



CONTRACTS - GENERAL CONDITIONS

BUNGALOW RULES

•It is **HIGHLY RECOMMENDED** to check-in online to avoid long queues and waiting times upon arrival at the campsite.

•While Reception will make every effort to allocate all bungalows according to each guest's choice and reservation, this, on occasion, when taking into account the number of places required and other circumstances prevailing at the time, may not always be feasible. The management, therefore, reserves all rights regarding the final allocation of bungalows.

•There are no refunds or discounts should the bungalow not be occupied for the full agreed reservation period. The bungalows will be available for occupation between the dates indicated on the reservation form. The minimum stay bookable in

High Season - 6 nights

Mid Season - 3 nights

Low Season - 2 nights

Please Note: The Management reserves the right to vary the minimum stay in Low Season up to 4 nights during Public/Fiesta Holidays - Public/Fiesta/Holiday Weekends and/or Special Event Weeks/Weekends - e.g. Halloween.

The minimum stay will be agreed and applied at time of booking

Payment must be made in full for the entire agreed stay on arrival. Once the reservation is agreed and confirmed, it is not possible to reduce the number of nights booked. Clients must pay for the nights agreed at time of booking.

Changes to dates, either retaining the number of nights already reserved and/or increasing them, will be subject to availability at the time of the new dates requested.

•No pets are allowed in the accommodation under any circumstances. Failure to comply with this rule would provide grounds for immediate eviction from the premises and campsite without the right to any refund. However, Camping Cabopino has an arrangement with Royfonte Pet Residence, some 5 km away, which offers Camping Cabopino clients 10% discount on their normal rates. For further Information and reservations: 952832998 and reservas@royfonte.com

• The client must pay, free of any charges, a deposit of 25% of the total amount due for the stay for the reservation with the full balance payable on arrival, when the keys are handed over.

• The reservation will remain available until 12 o'clock on the day following the scheduled date of entry. At that time, if there is no news of the client, the reservation will be cancelled and the deposit paid will be forfeit.

• Security Deposit: 100€

You should provide details of your credit/debit card as surety. No charge will be made against the card but you have to confirm that sufficient funds are available thereon (100€). If the occupants of the bungalow are under 23 years of age, a deposit of € 200 may be requested.

Provision of this guarantees

1^o) Full Use of all equipment supplied in the bungalow:

In the event of any breakages, and/or damages, these must be, as necessary, paid for prior to departure

As a result, on arrival and check in, a €100 security deposit is required.

Should the cost of the damage exceed the amount of the deposit, the difference between the deposit and the total cost will, additionally, also be charged against your surety.

The television and air conditioning hand-set controls must remain in the bungalow. In case(s) of loss and/or damage, a charge of €50 per item will be levied and deducted from the deposit.

All household utensils and/or linen should be accounted for - None should be missing.

2^o) The state of order and cleanliness of the bungalow before departure:

All clients must leave their accommodation in a clean and tidy condition. Otherwise, a penalty of up to €50 could be withheld from the deposit.

3^o) The deposit guarantees compliance with article 15 of our internal regulations:

The provision of the bond ensures compliance with Art.15 of our internal regulations relating to the hours of rest and the designated Quiet Period. In cases of this rule being broken, the campsite management may retain the surety as damages for the disturbance suffered by other residents.

THE DEPOSIT MAY BE RETAINED UP TO 48 HOURS AFTER YOUR DEPARTURE WITH ANY DEDUCTIONS CONFIRMED IN WRITING.

TO TAKE INTO ACCOUNT

•The accommodation will be available from 4pm on the day of arrival.

If it is available before then, you may receive the keys in reception. In any case, on checking in on arrival you are free, from that moment, to take advantage of and enjoy all our facilities.

• The price includes parking facilities for only 1 car or motorcycle

•The accommodation will be available from 4pm on the day of arrival until 12.00 noon on departure day. However, on request to reception and payment of a nominal fee, a late check - out up to 7pm may be agreed.

In medium and high seasons, the bungalow departure time is 11.00am. In low season the departure time is 12.00pm.

In all cases, at or before the set time on the day of departure, all guests must leave the bungalow and depart from the campsite. •Any breakages or damages caused by the client must be paid for immediately.

Then, in all cases, at or before the designated time on the day of departure, the clients must leave the bungalow and depart from the campsite

In the event that you have contracted a WEEKEND OFFER Rate (Friday to Sunday), exclusively in Low Season and only when availability permits, the departure may be delayed until 7: 00pm.

This promotion is only applies to reservations made directly through the campsite, not for any made through an agency.

•All bungalows have air conditioning, television, microwave, small fridge, basic kitchen equipment and utensils, cutlery, pots/pans etc, and a small dishwashing kit

Remember: TV/ Radio/other appliance volumes should always be moderated so as not to disturb other residents.

•While Bed clothes and linen are supplied, towels are not provided. For your own comfort, depending on season, it may be advisable to bring an extra blanket.

•Provided they are booked through and authorised by Reception in advance, clients may receive visits/visitors with the first hour of the visit free as a courtesy.

The visits will then entail a cost according to season and/or specific dates as stipulated by the Management.

•The use of the pool and entertainment and activities is completely free. However, if, due to force majeure, a pool should remain closed and/or guests/clients are unable to participate in or enjoy the activities, such inconvenience(s), in themselves, would not entail a reduction in our prices.

PLOTS

BOOKING CONDITIONS

• It is **HIGHLY RECOMMENDED** to check-in online to avoid long queues and waiting times upon arrival at the campsite.
• While Reception will make every effort to allocate all bookings according to each guest's choice and reservation, this, on occasion, when taking into account the number of places required and other circumstances prevailing at the time, may not always be feasible.

The management, therefore, reserves all rights regarding the final allocation of parcels.

• Arrivals can be on any day except Saturdays -

Note: Based on parcela availability, unexpected direct arrivals without reservations are accepted every day of the week.

• The client must pay, free of any charges, a deposit of 25% of the total amount due for the stay for the reservation with the full balance payable on arrival.

• The parcela can be occupied on the dates recorded in the reservation form. The minimum stay bookable in

High Season - 6 nights

Mid Season - 3 nights

Low Season - 2 nights

Please Note: The Management reserves the right to vary the minimum stay in Low Season up to 4 nights during Public/Fiesta Holidays - Public/Fiesta/Holiday Weekends and/or Special Event Weeks/Weekends - e.g. Halloween.

• Once the reservation is confirmed, any change(s) of date(s) requests will be subject to our Revision and Adjustment Policy.

In cases where the online check-in has not been fully completed, the balance due for the break/holiday must be paid by card or in cash immediately on arrival at the Campsite.

• The reservation will remain available until 12 o'clock on the day following the scheduled date of occupation. At that time, if there is no news of the client, the reservation will be cancelled and the deposit paid will be forfeit.

TO TAKE INTO ACCOUNT

• The accommodation will be available from 12pm on the day of arrival.

• In all seasons, normal departure time is 12.00pm with the parcela left in a clean and tidy condition without waste, litter and/or debris on the ground or hanging in and/or between trees

Those clients wishing a later departure time - latest 7.00pm - should enquire in Reception on arrival. Permission may be granted for the later time subject to availability on the day and payment of a financial supplement levied according to season

• Dogs are permitted on parcelas but only provided that they remain on a lead and are under the control of the owner at all times. The owners of dogs of breeds designated as potentially dangerous under the relevant Dangerous Dogs Act, must, on arrival, provide the appropriate legal documents relating to the dog required by law and show proof of in-force insurance cover for the dog(s). The dogs themselves must wear a muzzle at all times.

• There is an electricity outlet every two or three parcelas. In Reception we hold a limited supply and selection of adapters, extension leads etc which we will loan out on receipt of a deposit of €50. However, as we cannot always guarantee the availability of such items, we recommend that, as far as possible, everyone brings their own supply which satisfies their own requirements.

• Provided they are booked through and authorised by Reception in advance, clients may receive visits/visitors with the first hour of the visit free as a courtesy. The visits will then entail a cost according to season and/or specific dates as stipulated by the Management.

• The use of the pool and entertainment and activities is completely free. However, if, due to force majeure, a pool should remain closed and/or guests/clients are unable to participate in or enjoy the activities, such inconvenience(s), in themselves, would not entail reduction in our prices.

CANCELLATIONS/ADJUSTMENTS TO RESERVATIONS

• **Due to the extraordinary circumstances generated by COVID-19 Virus, we are, for this year, 2020, implementing a free cancellation policy as follows: All reservations with an arrival date up to and including 31st December 2020 may be cancelled FREE without charge up to 7 days prior to arrival.**

CANCELLATIONS

• Cancellation of the reservation, once confirmed, will incur the following penalties relating to the deposit paid:

30 days before arrival date: 0% deposit

29 days before arrival date: 30% deposit

14 days before arrival date: 50% deposit

7 days before arrival date: 100% deposit

All cancellation requests must be made in writing, E-Mail and/or Fax.

E-Mail: info@campingcabopino.com

Fax: 951120263

We will confirm all cancellation requests and costs applied in a similar manner

Please include either your bank account details, or other refund method suggestion, to enable us to refund any monies due.

ADJUSTMENTS TO RESERVATIONS

Once the reservation is confirmed, it is not possible to reduce the length of stay to be paid for. The client must pay for the number of nights agreed.

Changes to dates, maintaining and/or extending the number of nights agreed may be possible subject to the availability of the new dates and times requested.

CAMPSITE RULES AND REGULATIONS

• All clients/visitors must comply with the rules of both facilities.

• The Quiet Period, during the night hours, as designated by the campsite, must be respected at all times. All gatherings and/or festivities must comply with this regulation and not disturb other residents.

Any who do not abide by this may be expelled from the campsite

• Charcoal barbeques are totally prohibited at all times.

Only electric and/or gas barbeques may be used

• Movement of vehicles entering or, internally, within the site is prohibited from midnight until 6am.

The main gates will be closed and the only access/exit to and from the camp will be through the pedestrian Wicker Gate.

The speed limit for vehicles during the authorised movement hours is restricted to a maximum of 5km per hour.

• The washing of vehicles on site is forbidden. A nearby Service Station, some 100m distant, provides full facilities for this purpose.

• Apart from access/exit to and from the site, cyclists, especially children, should always avoid the Camp access/exit route and the Calle Principal.

Parents are wholly responsible at all times for overseeing the security and safety of their children.

• The campsite has 2 swimming pools, one heated and covered during the autumn and winter months.

Children under 14 must be accompanied by an adult at all times both in and out of the pool.

- The supervision and care of minors is the responsibility of the parents at all times.
- Bicycles, scooters and hover boards are prohibited at all times on all main roads/streets. They must only be ridden, carefully and cautiously, on side roads/streets.

They must be parked off road at all times, never left or abandoned on a road/street or pathway

- The management accepts no responsibility for theft or robbery of valuables.

There are safes available for rent in reception with open access to them during opening hours: 8am to Midnight

- Depending on the season and/or specific dates, as stipulated by Management, it will be MANDATORY to wear a Campsite identification wristband.

The wristband must always be worn and readily visible to others

Failure to comply with this or any other rule may result in a financial penalty and/or even eviction from the campsite

- The use of drones with built-in cameras is forbidden throughout the entire site
- To protect the security and safety of everyone on the campsite, the use of electric scooters and hoverboards is totally banned at all times.

FACILITIES: SECURITY PROTOCOL

All activities and facilities are at the disposal of and available for use to all clients under their own responsibility and guarantee of their proper use at all times.

Multi-Adventure Activities: participation in the multi-adventure activities organized by the campsite as part of our designated advertised activities programme(s) will be supervised, as always, by members of our qualified entertainments team. Nevertheless, the participants also must understand and accept any possible risks attached to taking part in the activity. Minors must always be accompanied by their parents/guardians during their participation in any activity.

Note: Unsupervised use of such facilities is totally prohibited.

If this supervision requirement is flouted, responsibility will rest with the participant himself/herself or, in case of being under age, with his/her parent(s)/legal guardian(s).

Camping Cabopino will not accept any liability in such circumstances

Swimming Pools: Camping Cabopino offers all clients/guests a choice of two swimming pools to which access to and use of is free - one is heated and covered during early spring/late autumn and winter months, allowing all year round use. The opening hours/timetable for use and facilities available are provided in the information sheet issued on arrival. The supervision and care for the security and safety of minors is the responsibility of the parents at all times. All Children under 12 must be accompanied and supervised by an adult at all times. As published at the entrance to each pool, users must comply with the relevant swimming pool rules regarding their behaviour and proper use of the facility and surroundings. If the rules are not adhered to through unacceptable behaviour and/or misuse of the facility, responsibility will rest with the individual himself/herself misbehaving or, in case of being under age, with his/her parent(s)/legal guardian(s).

Camping Cabopino will not accept any liability and/or be held responsible for any harm/damage and/injury arising in such circumstances

Children's Pool: The children's pool is for the exclusive use of children up to 8 years of age. Minors must be accompanied by and under the supervision of an adult at all times. If the rules are not adhered to through unacceptable behaviour, misuse of the facility and/or use by persons who exceed the above age limit, responsibility will rest with the individual himself/herself misbehaving or, in case of being under age, with his/her parent(s)/legal guardian(s). Camping Cabopino will not accept any liability and/or be held responsible for any harm/damage and/injury arising in such circumstances. Camping Cabopino does not accept any liability in such instances.

Partylandia and Social Salon:

The use of Partylandia and the social salon will be available to all clients/guests subject to possible campsite activity programme requirements and the terms, conditions and timescales provided in the information sheet issued on arrival. All activities will always be supervised by one of our qualified entertainments team.

In Partylandia events and activities, No wet clothes - socks must be worn at all times - No shoes - No bare feet

Minors must be accompanied by their parents/guardians during their participation in any activity.

If the dress rules and/or the acceptable behaviour and proper use of facility requirements are not adhered to responsibility will rest with the individual himself/herself misbehaving or, in case of being under age, with his/her parent(s)/legal guardian(s). Camping Cabopino will not accept any liability and/or be held responsible for any harm/damage and/injury arising in such circumstances. Indeed, should there be damage to the facility which incurs costs, a financial penalty may be imposed.

Multi-Sport Rink and Beach Volleyball Court: Subject to campsite activity programme requirements which take priority at all times, free access and use of both are normally available to all clients. Minors must be accompanied by their parents/guardians at all times. These facilities, fixed or otherwise, like all others on the campsite, should be treated with respect at all times and played on in a proper manner. If these requirements are not adhered to through unacceptable behaviour and/or misuse of the facility, responsibility will rest with the individual himself/herself misbehaving or, in case of being under age, with his/her parent(s)/legal guardian(s).

Camping Cabopino will not accept any liability and/or be held responsible for any harm/damage and/injury arising in such circumstances

- The borrowing of campsite sports equipment, e.g. petanque accessories/table tennis bats and balls etc. will attract a €10 deposit which will be refunded upon the return of the item(s) in question.

OTHER

- The Management reserves the right to re-organise/re-arrange schedules/programmes/timetables during the season prevailing at the time and temporarily close facilities and/or discontinue specific activities for safety reasons and/or maintenance/repair purposes.

- Items, lost, forgotten and/or left behind by clients in any of the establishment facilities will only be returned at the request of the said customers concerned and at their own expense.

- Receiving prior notice from Reception beforehand, it is possible that, during your stay, phytosanitary irradiation and pesticide treatments and spraying may be carried out for pest control purposes.

- The Management will not accept any liability for and/or be held responsible for any possible incidents which may occur as a result of a client's malpractice such as driving/cycling/skateboarding on routes not constructed/not suitable/in inadequate condition for such purposes or using facilities/amenities for uses other than those for which they are designed.

- While the Camping Cabopino team always diligently edits the contents of the website, it is still possible that, due to circumstances beyond its' control, some information was outdated and/or there was a typographical error when the site was accessed by a user.

As a result, the management declares that the references to product images, descriptions and services, including prices and specified conditions, are mere informative guides which have no contractual bearing and will not bind either party to a contract until an actual reservation is fully confirmed.

If any user does decide to make a reservation based on such erroneous information published on the website, the Management will advise them accordingly and offer them the right to terminate the contract without any cost on their part.

- The client, at the time of making the reservation, commits to reading these general contract conditions, including advance payments and total price of the stay as a sign that he/she accepts the both the payment terms and the internal rules currently in force in Camping Cabopino.

The client expressly confirms that, having now read and understood the reservation conditions, including those for its' cancellation, which form part of the contract agreement reached, he/she fully accepts the terms expressed and the contract itself confirmed and ratified.