



CAMPING LOS BERMEJALES S.L.
-Nº REGISTRO CM/GR/00033-
TLF.-958359190
www.campinglosbermejales.com
camping@losbermejales.com



-OPEN ALL YEAR ROUND-

INTERNAL RULES OF PROCEDURE

It is imperative that each client respect the house rules, if you want to enjoy and provide others a pleasant stay. The MANAGEMENT reserves the right to refuse admission.

GENERAL PROCEDURES:

All persons entering the camp site are required to comply with these procedures and the Spanish legislation that regulates the camping tourist industry, issued by the Ministry of Transport, Tourism and Communications.

INFORMATION:

The rules and regulations are available in reception for the campers.

RECEPTION HOURS:

The office working hours are from 8am until 22pm.

RIGHT OF ADMISSION AND INSTANCE:

Those people who violate the established standards of living, morality or decency; or intend to enter to the campsite with the purpose of performing other activities different to those provided by the organization will be expelled from the camp site with the support of the authorities, if necessary. In this sense, the right to refuse admission will be understood. It also reserves the right to refuse admission, to those whose belongings occupy or will occupy spaces disproportionate to the required number of people allowed in the plot.

Entry will be refused to those who are debtors of the Company, for prior services rendered and whose payments had not been made yet.

Children under 16 who are not accompanied by parents, guardians or teachers, or seniors who are accountable for their actions will be refused entry.

CHECK IN:

In order to stay at the camp site it is OBLIGATORY to present the ID or passport, and fill in the necessary documentation required by Law.

LOCATION FOR TENTS, CARAVANS AND SIMILAR VEHICLES:

Installation of tents, caravans and vehicles, can only be done within the office working hours and the location of these will be determined by the Management. The change of location must be authorised.

Fixed caravans cannot park for more than eight months.

ANIMALS ENTRY:

It is prohibited the entry into the camp site of dangerous animals or those that may cause discomfort to the campers.

If animals do not meet these characteristics, the company and the customer may agree to any conditions that allows the entry of animals.

All animals have to be put a lead, otherwise, the Management will have the right to refuse entry.

Entry or stay in bungalow with animals is prohibited except in exceptional cases.

Customers in mobile home are allowed to have up to one pet as long as the rules and regulations of living are respected, only in exceptional cases it will be authorised by the Management.

TARIFFS:

The prices for all items must be paid off at reception or in the places for other services. Regardless of the period of stay agreed, the company may require the payment of other services at any time. Also may be required in cases of permanent stay agreed that the customer pays in advance as deposit, up to 50% of the amount of time to stay in the campsite. Payments for the different tariffs shall be calculated by day, being the minimum stay of one day with the corresponding charge and provided that the departure day ends at TWELVE PM (12:00 h).

If the client intended to leave the campsite and left the tent, caravan or vehicle in the camp, he is obliged to bring the matter to the attention of the office, where it will be agreed to either accept the absence or force to leave the land plot with all their belongings.

Customers who intend to make their exit before the opening hour of the reception offices must have previously paid off.

PROHIBITION OF VISITS:

The entrance to the campsite is exclusively reserved to the users.

In very exceptional cases, the Management may allow the customer under sole responsibility to use the entrance (always under limited time and previously reported) for family and friends who will have to leave in reception a certifying document proving their identity that will have to be picked up when leaving the campsite. If the visit goes over the agreed time, the visitor will be charged a full day of stay. The same applies where the visitor makes use of any service in the campsite.

OBLIGATIONS OF CAMPER:

- a) Comply with the regulations implied by the Management.
- b) Respect the plants and facilities, making good use of them.
- c) Observe the basic rules of coexistence, morality, decency and public order.
- d) Communicate to the Management cases of infectious diseases.
- e) Payment for the stay has to be made in reception, unless mutually it has been agreed to be extended by the company.
- f) The place where the tent or caravan is installed has to be in the same condition as it was without any type of damage in the plot.
 - g) Rubbish and other waste will be deposited in bags and taken to the containers provided in the enclosure for such purpose.
 - h) Take the necessary precautions to safeguard their belongings and values.
- i) Only use the sinks provided in the enclosure for cleaning and disposal of chemicals, the Management will have the right to refuse admission to those who make use of these facilities for other purposes.
- j) The use of wristbands is obligatory during peak seasons and for all those that have been asked to wear them.
- k) Customers are responsible for the maintenance and cleaning of their land plot.
- L) The Management has the right to inspect customers' vehicles for its record if necessary.

PROHIBITIONS:

It is prohibited for users:

- a) Driving vehicles inside the campsite and disrupt the rest of the neighbours during quiet hours.
- b) Playing games or sports that may disturb other campers.
- c) The entry into the campsite of dangerous animals or those that may cause discomfort to the campers.
- d) Lighting coal or firewood in unauthorized areas.
- e) Carrying weapons or objects that could cause accidents.
- f) Throwing rubbish out of the containers provided for such purpose.
- g) Allowing other people to stay in the campsite, without the prior approval of the Management.
- h) Hanging up clothes in unauthorized places.
- i) Installing any kind of fencing or barriers in the land plots without the permission of the Management of the campsite.
- j) Performing any kind of act that may be detrimental for the property, health and maintenance of the campsite.
- k) Putting your caravan or tent for sale inside the land plot.

HOURS OF REST AND SILENCE:

The period of rest and silence is set from 16 to 18 hours and from 24h till 8am. During leisure hours the client must avoid all sorts of noises, arguments and shouting, regulating sound equipment in order to avoid causing any nuisance for other neighbours. During quiet hours driving vehicles inside the premises is prohibited, as well as its entry or exit.

DRIVING AND PARKING VEHICLES:

The speed limit inside the campsite is 10km / h. Driving other vehicles different to the customers' is not allowed. The use of vehicles of all kinds, within the enclosure will be only for when customers enter or leave the campsite. Bicycles and motorcycles are not allowed for recreational purposes within the enclosure. Driving any kind of vehicle will be prohibited during quiet hours at night. Customers must read the ban signs and avoid parking in areas that block the access of people and vehicles.

SANCTIONS:

Campers who do not respect any of the prohibitions or obligations and do not follow the instructions provided by the Management and fail to respect basic rules of education and communal living, will be asked to leave the campsite. In the case the customer refuses to leave peacefully the campsite, the Management will have the right to expel, according to the current tourist regulations. Customers who have outstanding payments and/or do not maintain the cleanliness of the plot, their electricity supply will be restricted.