

## **INTERNAL REGULATIONS OF LO MONTE CAMPSITE**

All persons entering the campsite must comply with the following rules:

1. In order to stay at the campsite it is compulsory to present the corresponding ID card or passport, as well as to fill in the documentation required for this purpose by the campsite. Minors under 18 years of age who are not accompanied by an adult and responsible person will not be allowed to enter the campsite.
2. The use of a permanent identification bracelet is compulsory, which will be given at the entrance with a deposit of 10€, which will be returned on the day of departure. In case of loss, a further €10 must be paid again, as the guests staying at the campsite must be identified with the bracelet.
3. The Management may not authorise the entry or interrupt the stay of those persons who do not comply with the most elementary rules of hygiene or coexistence, as provided for in the legislation.
4. The admission of animals is reserved. It is necessary to have a vaccination card and to keep them on a permanent leash. Animals are strictly forbidden in the rented accommodation. As well as in the reception of the supermarket, restaurant and toilets. It is forbidden to leave the animal alone on the plot during any outing that the owners may make. It is the owner's obligation to take the animal with them when travelling. Animal faeces must be collected by the owner and disposed of in the rubbish bins. In any case, it is forbidden for animals to enter the campsite if they clearly pose a danger or cause a nuisance to campers. If the animals do not have these characteristics, the Management reserves the right of admission. In any case, the animals shall be microchipped and the owner shall show all the documents certifying that the animal meets all the health requirements. These documents shall always be kept at the disposal of any person who may require them.
5. The current rates are displayed on the official poster. The prices apply per day. The camping pitch day ends at 12 noon and departures after 12 noon will be an extra day. The bungalow camping day ends at 12 noon and subsequent departures will be an extra day.
6. You must set up on the pitch assigned to you. Tents, caravans and vehicles may only be pitched during the Reception Office operating hours in the places indicated by the Management. Changes of location must be communicated to and permitted by the Reception Office.

7. The customer must be provided with a damp-proof cable-hose and a plug with an earthed socket. Power 5 amps.

8. We advise the least possible use of vehicles inside the campsite. Speed limited to 5 km/h.

9. People who are not staying at the campsite are not allowed to enter. Authorisation must be requested and a document certifying their identity and acceptance of the conditions set by the Management must be presented beforehand.

10. The hours of silence will be from 0:00h until 8:00h. The circulation of vehicles is prohibited during this period of silence. At all times, the volume of your radios and TVs must be kept to a minimum so as not to disturb anyone.

#### 11. OBLIGATIONS:

- a. To submit to the particular rules of the Management.
- b. Respect the facilities, plants and flowers in general.
- c. To leave the different services in good condition.
- d. Comply with the logical rules of coexistence and public order.
- e. Communicate cases of contagious diseases to the campsite management.
- f. Collect rubbish in closed bags and deposit them in the existing containers.
- g. To pay for all services used.
- h. To leave the campsite at the end of their stay.
- i. To have an individual fire extinguisher in the case of caravans and motorhomes.
- j. To have their own insurance.
- k. To have the appropriate butane and propane gas permits.

## 12. PROHIBITIONS

- a. Disturbing the rest of other campers during the established hours.
- b. Playing games or sports in unsuitable places.
- c. Lighting wood fires or any other type of unauthorised combustion in the areas assigned for this purpose.
- d. Being accompanied by unauthorised animals.
- e. Carrying objects that could cause an accident.
- f. Leaving rubbish outside the rubbish bins.
- g. Bringing people into the campsite without the authorisation of the Management.
- h. Hanging out clothes in unauthorised places where they may cause a nuisance to others. Do not tie ropes or hammer nails into trees.
- i. Installing fences on the pitch.
- j. Carry out any type of act that may damage or harm the property, hygiene or appearance of the campsite.
- k. To drink 'botellón' in any part of the campsite.

13. It is not permitted to leave tents or caravans unoccupied. If the customer plans to leave the campsite and leave the tent, caravan or vehicle on the campsite, he/she is obliged to inform the Reception Office, which may accept the absence under the condition of paying a stipulated amount as a storage fee.

14. The deadline for the payment of the amounts due for the stay or service is at the end of the day. Those who intend to leave before the opening time of the Reception Office must settle their account the day before, and provide for the appropriate quiet time.

15. Failure by campers to comply with the rules established in the current legislation on Tourist Campsites, as well as the rules set out in the previous clauses, will entitle the Management to terminate this contract, terminating the same without waiting for the expiry of the agreed period and proceeding to the eviction of the pitch or accommodation occupied without the need for prior request and authorisation by the camper.

16. Any damage caused by any camper or any visitor to the facilities of Camping Lo Monte to other campers or visitors will be the responsibility of the person causing the damage or of the parents or guardians in the case of a minor.

17. Campers who contravene any aspect of these Regulations will be invited to leave the campsite and if they do not do so voluntarily they will be expelled by the Director, who is officially empowered to do so, requesting, if necessary, the assistance of the forces of public order.

18. The consumption of toxic drugs, narcotics or psychotropic substances within the campsite is forbidden.

19. The use of electric scooters by children under 16 years of age is forbidden on the entire site.

20. Visits by campers must be registered at reception, paying the adult or child rate if they stay for more than two hours or the visitor's rate for one day if they stay overnight.

21. Visitors staying 3 or more nights will be able to have the camper bracelet (with the corresponding deposit) and use all the facilities. In the case of less nights, they will not be able to access the SPA and pool slides on the days they are visiting, whether they are staying overnight or not.

22. The outdoor swimming pools will be opened when the weather is suitable in the spring and summer season. Check with Reception in any case.

23. Under no circumstances will it be possible to confirm 100% the number of places in the booking (client will be informed at the time of entry). The client may give their preference when making the booking and the reception staff will do everything possible to comply with it.

24. It is forbidden to charge electric skates inside the bungalows.

25. The visitor of the day can stay in the campsite until the closing time of the reception.

26. Visitors staying overnight have until 12 noon the following day to leave the campsite.

27. Objects found to be the property of the customer shall be kept in safekeeping for a maximum of 1 month. After this period, the objects are considered to be outside the scope of custody.

28. The management declines all possible responsibility in the event of theft, accident or damage to persons and things caused by third parties outside the

establishment, other customers or visitors throughout the site (pitches, bungalows, communal areas, caravan parking, etc.). Nor is it liable for damage caused by storms, hailstorms, fires or other causes of force majeure. Clients are obliged to take out civil liability insurance for possible damage that may be caused by their caravans or camping equipment.

### **Right of admission**

Admission to the campsite will not be allowed:

- Anyone carrying weapons or utensils of unusual use likely to be used as such.
- When the established capacity is full.
- Anyone who causes or takes part in altercations.
- Anyone displaying clothing or symbols that incite violence, racism or xenophobia.
- Anyone showing obvious signs of being intoxicated and/or having consumed illegal substances.
- Anyone dealing in illegal substances in accordance with the relevant legislation.
- Anyone who does not present minimum conditions of personal hygiene in accordance with prevailing social customs and who, for this reason, may cause a nuisance to other people.
- To those persons who do not comply with the rules of coexistence and morality (reflected below), or who intend to enter or enter with the aim of carrying out activities other than those of the establishment. If this should happen while the persons are already inside, they will be expelled with the help of the State security forces and bodies, if necessary.
- Nor will entry be authorised to those persons in debt to the owner company for services rendered previously and whose amounts have not been paid at the time.

In the aforementioned cases, the **RIGHT OF ADMISSION** will be understood to be **RESERVED**

### • **Conditions of use of the swimming pools**

For the best operation and enjoyment of the campsite's swimming pools, all users must respect the following rules:

1. It is not permitted to enter the bathing area wearing street clothes or footwear.
2. It is not permitted to leave rubbish in the swimming pool, and the litter bins or other containers intended for this purpose must be used.
3. It is forbidden for pets and animals to enter and remain in the entire swimming pool area, without prejudice to the provisions of the Law regarding guide dogs for people with visual impairments.
4. Ball games are not allowed on the premises, or any other activity that may be a nuisance to other users.
5. Use of the swimming pool is not permitted if there are no lifeguards present. Swimming is not permitted at night without light or when the pool is closed. The timetable for use of the outdoor and indoor pools varies according to the season, please ask at Reception.
6. All users must present their identification bracelet to the supervisor, pool attendant, receptionist or lifeguards on duty.
7. Entry to the pool will only be through the designated areas. It is not permitted to jump over locked gates or fences to gain access to the pool. Children under 12 years of age (inclusive) must be accompanied by a parent or adult.
8. Use of the facilities must be in appropriate clothing and footwear. Swimming costumes are required. No running shorts, cropped trousers, cycling shorts or underwear are permitted. Swimming caps are compulsory in the indoor pool.

Bathing shoes are compulsory in toilets and changing rooms.

9. Showers are required before entering the water. Showers must be used for as long as strictly necessary. The use of shampoo or shower gel in the outdoor showers is forbidden.
10. It is strictly forbidden for children under 16 years of age to use the indoor pool unaccompanied by adults who are responsible for their actions.
11. Eating or drinking is restricted to areas outside the pool.
12. The use of glass containers is prohibited in the entire pool area.
13. Running is not allowed around the pool, shower areas and toilet facilities.
14. Only those areas assigned for swimming or recreation will be used.
15. Diving or jumping into the pool is not allowed.
16. No profanity, obscene language, or undesirable behaviour is permitted.
17. Horseplay, hand games, shouting, or any physical activity that infringes on the safety of others is prohibited.
18. No sharp objects, such as drinking glasses, knives, etc., may be brought into the pool area.
19. The use of beach balls or toys in the pool area is not permitted. The use of fins, mats, glass goggles or any other items that may harm or disturb users is prohibited. The use of diving masks is limited to classes supervised by an instructor.
20. Users must make sure of the different depths of the pool vessels before using the pool in order to avoid accidents.
21. The instructions of the pool lifeguard must be promptly observed.
22. If any item is required for learning to swim, it may be requested from the lifeguard, who will return it to the user in good condition and place it in the compartments provided for this purpose.
23. It is forbidden to dirty the water with unhygienic practices. It is forbidden to spit, blow your nose, urinate or contaminate the pool water in any way, as well as to throw objects such as stones, balls,...
24. The use of the pool is not allowed for people with injuries, people wearing patches or bandages of any kind or skin, mucous membranes or respiratory tract affections.

25. Persons suffering from stomach or urinary diseases, in a latent state or under treatment, are not allowed to enter the swimming pool.
26. Persons under the influence of alcohol, drugs or other substances are not allowed to enter the pool.
27. Conversations with the lifeguards will not be allowed during their periods of surveillance.
28. Parents of children who are participating in swimming practice or swimming lessons must remain in the pool area.
29. The use of radio cassette players or any other sound reproduction devices must be used at a volume that does not disturb other users.
30. Access to visitors is forbidden to campers who have not been identified at reception and who have not paid the corresponding visitor's fee.
31. All users will be obliged to ensure the good state of conservation of the facilities and services, preventing or denouncing any act that may damage them and warning the staff when they observe anomalies in the facilities or in their material.
32. All users are recommended to undergo a medical examination prior to practising sport, especially those who have been inactive for a prolonged period of time or who suffer from a chronic illness.
33. It is forbidden to hang objects from plants, lampposts, railings, gates and parasols.
34. Paddling pool: The use of the paddling pool is reserved for children under six years of age.
35. Any user who does not comply with the rules of use of the pool will have to leave it.

### **IMPORTANT**

The minimum age for accessing this service is 8 years old, in addition to the following requirements:

- Know how to swim
- Be accompanied in the water by a person of legal age (up to 16 years old).
- Respect the rules of use of the pool.

## **BOOKING OF BUNGALOWS**

The price of the booking is per night and includes the use of the campsite facilities, such as the SPA, gym and outdoor swimming pools, as well as one car per bungalow.

Check-in: 17:00 h.

Check-out: 12:00 h.

The customer must pay a deposit of 25% of the total amount of the stay at the time of booking, and the rest must be paid on arrival at the campsite. In addition, it will be necessary to leave a deposit of 60 € as a guarantee for possible damage to the inventoried objects in the bungalow. This guarantee will be returned at the end of the stay, once the person in charge has carried out the corresponding inspection.

Pets are allowed in some bungalows. For more information, please contact us by email or telephone.

The bungalows are equipped with:

Television,

Air conditioning,

Hot water,

Bed linen and pillowcase (a change is provided once a week for stays of more than 7 days),

Towels and kitchen utensils.

Once installed in the bungalow, no refund of the amount already paid for the planned stay will be made.

Prices during the period from October to December:

For customers staying between October and December, the current year's prices will be maintained until the date of their departure (maximum 30 May).

### **Minimum stay:**

In certain periods, a minimum number of nights is required for bookings.

In low and mid season 1: the minimum stay is two nights.

In mid season 2 and high season: the minimum stay is 7 nights.

Additional rules:

It is strictly forbidden to barbecue inside or outside the bungalows (terrace, parking space, etc.), plots and other facilities of the campsite. Barbecues are only allowed in the designated areas.

### **BOOKING OF PLOTS**

The price is per night and includes V.A.T. and the tourist taxes in force at any given time.

Check-in: 13:00 h.

Departure: 12:00 h.

Down payment: 50 € per pitch (the rest on arrival) / 100 € in case of long stay. The price includes the water supply and the use of the campsite services (swimming pools, gym, etc.).

For stays of more than 90 days, the low season rate applies, except for the months of July and August.

The campsite management undertakes to reserve the number of pitches requested, but the location of the pitches cannot be guaranteed. Once you have settled on the pitch, no refund of the amount of the planned stay will be made.

For guests staying between October and December, the current year's prices will be maintained until their departure (maximum until 30 June).

For periods with a minimum stay, the customer agrees to pay the minimum number of nights booked.

All bookings are subject to availability and must be confirmed by the campsite.

Visits by campers must be registered at reception. They will have to pay the corresponding rate, depending on whether they are adults or children, if they

stay for more than two hours, or the visitor's rate for one day if they stay overnight.

Maximum of 6 people per pitch.

Some dates may have a minimum stay. In mid season 2 and high season, the minimum stay on a pitch will be 5 nights.

It is strictly forbidden to barbecue on the pitch. Barbecues are only allowed in the areas set aside for this purpose.

It is not allowed to wash cars on the pitch or to set up swimming pools.

The installation of posters or advertising of any kind is prohibited, as is the use of the pitches for commercial or industrial purposes of any kind.

All campers' vehicles must be parked in the assigned parking space. It is not permitted to park in the streets, on other plots or in any other place where it may cause a nuisance to others, except with the express authorisation of the management.

The vehicles of customers returning to the campsite after closing time (00:00 h) must be parked outside the establishment.

It is compulsory to leave the pitch where the tent or caravan has been set in the same clean and tidy condition as it was found on arrival.

Customers must maintain a minimum distance of 50 cm from the cypress trees when setting up their caravan, motorhome, tent, etc.

## **CANCELLATION OF RESERVATIONS**

Whatever the type of reservation, in case of cancellation the refund will be:

- With more than one month's notice, 90% of the deposit.
- From 7 to 30 days notice, 50% of the deposit.
- Less than 7 days notice, 0% of the deposit.

If the client does not arrive on the scheduled day, the reservation will be held for 24 hours. After this time, the reservation will be considered null and void, unless written notice is given. In case of arrival after the contracted date of arrival, always with notice to the reservations department, and/or departure



before the contracted date of departure, you must pay the full amount of the stay.

## **Data protection**

By means of this notice, CAMPING LO MONTE 2011 S.L.U. (hereinafter, the "Campsite") informs the users of its web page [www.campinglomonte.com](http://www.campinglomonte.com) about its personal data protection policy (hereinafter, "the Personal Data") so that they may freely and voluntarily determine whether they wish to provide the Campsite with the Personal Data requested in the reservation and/or information request form.

The Camping reserves the right to modify the present data protection policy in order to adapt it to new legislation and industry practices. The Personal Data will be automatically processed and incorporated into files for which the Camping will be the owner and responsible.

The collection and processing of Personal Data, carried out directly by the Camping or by third parties on behalf of the Camping, is for the purpose of maintaining the contractual relationship that the customer may have with the Camping, the management, administration, provision, extension and improvement of the services of the Camping and their adaptation to the preferences and tastes of the customers, as well as the sending, by traditional and electronic means, of commercial information about the services offered by the Camping at present and in the future.

The Camping will not transfer or share the Personal Data with third parties without the prior and express consent of the affected parties.

The Camping or, if applicable, the third parties that process the Personal Data on behalf of the Camping, has adopted the legally required levels of security for the protection of Personal Data. However, the user must be aware that Internet measures are not impregnable.

Users have and may exercise their right of access, cancellation and rectification of their Personal Data, as well as their right of opposition, by contacting the Camping by e-mail at [info@campinglomonte.com](mailto:info@campinglomonte.com).



For the purposes of the provisions of Law 15/1999, of 13 December, on the Protection of Personal Data, CAMPING LO MONTE 2011 S.L.U. informs that the data provided as a result of your booking request will be automatically processed and incorporated into an automated file duly registered in the General Register of Data Protection, whose responsible and recipient is CAMPING LO MONTE 2011 S. L.U. The purpose of the aforementioned file is to respond to booking requests and manage future acceptance of the same, as well as to send commercial communications. L.U. The purpose of the aforementioned file is to respond to booking requests and to manage the future acceptance of the same, as well as to send commercial communications.

The personal data collected will not be disclosed to third parties and are treated in compliance with the established levels of security.

However, you may exercise your rights of access, rectification, cancellation and opposition, under the terms established in the current legislation, by sending a written communication to the postal address of CAMPING LO MONTE 2011 S.L.U.

In accordance with Law 34/2002 of 11 July, CAMPING LO MONTE 2011 S.L.U. informs you that, subsequent to this act, it intends to use your e-mail address to send commercial communications or promotional offers relating to its services and special offers. In the event that the client does not wish to receive the aforementioned commercial e-mails, he/she should indicate this in the field created for this purpose.

However, if the customer has given his/her consent, this may be revoked at any time at a later date by sending a written communication to the e-mail address [info@campinglomonte.com](mailto:info@campinglomonte.com).