



SECURITY DEPOSIT 2027

CÀMPING ÀMFORA

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.

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.

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.