

RULES AND REGULATIONS

All persons registered and entering this campground must follow the rules listed below.

ADMISIÓN

All persons entering this campground must register and provide valid identity documents. Campers must be at least 18 years old to get a permit. The permit holder is responsible for the conduct of everyone under 18 years old and is liable for any violations of the rules and regulations.

All campers must bring their own equipment and minimum supplies.

In order to control and guarantee the effectiveness of our activity, all campers will have to wear a identification bracelet. The identification bracelet will allow entrance to all our facilities. Any alien without identification bracelet will be expelled from the campground.

Anyone staying at least one night on this campground must show their identification documents and follow the regulation required by local police.

RATES

The current rates are set out in our official sign. Prices apply depending on the season and the number of nights in the campground. The working day at the campground finishes at 12, once exceeded it one more day will be payed. The site sets a minimum price per plot. VAT and taxes included in the price.

BOOKING AND CANCELLATION POLICY

Reservations of plots and bungalows both accepted. To make it effective the 40% of the total stay must be paid. Total amount of the stay must be paid at the time of entry. **In the months of high season reservations will not be allowed in the Parcel and**

Camping sector. The spaces will be occupied in order of arrival.

Reservations concerning campers (backpackers) an Plots will not be affected by the minimum stay requirements.

The time of arrival and departure for the plots is 12am. The time of arrival for bungalows from 15pm and check out at 12am.

The reservation will be held until 18pm if it is notified before 15pm the day of booking.

The reservation will be canceled if nobody notifies or comes to the campground after 22pm on the booking day (the 40% of the reservation won't be gave back).

The Cancellations must be in writing. 100% of the advance booking for cancellations more than 30 days will be returned. The 60% if cancellation is 30 days or less and for cancellations less than 7 days before arrival no right to any refund.

Access to the pool is included to all camping guests.

OFFICE

The billing schedule and the office hours are the same. Low and mid season from 9am to 18pm and from 8am to 20pm in high season.

Following minimum stays considered:

- **High-season (2 days):** July, August, Behobia and Easter. Saturdays are restricted to the entrances and exits of the camping.
- **Low-season:** Rest of the year.

All information about the campground services, supply possibilities, sport facilities, places of tourist interest around is available at the reception desk.

Book of complaints available for the customers. Claims will be considered only if they are signed, dated and the story is related as accurate as possible.

VISITS

All visitors must be registered at reception, providing identification card that will be returned on departure. The campers who receive the visitor are responsible for them.

Visitor may stay free of charge withing the site for 1h. After this period of time current rate must be paid. Visiting hours from 9am to 19pm.

Cars of visitors are prohibited within the site despite upon payment by the current prices.

NOISE AND SILENCE

Campers are asked to avoid any action that might upset its neighbors.

Sound equipments must be adjusted according to the hour. Rest hours: from 13pm to 16pm when the volume of electronic devices must be very low. From 12am to 8am the silence must be total.

If this rule is breached, I will be automatically expelled from the campsite. Aggressive or drunk attitudes are not allowed under any circumstances that affect the client's business.

TRAFFIC AND PARKING ZONE

Inside the campground all kind of vehicles must drive at the maximum speed of 10km/h. It is prohibited vehicles movement between 24pm and 8am within the enclosure and the use of vehicles withing the enclosure unnecessarily.

It is prohibited parking in places destined to the development of the camper activities. Vehicles must not block traffic or interfere the new arrivals.

Each Mobile Home includes a delimited area to park one vehicle (80 m²). If one reserve needs space to more than one vehicle it must be paid depending on the prices for that day.

Campground doors will be closed from 24pm to 8am. It will only be opened by the person responsible once the person has been informed about it.

BIKES AND SIMILAR VEHICLES

They must fullill the rules above (vehicles movement). It is prohibited doing competitions. Bicycles will be parked in places intended for that purpose; if there are not available, they must be parked in a place where the traffic is not impeded.

OCCASIONAL STAYS

For families or groups camped where some members stay will be sporadic in comparison with the rest of the group, they will have a complete invoicing from the arrival of the group until the end of the stay.

EMPTY CARAVANS OR TENTS

Unoccupied equipment without the knowledge or authorization of the recepcionists will be considered abandoned by their owner and they will be removed by the site staff, which will use these material freely and being free of any charge for getting lost or being damaged.

CONTINUE READING



PLOTS

The plots are bounded Caravans for parking. plots are 35 or 80 square meters and the cleaning of vehicles is prohibited in them. There is an area for cleaning-Caravans.

Those campers that come with caravan and car must park your car in a parking part, which will be assigned by reception. Campers must respect neighboring plots.

TRANSFER OF CAMPING

EQUIPMENT

The campers who rent the property will be responsible of all the equipment. The management of the campsite must be notified in advance (and accepted) if the equipment is exchanged with other campers.

PETS

Pets can only access the campsite with prior permission from the establishment. They are totally forbidden within the Mobilhome. The breach of this norm will suppose the expulsion of the establishment without right to some remuneration..

CARE OF FACILITIES

Campers will take care, as far as possible, of cleaning, hygiene, appearance of the campground area and facilities, particularly sanitary ones.

It is strictly forbidden to throw dirty water on the floor or on the racks (drain). Campers

must empty the dirty water in the places intended for this purpose.

Garbage and papers must be deposited into cubes destined for this purpose.

Sanitary facilities (showers and common services) must be kept in state of cleanliness by users.

It is forbidden to wash out the tanks intended for such use. Clothes must be hanged up at the back of the mobile homes within the delimited space for it without disturbing neighbors space. It is prohibited to hang up in the trees.

Floral plantations and decoration will be respected. It is forbidden pounding nails into the trees, cutting branches and planting without the permission of the property.

It is forbidden to mark out the area of the camper facilities or digging the ground. Any damage caused to vegetation, fences and campground area will be punished. The area used in a stay must be in the same way before and after its use.

It is forbidden in the campground to attach posters to furniture or trees.

SAFETY

FIRE: Open fires and barbecues (with wood, coal...) are totally forbidden. Notify immediately on the reception if a fire starts (extinguishers are used in case of such a need). A first aid kit is located in the reception.

THEFT: The management of the campsite is not responsible for campers objects: theft, accident or damages to things or person.

Although rotection is provided, campers are

invited to submit a report to the campground management for any suspicious person.

Campsite management it is not responsible for the damages caused by storms, fire, in case of force majeure.. Each camper must have a public liability insurance to third parties.

POOL AND CHANGING ROOMS

The pool will be open from 10am to 20pm. The common showers will be closed from 23pm to 8am.

Campground rules must be respected to make use of its facilities (Annex1 attached to there rules of procedure).

It is included in the camper daily rate the use of the swimming pool during the stay.

SINKS AND IRRIGATION HEADS

Sinks can not be used as laundry (leaving clothes soak). There is a laundry area available.

It is strictly prohibited to use irrigation heads without the permission of the Campsite Director. Only may be used in case of fire. Do a responsible use of the facilities.

GAMES

Violent games or ones that disturb the rest of the campers are prohibited within the camping facilities. Children must always be under the care of their parents.

INFRACTION OF RULES

These rules are always available to guests at the reception. The breach of it entails:

- Call for attention orally or in writing if the camper disturbs other users or not respect all described above.

- Cancel camper stay (camper leave the campground) if he/she commits serious offense or makes a repeated activity once it has been reprimanded before.

- In case of a criminal action the campground management can go to the policy if necessary.

If you are expelled from our establishment for violating our establishment, you will not be entitled to any economic reimbursement.

Remember that the RIGHT OF ADMISSION highlights the following: The admission of campers has the limitations set forth in article 9 of Decree 200/1999 that regulates the right of admission of public establishments; preventing the admission and access to our facilities to: To people who manifest violent attitudes, and especially those who behave aggressively or provoke altercations, those who carry weapons or objects likely to be used as such, and those that carry clothing or symbols that incite violence, racism or xenophobia in the terms provided in the Penal Code. To people who may cause danger or inconvenience to other spectators or users and, in particular, to those who are using drugs or narcotic substances or show symptoms of having consumed them and / or drunkenness.

ENJOY THE VISIT

