

REGLEMENT (*Camping Stel – Roda de Berà*)

(EN)

STEL CAMPING & BUNGALOWS RESORT WANT TO THANKS THEIR CUSTOMERS FOR THEIR CONFIDENCE AND WISHES THEM A HAPPY STAY. WE AGREE YOUR COLLABORATION IN COMPLIANCE WITH THE RULES FOR GOOD OPERATION, IMAGE OF OUR ESTABLISHMENT AND TO BE ABLE TO OFFER AN OPTIMAL SERVICE. RESPECT THE REST OF THE NEIGHBORS, THE CAMPING STAFF AND ALL THE INSTALATIONS AND EQUIPMENTS. WE ARE AT YOUR DISPOSAL FOR ANY QUESTION.

In the moment you make the payment of the reservation or registration in the campsite, you become aware of the rules of the campsite. It's your responsibility to read the rules and conditions. Any person who signs up and accesses the Camping is obliged to comply with these regulations. The holder will be responsible for all acts attributed to him or his companions. Any subsequent particular provision of the campsite that is publicly exposed is part of this regulation.

ANY RIP OF THIS REGULATIONS CAUSES DIRECT EXPULSION.

BOOKING CONDITIONS STEL CAMPING & BUNGALOWS RESORT

BUNGALOWS

- Arrival time to the accommodation: from 5 p.m.
- Departure time of the accommodation before 11 a.m. Once the key has been delivered, you have the possibility to enjoy the camping facilities until 4h pm. (check with reception).
- The reservation will be maintained until 12h of the next day of the expected date of arrival. The non-appearance of the customer after that period equals a cancellation of reservation without refund. The camping has the right to re-rent the bungalow.
- For security reasons and insurance, the number of people cannot under any circumstances exceed the capacity of the bungalow, children and babies included.
- In July and August only 1 car per bungalow is allowed. Outside this period the current extra car rate will be applied.
- Arrival days from 20/06 from Monday to Saturday.

- Tourist tax not included. Adults from 17 years € 0.50 per night and a maximum of 7 nights.
- Minimum stays high season: 7 nights. In low season, asked for minimum stays.
- It is forbidden to remove the furniture from the bungalow as well as install tents on the grass.
- Animals are forbidden.
- Cycling through the entire bungalow area is forbidden.
- It is not allowed to move the TV from its current location.
- The price includes a change of sheets every 7 days. The clean sheets will be delivered in the bungalow and the change must be made by the client. Extra sheets changes will be paid by the customer according to the current rate.
- The campsite reserves the right to request a deposit of 100 Euros for any damage caused to the facilities. The deposit will be paid upon arrival at the campsite, charged by credit card. The refund of this amount will be made on the same credit card between 2 and 7 days after the date of departure.
- Upon departure the accommodation must be in optimal condition without damage with trash and waste removed and clean dishes.
- The amount pending payment and tourist tax will be paid at the arrival at the campsite in cash or credit card (Visa, Maestro or Mastercard).
- The equipment of the bungalow utensils and furniture is according to the capacity.
- Baby chairs and barriers are optional but must be ordered writing an email to rodadebara@stel.es before arrival, paying the current rate
- You cannot book a specific bungalow number and the campsite will never guarantee it, keep it in mind before booking.
- In any case, we will try to take your preference into account whenever you request it in writing to rodadebara@stel.es. The assignment will be made according to availability and internal organization. Only the day of your arrival, once the accommodation is clean, you will be informed of your location.
- Towels are not included, but you can rent, sending your request to rodadebara@stel.es.
- Any person accessing the facilities must register upon arrival at the reception.
- It is mandatory to wear the identification wristband on the wrist.
- Visitors are forbidden from 20/ 07 to 25/08. Outside these dates, subject to camping capacity and restrictions.
- Maximum 4 visitors per day.

PREVIOUS PAYMENT OF THE RESERVATION

- 25% of the total amount of the stay for reservations made before 31/12 of the previous year of the stay.
- 50% of the total amount of the stay for reservations made from 01/01 of the year of the stay.
- 100% of the amount of the stay for reservations made 30 days before the arrival date.
- The reservation is personal.
- The reservation is confirmed once the payment has been made but the campsite reserves the right to cancel / modify the reservation within 24 hours of the reservation being made.

MODIFICATIONS AND CANCELLATIONS

- Must be communicated in writing: via email.
- If the modification involves an increase in days, payment of the amount corresponding to the extended days will be requested.
- If the modification involves a decrease or cancellation of the stays, the return will be made by the following criteria:
 - o More than 30 days before the arrival date, the refund of 90% of the amount paid.
 - o With less than 30 days before the arrival, the total amount paid is lost.
- If the client renounces before timing out the contracted stay, he will not be refund.
- The total amount of the reservation will be recovered without minimum anticipation of days in case of: illness / surgical intervention (justified), COVID19-related quarantine or lockdowns partial.

Prices will remain regardless of the offered services.

Due to the uncertainty of the current situation, the opening day can change, also some services during the season can be affected.

PLOTS

- The entrance to the plot is from 12 p.m. of the arrival day.
- The departure of the plot must be made before 12 p.m. of the departure day.
- The client reserves the assigned plot according to the contracted model, not a specific plot. The client can request a specific plot, writing to rodadebara@stel.es.
- Tourist tax is not included. Adults from 17 years € 0.50 per night and a maximum of 7 nights
- Maximum 6 people are allowed per plot, children and babies included.
- It is forbidden to change the plot without prior notice to reception.
- It is forbidden to install the back to the street, install awnings, hurdle or wind fences and race.
- To maintain order and aesthetics it is not allowed to hang clothes on ropes. Make use of clotheslines. As well as TV antennas, electric cables awnings etc ...
- Camping equipment that is left unoccupied without the permission from reception permit will be considered abandoned by the owner and removed by the camping staff, who may freely dispose it and will be exempt from any responsibility for loss or deterioration of tent or caravan.
- It is not allowed to bring the caravan before the contracted arrival date.
- The reservation is personal and untransferable.
- The reservation is considered confirmed once the corresponding payment has been made but the campsite reserves the right to cancel / modify the reservation within 24 hours of the reservation being made.
- Pets are not allowed
- The reservation will be maintained until 12 p.m. of the day following the expected date of arrival. The non-appearance of the client after that period and if there is no notice of the client, it is equivalent to a cancellation of the reservation without the right to a refund. And the campsite reserves the right to re-rent the plot.
- Any person accessing to the facilities must register at the arrival at the reception.
- It is mandatory to wear the identification wristband on the wrist.
- European 5 Amp electrical connection is included in the price. You can request an extension of 5 Amps more by paying the current rate.
- The electrical connection must be approved and intended for grounding.
- Visitors are prohibited from 20/07 until 25/08. Outside these dates, subject to camping capacity and restrictions.
- Maximum 4 visitors per day.
- July and August 1 car per plot. Out of that period the current extra car rate will be applied.

- The payment of the stay must be made at least 24 hours before departure. For stays of 1 or 2 nights the payment will be made at the arrival.

PREVIOUS PAYMENT OF THE RESERVATION

- 25% of the total amount of the type of reserved plot, for reservations made before 12/31 of the year prior to the stay.
- 50% of the total amount of the type of plot reserved for reservations made from 01/01 of the year of the stay.
- 100% of the total amount of the type of reserved plot, for reservations made within 30 days prior to the arrival date.
- The reservation is personal.
- The reservation is confirmed once the payment has been made but the campsite reserves the right to cancel / modify the reservation within 24 hours of the reservation being made.

MODIFICATIONS AND CANCELLATIONS

- Must be communicated in writing: via email.
- If the modification involves an increase in days, payment of the amount corresponding to the extended days will be requested.
- If the modification involves a decrease or cancellation of the stays, the return will be made by the following criteria:
 - o More than 30 days before the arrival date, the refund of 90% of the amount paid.
 - o With less than 30 days before the arrival, the total amount paid is lost.
- If the client renounces before timing out the contracted stay, he will not be refund.
- The total amount of the reservation will be recovered without minimum anticipation of days in case of: illness / surgical intervention (justified), COVID19-related quarantine or lockdowns partial.

Prices will remain regardless of the offered services.

Due to the uncertainty of the current situation, the opening day can change, also some services during the season can be affected.

BARBECUE

- The campsite does not have a common barbecue area.
- Exclusive use with charcoal and will light up with pills or similar (gel).
- Its use is only allowed in paved areas, never on the lawn or on the terraces of the bungalows.
- For safety reasons it is forbidden to do barbecues on windy days with a sustained speed of more than 20 km / h the activity cannot be started or it will have to be stopped (see informative screens) -DECRET 64/1995, March 7, by which establish forest fire prevention measures.

THEFT AND INSURANCE

- The management is not responsible for objects or money that campers may lose or can be subtract inside the camping. Any responsibility arising from theft, accident or damage caused by storms, hail, etc. is declined ...
- We offer customers a safe rental service.
- We recommend that customers have civil liability insurance for damages that may be caused by third parties.

VISITS

- It is an essential condition that the visitor has a family member or friend staying at the establishment on the day of his visit.
- To access the campside the visitor must be accompanied by the person they come to visit.
- Visits must be registered at the reception from 8:30h a.m. to 8:30h p.m., sharing an identification document and paying the corresponding amount. Visits of less than 2 hours are free, but must be paid at the entrance and the amount will be returned once it has been confirmed at the reception that the time of the visit does not exceed 2 hours.
- Visiting hours from 9:00 a.m. to 11:00 p.m.
- Visitors' cars will not be able to access the enclosure, leaving parking at their disposal subject to availability and payment of the corresponding fee.
- A maximum of 4 people are allowed per day of visit both on the plot and in the bungalow.
- Unauthorized visits will be expelled from the campsite. The camping address reserves the right to expel campers who relapse in unauthorized visits. Try to minimize visits. Remember that an increase in the number of people making

use of the facilities translates into a decrease in the quality of the services offered.

- Visits are prohibited from 20/07 to 25/08. Outside these dates, subject to camping capacity and restrictions.

SWIMMING POOL

- It is mandatory to comply with the orders of first responders and camping staff.
- No head throwing is allowed.
- Topless is not authorized throughout the premises.
- Smoking or eating is not allowed.
- Children under 10 must be accompanied by an adult that guarantees any eventual responsibility.
- The use of mats, balls, water guns is prohibited
- Failure to comply with these rules will result in the expulsion from the premises.

DOGS

Entrance to dogs or any other animal that may cause danger or discomfort to other campers is prohibited.

POSTERS

It is strictly forbidden to post posters on furniture, trees or any other place.

BALL GAMES

THE campsite has different sports facilities. To ensure the tranquillity of your neighbours make use of them for games with balls.

VEHICLES

- It is mandatory to park the car on the assigned plot or in the parking lots enabled for this purpose. It is forbidden to park on the streets or in empty plots crossings so as not to harm other campers.
- The maximum speed allowed is 10 km / hour.

- It is forbidden to drive through the campsite from 24:00 to 7:00.
- It is forbidden to manipulate any motor vehicle on the premises out of respect for the other camper

WATER SOURCE

The fountains of the street are exclusively for the collection of water, they cannot be used to wash clothes or to wash dishes. They have sinks in the sanitary areas of each zone.

STRINGS

Avoid tying ropes to trees, to hang clothes, hammocks or other antennas ...

BIKES

- Cycling through the entire bungalow area is not allowed.
- For safety reasons the circulation of bicycles is prohibited at dusk and during the night. Reckless driving and competitions are prohibited, and can be removed by camping staff in case of non-compliance.
- We ask the parents' collaboration regarding these regulations to avoid unwanted accidents.
- We advise the use of locks since the campsite is not responsible in case of theft.

WI-FI SERVICE

Wifi available throughout the campsite. We offer 2 free connections per accommodation. You can request more connections with extra charge.

GARDENS

It is not allowed to plant any type of plant in the plots or planters. Please respect the vegetation of the campsite.

SILENCE

From 24:00 to 7:00 keep absolute silence. Outside these hours, please respect the other campers, moderate the volume of radios, TV and other electronic devices. We remember that its use is prohibited all day in the yellow and blue zone.

CHILDREN

Entrance to persons under 18 years of age who are not accompanied by an adult who will be responsible for their conduct as well as the damages or accidents that may cause will not be admitted.

Children under 5 cannot access the sanitary block alone. They must always be accompanied.

RESPONSABILITY

- Appliances that are plugged in the absence of the customer as well as their content will not be the responsibility of the campsite.
- Lost items will be stored 15 days, after that time, they can no longer be claimed.
- Stel Camping & Bungalows resort is not responsible for possible incidents that may occur due to customer malpractice, such as using facilities or elements for uses other than those that are conceived or circulating through non-enabled roads, etc ...
- Stel Camping & Bungalows resort strives to write the contents and information published on its website as strictly as possible. But it could be the case that for reasons beyond their control some typographical error or some information was not updated. For this reason the management states that the information is merely informative and indicative.
- Stel Camping & Bungalows Resort is not responsible for damages caused by resin, ants, rain, wind floods, etc.

SURVEILLANCE AND ACCESS CONTROL

For security reasons, all people who access the campsite must register at the reception, both adults and minors. Under current legislation, those over 14 years of age have the obligation to present their ID or passport. It is mandatory to wear the

identification wristband on the wrist. People who refuse their use will be prohibited from accessing the campsite.

The campsite has a 24 hour surveillance service.

The management reserves the right of admission, expulsion and cancellation of reservation of customers who cause or have caused discomfort to other campers or breached any point of this regulation.

TOPLESS

Prohibited throughout the campsite.

MAINTENANCE AND FACILITIES

- The camping management reserves the right to proceed with the closing of facilities for maintenance tasks, as well as to modify schedules if necessary.
- During the stay it is possible that the campsite is forced to carry out protocols for phytosanitary treatments and pest control. In that case, customers will be informed of the measures to be taken.