

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 APPRECIATE YOUR COOPERATION 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 FACILITIES AND EQUIPMENTS. WE ARE AT YOUR DISPOSAL FOR ANY QUESTION.

At the moment you make the payment of the reservation or registration at 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 enters into the Camping is obliged to comply with these regulations. The holder will be responsible for all acts which may be attributed to him or to his companions. Is part of this regulation any change done and publicly exposed after.

The campsite reserves the right to extinguish the contract, either due to rip of the aforementioned rules or repeated notices during the stay, which will be communicated maximum in 48 hours after the event by email to the holder.

BUNGALOWS

- The reservation is personal and non-transferable
- Arrival time to the accommodation: from 5p.m.
- Departure time of the accommodation before 11 a.m. Once the key has been delivered, you have the possibility to enjoy the facilities until 4pm. (check with reception).
- The reservation will be maintained until 12a.m. of the following day of the expected arrival date. The non-appearance of the customer after that period equals a cancellation of the 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 y/o. Price and conditions according to current regulations.
- The pending amount payment and the tourist tax will be paid upon arrival at the campsite with cash or credit card (Visa, Maestro or MasterCard)
- Minimum stays high season: 7 nights. In low season consult minimum stays.
- It is forbidden to remove the furniture from the bungalow as well as to install tents, tables, chairs and sun loungers on the grass.
- It is not allowed to move the TV from its current location.
- The price includes a change of sheets every 7 days, (except forfait and senior price). 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.
- Towels are not included, but you can rent, sending your request to rodadebara@stel.es paying the current rate.
- The campsite reserves the right to request 100 Euros deposit for any damage caused to the facilities. The deposit will be paid upon arrival at the campsite with credit card. The refund of this amount will be made to the same credit card between 2 and 7 days after the departure day.
- At the exit the accommodation should be in optimal condition without damage, with garbage and waste removed, dishes clean and relocated according to the information sheet of kitchenware.
- The equipment of the bungalow kitchen utensils and furniture is according to the capacity.
- Baby chairs and bed barriers are optional but must be ordered writing an email to rodadebara@stel.es before arrival.
- You cannot book a specific bungalow number and the campsite will never guarantee it. The allocation will be made according to availability and internal organization. Only on the day of your arrival, once the accommodation is clean will be communicated your location. keep it in mind before booking.
- In order to maintain a good coexistence and for respect to the other families housed, no more than 2 bungalows will be assigned close to each other.

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 same year of the stay.
- 100% of the amount of the stay for reservations made 30 days before the arrival date.

- The reservation is confirmed once the payment has been made but the campsite reserves the right to cancel / modify the reservation within 24 hours since the reservation has been done

MODIFICATIONS AND CANCELLATIONS

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

Prices do not change according to the services offered.

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

PLOTS

- The reservation is personal and non-transferable
- The entrance to the plot is from 12 p.m. of the arrival day and the departure must be before 12p.m. of the departure day.
- - The plot allows: 1 camping unit (caravan or tent or Comanche or motor home), 1 family unit (couple and children, maximum 6 people "children 3-10 years old and babies included") or 2 family units (maximum 4 people in total "children 3-10 years old and babies included"), 1 vehicle and 5A of electricity (you can request an extension of 5A more paying the current rate).

- The reservation will be maintained until 12 p.m. of the following expected arrival date. The non-appearance of the client after that period and without notice from the client, it is equivalent to a cancellation of the reservation without the right to be refund. And the campsite reserves the right to re-rent the plot.
- 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 not included. Adults from 17 y/o. Price and conditions according to current regulations.
- The payment of the stay must be done at least 24 hours before departure. For stays up to 2 nights the payment will be made at the arrival.
- It is forbidden to change the plot without prior notice to reception.
- It is not allowed to bring the caravan before the contracted arrival date.
- Camping equipment left unoccupied without reception permission will be considered abandoned by its owner and removed by the camping staff, which may be freely disposed of and exempt from any liability for loss or damage to tent or caravan.

PREVIOUS PAYMENT OF THE RESERVATION

- 25% of the total amount of the type of reserved plot, for reservations made before 31/12 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 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 via email.
- If the modification involves an increase of the days, the payment of the amount corresponding to the extended days will be requested.
- If the modification involves a decrease or cancellation of the stays, the refund will be made by the following criteria:
 - Within more than 30 days before the arrival day, will be refund with the 90% of the paid amount.

- 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 refunded.
- The total amount of the reservation will be recovered without minimum anticipation of days in case of: illness / surgical intervention (justified), COVID19 quarantine or partial lockdowns.

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

SURVEILLANCE AND ACCESS CONTROL

- For security reasons, all people who enter to the campsite must be registered at the reception, both adults and children. Under current legislation, people over 14 years old must show their ID or passport.
- It is mandatory to wear the identification wristband on the wrist. People who refuse his use will be prohibited from accessing the campsite. In the event of loss of the bracelet you will have to pay 20€.
- The check-out of a registered person will be done only, at the time of the notification and the bracelet has been delivered at reception. Otherwise, the total amount of the stay recorded on arrival will be charged.
- The campsite has a 24 hour surveillance service.

PROHIBITIONS

- It is forbidden to install caravans and tents with the back to the street, install awnings, hurdle or wind fences and make trench.
- Each plot is duly limited so the equipment cannot invade another plot or the streets, in case of doubt the Management will decide on the matter.
- Make use of plots that are not occupied to make any activity such as: (lunches, dinners, sports or other activities).
- Occupy roads and streets with tables and/or chairs and/or other items hindering the normal circulation of vehicles.
- Tie ropes, TV antennas, electrical cables, etc. on trees, hedges or on furniture such as: (street lights, fountains, etc.)

- It is forbidden to place anti aesthetic items like pallets, sofas, etc.
- According to general regulations, Penal Code, LO 4/2015, law 33/2011 the use of drug is not allowed in the entire campsite.
- Alcohol consumption by minors throughout the campsite.

VISITORS

- Visits are prohibited from 15/06 to 11/09. Out of these dates is subject to changes, camping capacity and any other restrictions.
- It is an essential condition that the visitor has a family member or friend staying in the campsite the day of the visit.
- To enter at the campsite the visitors must be accompanied and authorized by the person they come to visit and pay the current rate.
- Visiting hours from 9:00 a.m. to 11:00 p.m.
- Visitors' cars are not able to enter to the campsite; can be parked in the parking near reception, subject to availability and paying the corresponding rate.
- Maximum 4 visitors are allowed per day per plot and bungalow (children 3-10 y/o and babies included).
- Unauthorized visitors will be expelled from the campsite. The camping reserves the right to expel campers who relapse in unauthorized visits. Try to minimize visitors. Remember that an increase of people making use of the facilities translates into a decrease in the quality of the services offered.

VEHICLES

- The maximum speed allowed is 10 km / hour.
- It is forbidden to drive through the campsite from 12 a.m. to 7:00a.m.
- It is forbidden to manipulate any motor vehicle in respect to other camper
- You can request enter another car subject to availability of parking spaces and paying the current rate.

Plot: It is mandatory to park your car on your plot or in the car parks set up for this purpose. It is forbidden to park on the streets or in empty plots or crossroads to not disturb other campers. If your intention is to circulate between 12 a.m. and 7 a.m., you will have to park the vehicle in the parking near the entry.

Bungalow: You can access to your assigned parking during 24 hours.

RESPONSABILITY

- The campsite is not responsible of the devices stays plugged in while the customer is absent neither for its contents.
- 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 other uses than those that are conceived for 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 his control such as any typographical error or some information is 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.

BIKES/ SCOOTERS AND ELECTRIC SCOOTERS / OTHERS

- Cycling through the entire bungalow area is not allowed.
- The use of electric scooters or any other motor transport is prohibited for children under 16 years old (according to current regulations).
- For safety reasons the circulation is prohibited at dusk and during the night. Reckless driving and competitions are prohibited, and the vehicle 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 as the campsite is not responsible in case of theft.

SILENCE / CONNIVANS

- From 12 a.m. to 7 a.m. keep absolute silence. Out 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.
- In order to maintain a good coexistence, it is forbidden to be assembled exceeding the maximum capacity of allowed places.

CHILDREN

- Is prohibited the entry of people under 18 years old who are not accompanied by an adult who will be responsible for their conduct as well for the damages or accidents that may cause.
- Children under 5 years old cannot access to the sanitary block alone. They must always be accompanied.

BARBECUE

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

SWIMMING POOL

- It is mandatory to comply with the orders of the life guards and the camping staff.
- Head throwing is not allowed.
- Smoking or eating is not allowed.
- Children under 10 years old 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 the person will be expelled from the area.
- For the proper use and enjoyment of the facilities, is not allowed to book hammocks while not making use of the pool areas.

WI-FI SERVICE

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

POSTERS

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

WATER SOURCE

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

GARDENS

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

BALL GAMES

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

TOPLESS

- Prohibited throughout the campsite.

DOGS

- Dogs or any other animal that may cause danger or discomfort to other campers are prohibited.

WASHING OF CARAVANS OR OTHERS

- The washing of caravans or vehicles or others, placed on the plot with a hose or machines like "karcher" is not allowed. The campsite provides a place for this purpose.

WASTE

- Waste must be deposited in the containers set up for this purpose.
- The campsite has recycling points for the collection of paperboard, plastic, glass, waste and coal.

MAINTENANCE AND FACILITIES

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

THEFT AND INSURANCE

- The campsite 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, fire, etc. Is declined
- We offer to our customers a safes rental service.
- The customer must have civil liability insurance for damages that may be caused to third parties.