



# INTERNAL REGULATIONS

## CAMPING LOS MADRILES



### GENERAL DISPOSITIONS

All persons who enter the campsite have the obligation to comply with the provisions of this Regulations and the Spanish legislation that regulates tourist camping sites.



### INFORMATION

Regulatory information and that which is deemed to be of interest to the camper is displayed in the Camp Office.



### FRONT DESK HOURS

Monday to Saturday from 8:30 a.m. until 1:30 p.m. and from 3:00 p.m. until 7:00 p.m.

Sunday mornings only from 10:00 a.m. until 1:00 p.m.



### RIGHT TO ADMISSION AND STAY

When there is a well-founded presumption that people are going to breach the coexistence, morality or decency norms, or intend to enter or enter with a purpose other than to carry out the activities of the establishment. Said people will not be admitted or expelled from Camping Los Madriles with the help of law enforcement officials if necessary.

### THEREFORE, WE RESERVE THE RIGHT TO REFUSE ADMISSION

We also reserve the Right to Refuse Admission, to those people who with their belongings occupy or are going to occupy spaces that are manifestly disproportionate for the number of people who use the same.

"Entrance will not be permitted to those people who are debtors of the Company by services provided and whose amounts have not been paid on time."

Minors under 18 years of age will only be admitted in the company of an adult who assumes all possible liabilities. Parents or guardians of minors will be responsible for damages or accidents caused by the same, during their stay at the Camping.



### CHECK IN

To check in at the Camping it is MANDATORY to present the corresponding National Identity Document or Passport.



### LOCATION OF TENTS, CARAVANS AND SIMILAR

The installation of tents, caravans and vehicles can only be carried out during the Reception Desk hours, and in the places indicated by the campsite Manager. Changes of location must be authorized.



## **DEPARTURE DURING THE NIGHT**

Clients who wish to leave before the campsite's opening time (8:30 a.m.) will come to the Reception Desk to settle their account before closing time (11 p.m.), and pay the full amount until their departure date.



## **PETS**

Pets are not allowed on the campsite.



## **RATES**

The Rates for all concepts will be paid, as appropriate, at the Camping Reception Desk or at the complementary services place.

Regardless of the agreed length of stay, the Company may require customers to pay, at any time, the services already provided. For stays longer than 7 days, the client must pay the corresponding amount in weekly periods. Payments for the different stay rates will be computed per day, according to the number of overnight stays, accruing in any case, at least, the amount corresponding to one day, and it being understood that the last day, or the day of departure ends at TWELVE HOURS (check-out).

Caravans and tents are not allowed without their occupants being at the campsite on a daily basis. If the client plans to be absent from the campsite and leave the tent, caravan or vehicle at the campsite, they will be obliged to inform the Reception Desk, which may accept the absence under certain conditions or oblige the client to leave the camping.

The campsite is classified by the competent authority in a certain category by which the current regulations require the provision of certain services.

The entry or stay rates for people, caravans, tents and vehicles, give the right to camping carried out in accordance with these Regulations, and the use by the client of the aforementioned services in accordance with the following:

Without additional payment (camper rights):

Street lighting

Pool

Sinks

Washbasin

Urinals

Laundry

Trash cans and their collection

First aid kit

Drinking water consumption

Hot water

Any service that the company provides, without being required by the current Tourist Regulation for the campsite category assigned to the same, is completely voluntary. It may, consequently, suspend the service in whole or in part, at any time; and while said suspension does not take place, the payment by the user of the corresponding consideration that will appear encrypted at all times in the price table or tables displayed to the client, at least in the Reception Desk.

## HOURS OF REST AND SILENCE

The following hours of rest at Los Madriles are declared:

FROM 2:00 PM TO 5:00 PM IN THE AFTERNOON:

During these hours, the clients will avoid all kinds of noise, voices, discussions, regulating the sound devices (especially TVs and radios) to avoid inconvenience to the neighbors.

FROM 24:00 H. TO 08:00 H. IN THE MORNING:

During these hours the silence will be intensified, the circulation of vehicles inside the premises is prohibited, except in exceptional cases in which an emergency or a need of the campsite so requires. Special care will be taken with the sound produced by televisions and radios.



## VISITS

The entrance to the camping area is exclusively reserved for guests of the same. Visits are not allowed.



## VEHICLES CIRCULATION AND PARKING

The speed limit for vehicles inside the campsite is 10 km/h. Only vehicles of guests may circulate within the same. Circulation within the premises is limited to access and exit to the same by the clients, avoiding their use for sports or leisure, especially regarding motorcycles. Nor can they be used to travel to different areas of the campsite.

The circulation of vehicles will be suspended during the hours of silence at night. In addition, the circulation of vehicles from 23:00 to 08:00 in the morning is strictly prohibited. If you return to the campsite at this time, you must park the car in the campsite outside parking lot.

Customers will observe the parking prohibitions and avoid parking in areas that interfere with the movement and access of vehicles and people. Cars must be parked within the boundaries of the assigned spaces. In the event that you park on another space, you must pay a fee for the extra space you are occupying.



## CAMPERS OBLIGATIONS

1. Submit to the particular rules of the company owner of Camping Los Mandriles to maintain order and the proper functioning of the same.
2. Respect the plants and facilities by using them properly.
3. Observe the basic coexistence, morality, decency and public order norms.
4. Notify the campsite management of any cases of febrile or contagious illness of which they are aware.
5. Leave the campsite once the agreed time has ended, unless it is extended by mutual agreement between the company and the client.
6. Collect garbage and waste of all kinds in plastic bags that will be deposited, duly closed, in the containers that the company distributes for this purpose throughout the campsite.
7. Leave the land where the tent or caravan has been installed in the same conditions in which it was found, taking special care to fill any ditch or dirt movement that may have been carried out.
8. Deliver any lost object found at the front desk.
9. Keep the volume of radios and televisions moderate, to avoid disturbing the neighbors
10. During the stay it is mandatory to wear identification bracelets clearly visible throughout the campsite, swimming pool and common areas.

The security department, as well as the other employees of the campsite, can demand compliance with this regulation for the benefit of all customers.

11. Parents will be responsible for their children in all activities that take place on the campsite, as well as in all its facilities.

## PROHIBITIONS

Campers on this campsite are prohibited from:

1. Disturbing the other campers during the designated hours.
2. Playing games or sports that may disturb other campers.
3. Light a coal or wood fire and use any appliance that causes a flame. Except in the barbecue area at the top of the campsite. (See the campsite map that is given to you upon arrival which is also visible in all buildings, bathrooms, restaurants ...)
4. Feed wild cats.
5. Carry weapons and objects that can cause accidents.
6. Leave garbage or waste out of the containers intended for this purpose, and especially throwing them in fountains or public roads.
7. Bring people not staying in the campsite, without the prior authorization of the campsite management.
8. Hanging clothing in unauthorized places.
9. Install any kind of fences or barriers on the lot used by the camper.
10. Ride a bicycle without lights once it gets dark.
11. It is strictly forbidden to prune, cut or damage the plants and trees of the campsite. Ropes cannot be tied to trees, nor to tents at a height of less than 2 meters.
12. Annoy the neighbors with the noise of televisions and radios.
13. Before departure, all types of ropes that have been tied must be removed.
14. The use of all kinds of fireworks inside and around the Camping is prohibited.
15. Access to and use of swimming pools is prohibited for children under 14 years of age who are not accompanied by an adult.
16. The installation by clients of elements that do not correspond to those of temporary, proper and habitual use of a stay in campsites and / or damage the tourist image of the establishment is expressly prohibited. Specifically, floors, fences, sinks, electrical appliances, generators and any other element that, which by their installation, transmits an image of permanence in the campsite, said installation shall constitute sufficient cause for the termination of the accommodation contract by the client. whatever its modality, without the right to any compensation.

## SANCTIONS

The camper who violates any of these prohibitions, does not comply with the instructions of the campsite management, fails to comply with the elementary education and social coexistence norms and, in general, does not respect all the principles of civilized life, WILL BE INVITED TO LEAVE THE PREMISES, and if this cannot be carried out peacefully the same may be EXPELLED from the campsite by the management. All this without prejudice to the financial or other actions that may be imposed by the competent authority.

## RESPONSIBILITY

Camping Los Madriles complies with the current regulations regarding nursery care and surveillance of the premises, the company is not responsible for damages that may occur as a result of actions caused by the campers themselves, or from atmospheric events and natural disasters.

The management is not responsible for the loss of utensils, jewelry and other valuables that have not been previously deposited for safekeeping with the corresponding receipt. Any service provided for the custody of money will be billed.

**VISA:** This Regulation has the character of an official document, granted by the activity.

**CLAIMS:** There are official claim sheets at the campsite reception desk where the user can register any claims or complaints that the same deems appropriate.