibility or membership status, as applicable, stay within the acceptance periods established for the relevant programme and comply with its specific conditions.

The applicable rate included services, surcharges and other conditions shall be those established for Càmping Àmfora under each programme and/or those indicated by the campsite when the booking is made.

Bookings made under any of these special rates require advance payment of 30% of the total stay as a deposit. The booking shall only be considered confirmed once this payment has been received and the campsite has issued the corresponding confirmation.

2.8. At registration, the campsite may require presentation of the CampingCard ACSI, ADAC card, Mundo Campista proof of eligibility or any other valid document establishing that the guest meets the requirements for the special rate booked.

If the guest is unable to demonstrate eligibility at that time, the campsite may apply the appropriate rate in accordance with the conditions previously communicated and accepted when the booking was made.

2.9. Discounts and special rates, including CampingCard ACSI, ADAC, Mundo Campista, senior citizen rates, promotions and other groups or programmes, must be requested when making the booking and expressly recorded in the booking or its confirmation.

Entitlement to the relevant rate or discount must be communicated and, where applicable, substantiated before arrival in accordance with the conditions of each programme.

2.10. Discounts or special rates shall not be applied retroactively if they were not requested or communicated in advance and the booking was confirmed at a different rate.

Presenting a CampingCard ACSI, ADAC card, Mundo Campista proof of eligibility or any other card, credential or document giving access to a special rate on arrival does not automatically entitle the guest to change a booking previously confirmed at the standard rate or any other rate.

2.11. The campsite may exceptionally accept a discount requested after a booking has been completed, including on the day of arrival, without this creating an acquired right or an obligation for future bookings. Once the stay has begun, retrospective discount requests for nights already invoiced will not be accepted.

2.12. The campsite may change its standard, promotional or special rates for future bookings without affecting those already confirmed. The availability of a rate does not imply that it will remain available in the future.

2.13. If there is an obvious and objectively recognisable error in the price displayed during the booking process, Càmping Àmfora will inform the guest as soon as the error is detected. In this case, the guest may choose either to retain the booking by paying the correct price or to cancel it free of charge, with a full refund of any amounts already paid.

An obvious error is one which, because of the amount or the circumstances of the booking, can reasonably be identified as a mistake in entering, calculating or displaying the price.

This clause does not apply to normal rate variations arising from the season, availability, occupancy levels, promotions or other pricing criteria applied by the campsite.

2.14. The tourist tax applicable to the stay shall be the amount established at the relevant time by the competent public authority in accordance with current legislation.

The amount of this tax may be changed by the competent authorities after the booking has been made or confirmed. Càmping Àmfora has no control over the determination of the amount or any changes to it.

If a change in tourist tax affects an existing booking, Càmping Àmfora will inform the guest in writing as soon as it becomes aware of the change.

The guest must pay the amount of tourist tax legally applicable to their stay, even if it differs from the amount communicated or estimated when the booking was made.

### **3. BOOKING AMENDMENTS**

3.1. Any amendment must be requested in writing and is subject to availability and Càmping Àmfora's express acceptance. The original booking remains valid until the campsite confirms the change in writing.

3.2. Changes to dates, category, accommodation or pitch type, number or ages of occupants, vehicles, animals or other services may alter the price. The new amount shall be calculated according to the rates and conditions applicable to the amended stay and communicated to the guest before they confirm the amendment.

3.3. Requests to shorten a stay, change dates or change accommodation or pitch type must be made at least 15 calendar days before the arrival date specified in the original booking.

If a guest requests a reduction of the originally booked period before arriving at the campsite, the campsite may make the cancelled nights available for booking again.

If those nights are booked by another guest, the guest who shortened the booking will not be charged for them and, if already paid, will receive a refund of the corresponding amount. If the cancelled nights are not booked by another guest, the guest must pay for them in accordance with the booking conditions.

This condition applies exclusively to booking amendments requested before the arrival date at the campsite.

Once the stay has begun, in the event of early departure, unused nights shall not be refunded, even if the accommodation or pitch is subsequently booked by another guest, unless the guest has purchased the cancellation guarantee and the reason for early departure is duly substantiated and covered by that guarantee, in which case its specific conditions shall apply.

Changes to dates, accommodation or pitch are subject to availability and the rates and conditions in force for the new stay when the amendment is confirmed. Any price difference shall be communicated to the guest before acceptance.

3.4. A complete change of dates is subject to availability, minimum stay requirements, category and current rates. The originally confirmed price is not guaranteed when the guest voluntarily requests a change of dates. If the new dates are more expensive, the guest must pay the corresponding difference.

3.5. Making a new booking does not automatically replace or cancel a previous booking. If apparently duplicate bookings are identified, the campsite may contact the guest to confirm which booking they wish to keep. Cancellation of either booking shall be subject to the conditions applicable to that booking.

#### **4. CANCELLATION WITHOUT THE CANCELLATION GUARANTEE**

4.1. In the event of cancellation by the campsite, except in cases of force majeure and pandemics, all amounts paid shall be refunded. However, under no circumstances shall such cancellation give rise to payment of damages or compensation.

4.2. All cancellation requests must be submitted in writing to [anulacio@campingamfora.com](mailto:anulacio@campingamfora.com). The effective cancellation date shall be the date on which the campsite receives the request.

4.3. If the cancellation guarantee was not purchased, the following penalties shall apply to the 30% deposit paid: 30 calendar days or more before arrival: 25% of the deposit; between 16 and 29 calendar days before arrival: 50% of the deposit; within the 15 calendar days preceding arrival: 100% of the deposit.

4.4. Illnesses, accidents, deaths, medical procedures, employment problems, breakdowns, transport incidents or other personal circumstances do not alter these conditions where the cancellation guarantee was not purchased. Submitting certificates or supporting documents does not, in itself, create an entitlement to a refund, without prejudice to cases in which the law grants the guest a right to terminate the contract, obtain a price reduction or receive a refund.

4.5. Non-refundable amounts shall not be retained as credit, used for a later stay, transferred to another person or booking, or carried forward to another season. A new booking shall be independent and subject to the rates and conditions then in force.

4.6. Failure to arrive, late arrival or early departure shall not, in themselves, entitle the guest to a refund, price reduction or compensation, without prejudice to any cancellation guarantee purchased.

#### **5. CANCELLATION GUARANTEE**

5.1. The cancellation guarantee is an optional contractual refund arrangement offered directly by the campsite and does not constitute an insurance contract. It is valid only if purchased and paid for when the booking is confirmed; it cannot be added later. It must cover all nights booked and its cost is non-refundable.

5.2. Guarantee price: pitches, €5 per booked night; accommodation, €7 per booked night.

5.3. The guarantee may apply exclusively where cancellation or interruption of the stay is the direct consequence of an event that was unforeseeable at the time of booking and is duly substantiated: death, serious accident, hospitalisation or serious illness affecting the booking holder, their spouse or partner, children, parents, siblings or a person named on the booking; serious and unforeseeable pregnancy complications preventing travel; dismissal from employment of the booking holder or spouse after purchasing the guarantee, excluding expiry of employment contracts and voluntary resignation; compulsory and unforeseeable work relocation; serious damage to the main residence caused by fire,

flooding, burglary or another incident requiring the booking holder's presence; theft of the vehicle or caravan immediately before departure or during the journey; a serious accident or breakdown during the journey preventing continuation of the trip; and an official, non-deferrable court summons received after the booking was made.

5.4. Where the reason for cancellation is covered by the cancellation guarantee and has been properly substantiated, the guest shall be entitled to a refund of 100% of the amounts paid as a booking deposit, provided the cancellation is notified to the campsite at least 3 days before the scheduled arrival date.

In all cases, the amount paid for the cancellation guarantee itself is excluded from the refund and is non-refundable.

Cancellations notified less than 3 days before arrival, on the arrival date itself, or in the event of a no-show, do not entitle the guest to a refund under the cancellation guarantee.

5.5. If, after the stay has begun, the guest must leave early for a covered reason, nights already used and the 3 nights following the departure date shall not be refundable; the latter shall serve as an excess. A refund of 100% of the amount corresponding to the remaining unused nights shall be made. No refund shall be made without a covered reason.

5.6. Exclusions include, among others: changes of mind or plans; family or work-related organisational problems not covered; previously known circumstances, illnesses or injuries; missing or lost documentation, passports, permits, visas or authorisations; financial difficulties; separation from a partner; cancellation of leave by an employer except for covered work relocation; strikes, delays, cancellations or changes to transport services; breakdowns occurring before the journey begins; normal weather conditions or unfavourable forecasts; fear or concern about fires, storms, floods or other events where there is no official restriction preventing access to, or requiring evacuation of, Càmping Àmfora directly; a voluntary decision to leave the campsite early; and any reason not expressly covered.

5.7. Cancellation or early departure must be notified in writing as soon as reasonably possible after the reason becomes known. As a general rule, the guest shall have 48 hours from notification to provide any supporting documentation available to them. If, for a justified reason, the guest cannot obtain it within that period, they must inform the campsite and submit it as soon as possible. The campsite may request reasonable additional documentation. Insufficient supporting evidence may result in rejection of the claim.

## **6. ANIMALS**

6.1. Guests intending to bring dogs must declare this when requesting a booking so that the dogs are included in the quotation and an authorised category can be allocated.

A maximum of one dog is permitted on standard pitches and 90 m<sup>2</sup> pitches with private bathrooms.

A maximum of two dogs is permitted on 180 m<sup>2</sup> pitches with private bathrooms and in Mobilhome Sunny Dog, Especial Dog and Sunny Azur Dog accommodation.

6.2. Dogs must be tethered on pitches and kept on a lead at all times outside them, without prejudice to specific measures applicable to potentially dangerous dogs. A vaccination certificate and third-party liability insurance are required.

Owners must endeavour not to leave dogs alone for prolonged periods and must take the necessary measures to prevent continuous or repeated barking that could disturb other guests.

6.3. The person responsible for the animal must prevent it from urinating or defecating in frequently used passageways, on façades, doors or entrances to establishments, and must always remove or clean up any waste.

6.4. The admission and stay of potentially dangerous dogs shall be governed by Annex I to these General Terms and Conditions and by applicable national, regional and local legislation. The owner shall be responsible for the animal's behaviour and any damage or injury it may cause.

6.5. Càmping Àmfora is located in a natural environment, and animals, insects and other species native to the area, such as ants, mosquitoes, bees, wasps, snakes and other wildlife, may occasionally be present during a stay.

The presence of these species is an inherent characteristic of the natural surroundings and cannot be entirely prevented or controlled by the campsite.

If a guest reports an animal or insect that may cause a nuisance or pose a risk, the campsite shall, within its capabilities and where appropriate, take reasonable measures to remove it, control its presence or reduce the nuisance caused.

The natural and occasional presence of wildlife or insects shall not, in itself, constitute a breach by the campsite or entitle the guest to a refund, price reduction or compensation, provided it is not the result of inadequate maintenance or an act or omission attributable to the establishment.

## **7. RULES OF CONDUCT, SAFETY AND ADMISSION**

7.1. Guests must respect and follow the instructions of security and lifeguard staff. Staff may limit the volume of equipment producing noise and/or music. Quiet hours from midnight to 7:00 a.m. must be respected.

7.2. Air-conditioning units must be installed at the front of caravans, within the pitch, to avoid disturbing other guests.

7.3. The campsite does not tolerate violent or disrespectful behaviour towards guests, staff, facilities or the environment, including vandalism, physical or verbal assaults, theft, voyeurism, repeated noise disturbances, breaches of internal rules or failure to comply with safety warnings. Incidents may be assessed by Management and may result in termination of the stay and expulsion without entitlement to a refund or compensation.

7.4. Càmping Àmfora may, by decision of Management, refuse future bookings from guests or family groups with a documented history of serious or repeated conduct incompatible with the establishment's rules of coexistence, safety and respect, including assaults or threats, harassment, vandalism, theft, fraud, deliberate admission of unregistered persons, serious safety breaches, serious breaches involving animals or repeated violations.

7.5. Future bookings shall not be refused merely because a guest makes a complaint, requests a refund, disputes an invoice, price or condition, asks for an official complaint form, contacts consumer protection authorities, insists on speaking to Management or expresses dissatisfaction. The criterion shall be the guest's objective conduct and its impact on safety, peaceful coexistence, staff or facilities.

7.6. The maximum speed on the campsite premises is 10 km/h. Pedestrians always have priority. Electric scooters are prohibited except where a medical certificate and the required supporting documentation establish the need for their use. During periods of high occupancy, Management may restrict the circulation of any vehicle.

7.7. Campsite shops and services may partially or completely cease operating due to maintenance, adverse weather conditions, safety concerns or low occupancy levels.

7.8. Charcoal barbecues are prohibited, but electric barbecues are permitted.

Gas barbecues may be used only when authorised and subject to compliance with safety measures: follow the manufacturer's instructions, maintain a minimum distance of 1.5 m from flammable objects or liquids, keep a bucket full of water available and fully extinguish embers before disposing of them. Flammable liquids and firewood must not be used to light barbecues, and fires must not be lit directly on the ground. The campsite may restrict or prohibit barbecues on the instructions of the authorities or for safety reasons.

7.9. Attaching ropes, hammocks or other objects to trees or accommodation structures is prohibited. Only breathable ground sheets or mats are permitted. No camping equipment may be placed outside pitch boundaries, and roads and circulation areas must remain clear.

7.10. Displaying posters or conducting private sales is prohibited.

7.11. Charging electric and hybrid vehicles on pitches is prohibited. The campsite provides a designated charging area for these vehicles. Service prices are available at Reception.

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

7.12. Discharging wastewater anywhere other than the designated disposal points, including the manual chemical toilet disposal facilities in the sanitary blocks and the automatic Camperclean system, is strictly prohibited. The use of a chemical treatment product is compulsory.

7.13. Swimming pools and aquatic area. Use of the swimming pools and aquatic area is subject to the opening hours, safety rules, capacity limits and conditions of use established by the campsite. Users must follow the instructions of security and lifeguard staff and all posted signs at all times.

Minors must remain under the supervision and responsibility of a responsible adult, in accordance with the specific rules of each facility.

For reasons of safety, maintenance, weather conditions, water quality, technical incidents or any other circumstances that may affect the proper operation of the facilities, the campsite may temporarily restrict access to or fully or partially close a swimming pool, attraction or aquatic area. Such temporary restrictions or closures shall not entitle guests to a refund, price reduction or compensation of any kind.

## **8. SPA / HOT TUB IN ACCOMMODATION UNITS**

8.1. The spa may be used from 8:00 a.m. to 10:00 p.m. Use is prohibited for children under 3 years of age. Minors aged 3 to 17 must be under the direct and continuous supervision of a responsible adult.

8.2. The spa must not be used in cases of diarrhoea, fever or contagious illness. In cases of pregnancy, heart conditions, high or low blood pressure, epilepsy, respiratory conditions, open wounds, ear infections, irritated skin or ongoing medical treatment, prior consultation with a healthcare professional is recommended. The spa must not be used under the influence of alcohol or drugs.

8.3. Showering before use is compulsory. Bringing glass, bath salts, bath bombs, soaps or other products into the spa, eating inside it or striking its structure is prohibited.

8.4. The water temperature shall be 36°C in low season and 33°C in high season, and must never exceed the maximum temperature of 38°C. The recommended duration per session is 10 to 15 minutes, with breaks and adequate hydration. The indicated maximum capacity of 5 persons must be respected at all times.

8.5. Diving, running, pushing or tampering with electrical panels, pumps, filters, dosing equipment or technical covers is prohibited. Anyone feeling unwell must leave the spa and notify Reception or emergency services, as appropriate.

8.6. After use, the spa must be switched off and covered with its lid in accordance with the accommodation instructions.

## **9. LIABILITY AND CHARACTERISTICS OF PITCHES AND ACCOMMODATION**

9.1. Safes are available at Reception for guests to store personal belongings. Càmping Àmfora accepts no responsibility for the loss or theft of personal belongings that have not been properly secured.

9.2. Management accepts no responsibility under any circumstances for the theft of bicycles and/or scooters. Guests are advised to secure them properly with locks.

9.3. Guests must always maintain third-party liability insurance to cover possible damage caused by their caravans or camping equipment to other persons or to the campsite's facilities.

9.4. Càmping Àmfora shall not be liable for theft, accidents or damage caused by third parties unrelated to the establishment, or for damage resulting from weather or natural phenomena, within the limits established by applicable law.

9.5. Photographs, plans, surface areas and descriptions of pitches and accommodation are for guidance only. Within the same category, there may be differences in shape, dimensions, layout, vegetation, ground characteristics or location.

Certain features, such as an individual water connection, drainage, separating hedges, grass, shade or Wi-Fi coverage, may not be available on all pitches or in all accommodation units and shall only be considered guaranteed where expressly stated as included in the booked category.

Such differences, or the absence of features not expressly included in the booked category, shall not entitle guests to a refund, price reduction or compensation. In all cases, the campsite shall ensure that the allocated pitch or accommodation corresponds to the booked category and provides the services and features expressly stated as included in that category.

## **10. DATA SECURITY**

10.1. Càmping Àmfora has implemented reasonably necessary technical and organisational measures to protect its guests' personal data and the security of its systems and works with technology providers that offer appropriate security safeguards.

Nevertheless, no computer system is entirely free from the risk of unauthorised access, cyberattacks, identity theft or other security incidents, which may also affect external providers involved in booking management.

If a security incident occurs that may affect guests' personal data or bookings, Càmping Àmfora shall act in accordance with applicable legislation and, where required, inform the competent authorities and affected guests.

10.2. Guests must exercise particular caution with any email, SMS, message or communication requesting payment, changes to bank details or the disclosure of banking or personal information. If there is any doubt about the authenticity of a communication or payment request, the guest must contact Càmping Àmfora directly through its official channels before making any payment.

## **11. FINAL PROVISIONS**

Failure to comply with these General Terms and Conditions or the Internal Rules may result in termination of the stay at the campsite, without entitlement to a refund or compensation for the guest.

## **ANNEX I – POTENTIALLY DANGEROUS DOGS**

---

The admission of dogs classified as potentially dangerous is subject to compliance with the national, regional and local legislation in force at the relevant time.

Guests must inform the campsite before arrival if they are travelling with a dog that falls within this classification under the legislation applicable in Catalonia, regardless of how the animal is classified in their country or place of residence.

The owner or person responsible must hold and, when requested, provide proof of the animal's identification and health documentation, third-party liability insurance and any licences, permits or registrations legally required for its ownership, entry, stay or temporary handling in Spain and Catalonia.

Guests who are not resident in Spain must provide the available documentation legally required for the animal's entry and temporary stay. The person responsible for the animal must check the applicable administrative requirements with the competent authority before travelling. If the campsite cannot reasonably verify compliance with the applicable requirements, it may refuse admission of the animal.

In communal areas and circulation areas, potentially dangerous dogs must always remain under the control of a responsible person, wear an appropriate muzzle and be held on a non-retractable lead shorter than 2 metres. No person may handle more than one potentially dangerous dog at a time. The handler must meet the age and authorisation requirements established by current legislation and carry any required documentation.

On the pitch, the animal must remain tethered unless it is inside an enclosure or installation with sufficient area, height and fencing to prevent escape and prevent access by, or risks to, third parties.

The owner or person responsible shall be liable for the animal's behaviour, compliance with applicable legislation and any damage or injury it may cause.

Failure to notify the campsite in advance, inability to demonstrate compliance with applicable requirements or failure to observe safety measures may result in the animal being refused admission or having to be removed from the campsite. The financial consequences shall be governed by the booking conditions and applied proportionately, without prejudice to rights arising under mandatory law.

## ANNEX II – INDICATIVE CHARGES FOR CLEANING AND DAMAGE

The amounts shown are indicative and do not constitute automatic penalties. Charges may vary depending on the incident and the reasonable, substantiated costs of cleaning, repair or replacement. No charge shall be made for damage resulting from normal use.

### Additional cleaning

| Incident                                      | Indicative amount |
|-----------------------------------------------|-------------------|
| Rubbish not removed                           | 20 €              |
| Unwashed crockery and utensils                | 25 €              |
| Refrigerator not emptied or excessively dirty | 25 €              |
| Kitchen, oven or microwave excessively dirty  | 30 €              |
| Bathroom excessively dirty                    | 40 €              |
| Significant stains on sofas or upholstery     | 50–100 €          |
| Partial additional cleaning                   | 60 €              |
| Full additional cleaning                      | 120 €             |
| Exceptional intensive cleaning                | Up to 200 €       |
| Additional cleaning relating to animals       | 60–120 €          |

## Breakages and loss of equipment

| Incident                      | Indicative amount         |
|-------------------------------|---------------------------|
| Broken glass, cup or plate    | 5 €                       |
| Cutlery or kitchen utensils   | 5–15 €                    |
| Broken coffee maker           | 30–80 €                   |
| Broken kettle                 | 25–40 €                   |
| Lost or broken remote control | 20–40 €                   |
| Lost keys                     | 10–50 €                   |
| Broken chair                  | 30–80 €                   |
| Broken table                  | 80–150 €                  |
| Damaged curtains or blinds    | 40–100 €                  |
| Irreparably damaged mattress  | 100–250 €                 |
| Damaged sofa                  | 150–400 €                 |
| Damaged door or window        | Actual substantiated cost |
| Damaged household appliance   | Actual substantiated cost |

## Other damage

| Incident                               | Indicative amount         |
|----------------------------------------|---------------------------|
| Stained or damaged walls               | 50–150 €                  |
| Damage to floors or coverings          | Actual substantiated cost |
| Damage to terrace or outdoor furniture | Actual substantiated cost |

## Application criteria

Nature: Indicative schedule; does not constitute an automatic fine.

Documentation: Photographs, inventory and quotation or invoice for the work.

Proportionality: Charge only reasonable, verifiable costs.

No double charging: Do not charge separately for tasks already included in full cleaning.

Normal wear and tear: Do not charge for normal deterioration or faults not attributable to the guest.

Legal review: Validate the conditions and prior communication to the guest before publication.

Cleaning charges shall not be combined where the same task is already included in a full additional cleaning service. The presence of authorised animals does not give rise to a charge. For material damage, the previous condition and age of the item shall be taken into account.