

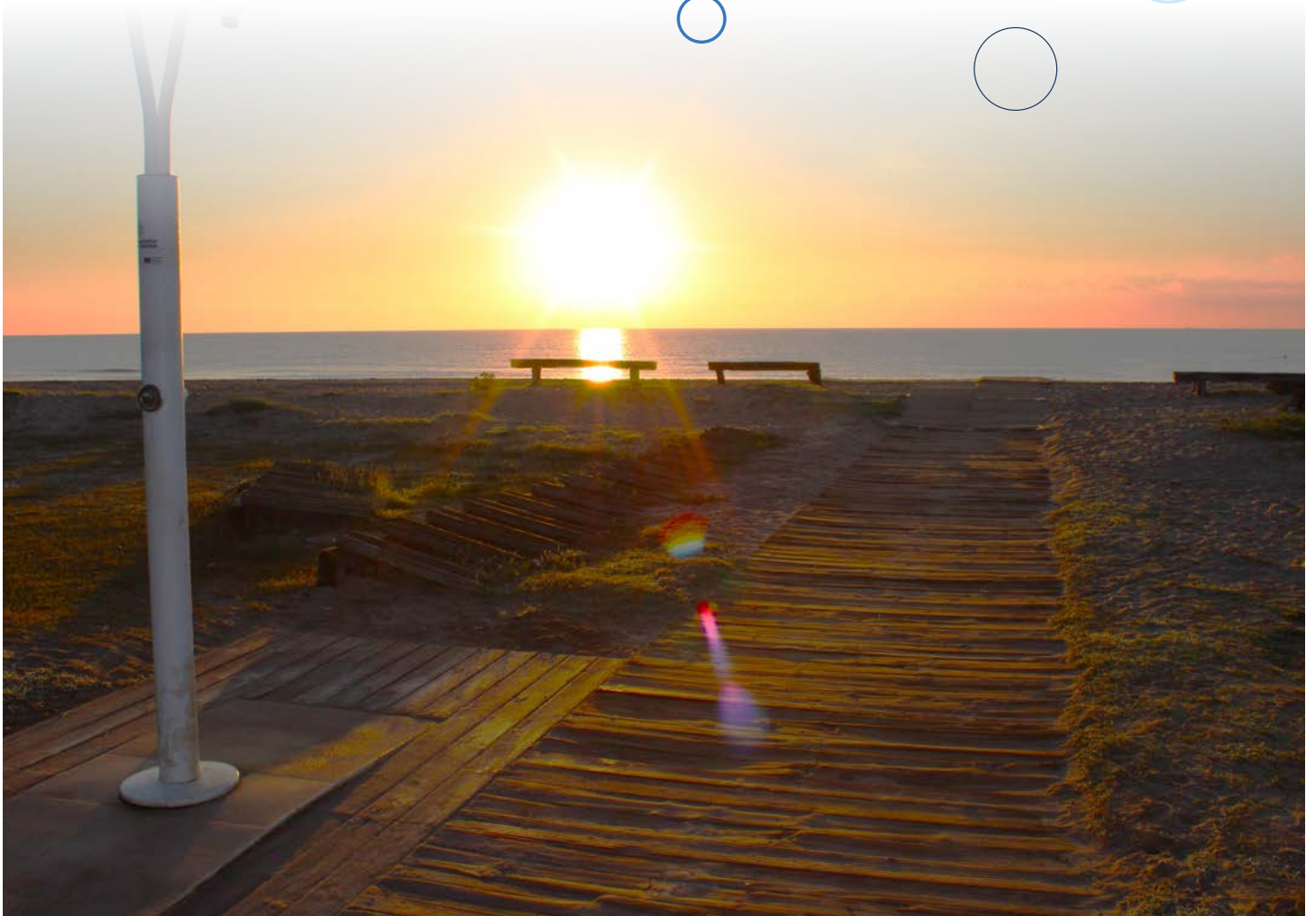
Bravoplaya

CAMPING - RESORT ★★★★★

INTERNAL REGULATIONS

ENG

September 2025



This Regulation includes, among other things, the rules for the use of the facilities at Camping Bravoplaya Resort and the rights and obligations of guests, in accordance with Decree 6/2015 of January, issued by the Consell regulating Campsites. All persons entering Camping Bravoplaya Resort are required to comply with the provisions of this Regulation and with the Spanish legislation governing tourist camping.

Access to CAMPING BRAVOPLAYA RESORT and the use of its facilities is exclusively reserved for guests staying at the resort.

Right of Admission Reserved:

Entry to Camping Bravoplaya Resort may be denied, or guests may be expelled—with the assistance of law enforcement if necessary—when there is reasonable suspicion that they may fail to comply with the rules of coexistence, morality, or decency, or if they intend to enter or have entered the premises for purposes other than those related to the resort's regular activities. The Right of Admission is also reserved for individuals who, along with their belongings, occupy or intend to occupy areas that are clearly disproportionate to the number of people using them. "Entry will not be permitted to those who have outstanding debts with the company for previously rendered services that have not been duly paid."

Minors are not allowed to enter unless accompanied by at least one adult or legal guardian who is responsible for their care and actions.

Access Wristband:

For security and to ensure quality service for our guests, wearing an access control wristband is mandatory.

Check-In Registration:

To enter Camping Bravoplaya Resort, it is MANDATORY to present a valid National Identity Document or Passport.

The installation of tents, caravans, and vehicles is only permitted in the areas indicated by reception at the time of check-in or through prior reservation. Any change of location must be authorized.

Pet Registration:

Animals that clearly pose a danger or cause disturbance to other campers at Camping Bravoplaya Resort are not allowed to enter.

Pets are not allowed in the Bungalows. They are permitted on camping pitches, provided they have a valid health certificate and civil liability insurance. A maximum of 2 dogs is allowed per camping unit. To ensure a harmonious environment for all campers, dogs must always be kept on a leash within the campsite. Owners are responsible for picking up and properly disposing of their pets' waste in the designated bins. Pets must relieve themselves outside the campsite premises. Areas where animals are not allowed must be strictly respected.

Failure to comply with this rule may result in immediate expulsion from Camping Bravoplaya Resort.

Pitches:

All pitches are clearly marked and must be used without encroaching on the roadway. In particular, and in accordance with the Tourism Sector Regulations, the installation by guests of any items on the pitches that are not for temporary, personal, and customary use during a stay at campsites, or that negatively affect the touristic image of the establishment, is expressly prohibited.

Specifically, it is not permitted to install flooring, fences, sinks, household appliances, or any other items that, due to their permanence, suggest a long-term stay. The installation of such items by the guest shall be sufficient grounds for the termination of the contract, regardless of its type, without any right to compensation. This cause for termination shall be included in the campsite's internal regulations and may be enforced after warning the guest and upon their refusal to remove the installed items." (Article 54 of Decree 6/2015)

Bungalow/Mobile Home:

On the day of arrival, a deposit of €100 will be required (by credit card) as a security deposit for any damages that may occur to the bungalow and/or its contents. The full amount will be refunded the day after check-out, provided the bungalow is returned in the same condition as it was received.

If the bungalow requires extra cleaning, an additional charge of €25 (VAT included) per hour will be applied, as determined by the responsible staff.

All bungalows are equipped with kitchenware and bed linen (blankets or duvets included). Towels are only provided in bungalows with a bathroom. Bed linen and, where applicable, towel changes are included for stays of at least 8 nights (with prior notice at reception). Guests on long stays with the senior rate will only be provided with one extra set of bed linen for changing.

- Smoking is not allowed inside the bungalow.
- Pets are not allowed either inside or outside the bungalow/mobile home.

Check-in and Check-out Times:

You have the right to enter your assigned pitch from 1:00 PM, and your assigned bungalow from 3:00 PM. You are required to vacate the pitch or bungalow by 11:00 AM on your departure day.

Rates and Discounts:

Current rates are available at the reception desks of Camping Bravoplaya Resort as well as on the website. The cost of your stay must be paid in full in advance and settled at the time of entry to the campsite.

Camping Bravoplaya Resort sets a minimum price during the mid-high season, which corresponds to the cost of the pitch plus 2 adults.

Camping Bravoplaya Resort offers discounts depending on the season. During low season, special rates are available for seniors.

Discounts listed in our price list cannot be combined with discount cards.

At Camping Bravoplaya Resort, the term *EXCEPT* is used to refer to a person who is fully dependent on another person for moving around the campsite and accessing the facilities.

Reservations:

Camping Bravoplaya Resort accepts reservations for both pitches and bungalows throughout the entire year.

High season: minimum 2 persons Low season: minimum 1 person

RESERVATION CONDITIONS for mid-high season

PITCH: In summer, a minimum stay of 7 nights is required, and during the Easter long weekend, a minimum stay of 4 nights.

BUNGALOW: In summer, a minimum stay of 7 nights is required, and during the Easter long weekend, a minimum stay of 5 nights.

The first deposit will be €100 for a pitch and €200 for a bungalow, and must be paid within 24 hours via the link (security deposit €100) sent by email.

CANCELLATION POLICY for mid-high season reservations

Up to 60 days before the arrival date, you have the option to modify or cancel your reservation with a 100% refund.

From that date onward, your reservation will be FINAL and NON-REFUNDABLE. You will receive a second email to complete the ONLINE CHECK-IN (mandatory). At this step, you must pay 50% of the total stay, taking into account the €100 or €200 previously paid as a deposit. For reservations without a deposit, a payment link will be sent automatically to pay 50% of the total cost of your stay, which must be paid within 24 hours. From that moment on, no refunds will be possible from Camping Bravoplaya Resort. The remaining balance must be paid on the day of your arrival.

Cancellation insurance:

It is optionally possible to purchase cancellation and/or interruption insurance at an additional cost, which varies depending on the total cost of your stay. This insurance can ONLY be purchased at the time of online check-in and only for reservations without prior payment, up to 30 days before the arrival date.

RESERVATION CONDITIONS for low season

PITCH: minimum 2 nights (please check with reception)

BUNGALOW: minimum 2 nights (please check with reception)

The deposit will be €100 for a pitch and €200 for a bungalow, and must be paid within 24 hours by credit/debit card through the link (insurance) sent by email.

CANCELLATION POLICY for low season reservations

Up to 30 days before the arrival date, you have the option to modify or cancel your reservation with a 100% refund.

- 100% refund if cancelled up to 30 days before arrival.
- 50% refund if cancelled between 15 and 30 days before arrival.
- NO refund if cancelled less than 15 days before arrival.

From the mentioned date, your reservation will be FINAL and NON-REFUNDABLE, and no refunds will be issued by Camping Bravoplaya Resort. The remaining balance must be paid on the day of your arrival.

For more information about reservation terms and/or bookings, please contact:

eservas@bravoplaya.com

Long Stays:

A long stay is considered any stay that exceeds one month. In such cases, the guest must make monthly payments for their accommodation, with the due date being the same day of each month on which the stay began.

Early Cancellation for Long Stays:

Guests who wish to leave Camping Bravoplaya Resort earlier than planned will forfeit their deposit if they leave without prior notice or without informing us at least 15 days in advance.

Bungalow Inspection:

Bungalows will be inspected by our staff each month to ensure proper maintenance and use.

Arrival Conditions and Reservation Changes:

We understand that unforeseen circumstances can arise, especially for international travelers. However, it is important that you inform us as soon as possible if you are unable to arrive on the scheduled date or fulfill your reservation.

In the case of long stays, arrival may be postponed only ONCE without forfeiting the deposit.

Being Absent from the Campsite for One Day or More:

Caravans or tents without occupants present daily at the campsite are not permitted. Guests who plan to be absent from the campsite while leaving their tent, caravan, or vehicle must inform Reception. The Reception may accept the absence (at the discretion of management) or may require the guest to leave the resort with all belongings. In any case, guests must pay the outstanding amount corresponding to the dates of their absence, calculated based on the total number of people registered at check-in. The minimum fee during the absence will be equivalent to 2 people (in high season) or 1 person (low season) per pitch. Management reserves the right to clear any pitches whose occupants have left the campsite without prior notice.


Electricity Consumption:

On the day of arrival and departure, the electricity meter of your accommodation will be read. The price of the bungalow/pitch includes 6.66 kW per day (200 kW per month). Any excess electricity usage will be charged at €0.25 per additional kW, VAT included.

Entry of Animals:

Animals that clearly pose a danger or cause a nuisance to other campers are strictly prohibited. If an animal has such characteristics, the Company and the guest may agree on specific conditions under which its entry may be allowed.

Entry of Potentially Dangerous Dogs (PPP) is permitted only if their owners strictly comply with the current legislation in Spain, particularly Law 50/1999 of December 23rd, Royal Decree 287/2002 of March 22nd, as well as the applicable regional and municipal regulations.



It is mandatory to have a valid administrative license, current civil liability insurance, and to keep the animal on a non-extendable leash no longer than 2 meters, as well as wearing an approved muzzle at all times within the premises.

Additionally, all dogs, whether of potentially dangerous breeds or not, must always be kept on a leash and never be allowed to roam freely, regardless of whether they are in common areas or within their own pitch or private space.

Feeding animals inside Camping Bravoplaya Resort is not allowed. Management has designated specific feeding points (for dry food only) for them.

Pets are not allowed inside the bungalows but are permitted on the pitches.

Maximum of 2 dogs are allowed per camping unit, provided they have a valid health certificate and current civil liability insurance. Dogs must always be kept on a leash and comply with the rules of co-existence: they must relieve themselves outside the campsite, and their waste must be picked up and disposed of in the designated bins, always respecting areas where access is NOT allowed.

**Failure to comply with this rule may result in immediate expulsion from
Camping Bravoplaya Resort.**

Rest and Quiet Hours:

The following are declared rest hours at Camping Bravoplaya Resort:

From 3:00 PM to 5:00 PM: During these hours, guests must avoid all kinds of noise, loud voices, and arguments. Additionally, sound devices (especially televisions and radios) must be adjusted so as NOT to disturb neighboring guests.

From 12:00 AM to 8:00 AM: During these hours, silence must be strictly observed. Vehicle traffic inside the campsite is prohibited, except in exceptional cases such as emergencies or if required by the campsite management. Special care must also be taken with the volume of televisions and radios.

**VISITORS DAY VISITS OR ONE-NIGHT STAYS ARE NOT ALLOWED DURING EASTER,
HIGH SEASON, BRIDGES AND LONG WEEKENDS**

Access to the campsite is exclusively reserved for its registered users. In exceptional cases, management may authorize the entry of family members or friends upon the client's request and under their responsibility, always for a limited, pre-approved time. Visitors must provide valid identification at Reception upon entry, which will be returned when they leave. Any visit lasting longer than half an hour will be considered as a full-day guest, and the visitor will be required to pay the applicable visit fee.

**All visitors must wear the mandatory wristband to enjoy
Camping Bravoplaya Resort and its facilities.**

Vehicle Circulation and Parking:

Inside Camping Bravoplaya Resort, vehicles must limit their speed to 10 km/h. Only vehicles belonging to registered guests are allowed to circulate within the premises. The use of any type of vehicle is limited strictly to arrival and departure; recreational or competitive use—especially of bicycles, scooters, quads, and mopeds—is not permitted.

Motor vehicle circulation is not allowed during nighttime quiet hours. If you return to the campsite during this period, you must park your vehicle outside the Camping Resort and enter on foot.

Use of Electric Scooters or Similar Devices and Personal Mobility Vehicles:

The use of electric scooters or similar devices is strictly prohibited within the campsite. Their use is only permitted for authorized campsite staff as part of their work duties. Vehicles intended for people with reduced mobility are exempt from this rule.

Charging and Storage of Personal Mobility Vehicles (PMVs):

The entry of electric personal mobility vehicles into any enclosed facility within the campsite (restaurant, café, sanitary blocks, reception, bungalows, etc.) is strictly prohibited.

This measure is based on public health and safety concerns due to the risk of fire caused by faulty batteries, improper handling, or the use of unsuitable chargers.

Vehicle Parking:

You may only park within your designated pitch, staying within its boundaries, or at your assigned bungalow or designated parking area. Parking in other pitches is considered a serious violation. If you park in another pitch, you will be required to pay the full rate for the additional occupied pitch. Moreover, if your vehicle obstructs the entry of another guest, your continued stay at the campsite may be reconsidered, as this constitutes a breach of the rules of coexistence.

Messages and Mail:

Guests expecting messages or mail can collect them at Reception in Zone B (beach area).

Exceptionally, and only in urgent cases, security staff will deliver messages directly to the pitches.

Reception of Packages or Certified Letters:

Our reception staff are generally not authorized to receive packages or certified letters. If you are expecting a delivery, it is your responsibility to contact the courier company directly to coordinate the delivery and be present at the time of receipt. In exceptional cases, the recipient may expressly authorize the reception staff to receive a package on their behalf. However, both the company and the staff disclaim all responsibility for any damage, incidents, or loss that may occur.

Additionally, we remind you that packages not collected within 30 days of their receipt will be removed and disposed of from storage, without any possibility of later claims.

Social Media:

Authorized staff at the Camping Resort may take promotional photos and videos of general interest. If you do NOT authorize the capture and use of images of yourself and/or your companions, you may inform the staff of your wish not to appear or to have an image or video removed.

You can also contact camping@bravoplaya.com, and the images or videos will be promptly removed from all media.

Entertainment:

The activities vary depending on the season and are available on the Camping Bravoplaya Resort website and social media. The children's and/or sports entertainers do not provide childcare services, and it is not permitted to leave children under their supervision. The only responsible persons for the children are their parents or guardians.

Restaurants and Supermarket:

These are leased by Camping Bravoplaya Resort to independent operators but are directly subject to the campsite's rules and share the same commitment to quality. Any complaints or requests are welcome and can be sent via email to camping@bravoplaya.com, through the quality survey received by email after your departure, or by filling out the paper survey available at both campsite receptions

Wi-Fi Service:

Camping Bravoplaya Resort has subcontracted its Wi-Fi service to the company Social Strategic Tourism S.L., through which we offer guests free internet access. You also have the option to upgrade to a higher-coverage service (monthly fee) with the same company. If you experience connection issues or wish to subscribe to the upgraded service, please visit Reception.

Self-Service Laundry:

Washing machines and dryers are available for guests and operate with coins (euros) or the WASH-TOUR app. Washing pet items in these machines is not permitted. At the entrance of the campsite (Zone A), there is a dog washing station and a dedicated washing machine for this purpose.

Vehicle Washing Service:

The campsite offers a vehicle washing area for an additional cost, payable in cash.

Chemical Waste Disposal: This service is available at the campsite for an additional cost, payable in cash.

Electric Vehicle Charging Service:

The campsite has subcontracted the electric charging service to the company <https://chargeguru.com/es/>, through which we offer a paid charging service.

ATM Service:

The campsite has subcontracted the ATM service to the company ATM, through which we provide this facility. Contact number: 912 868 448

If you experience any issues with these services, please visit Reception

Garbage Collection:

Upon arrival, you will receive a garbage bag at Reception. Every day from 3:00 PM onwards, the garbage truck will pass by your pitch or bungalow to collect your waste, provided the bag is properly tied and placed at the edge of your pitch or bungalow. A new garbage bag will be left in exchange.

Recycling:

Recycling containers are located at the entrances to the campsite. Only organic waste should be placed in the garbage bag collected by our staff.

Swimming Pools - Hygiene and Access:

Children up to 10 years old must always be accompanied by their parents or guardians. Showering before each swim is mandatory. It is not allowed to reserve sun loungers within the pool area.

The lifeguard is required to remove towels from loungers if they are not being used.

Animals are not allowed in the pool area, and access is prohibited for individuals with infectious or contagious diseases.

Swimwear:

Access to the swimming area in street clothes is not allowed.

Entry to the pools is only permitted with swimsuits, bikinis, burkinis, or swimwear specifically designed for aquatic use. Swimming with clothes, t-shirts, trousers, or any other garments not approved for water use is prohibited.

Conduct:

Smoking, bringing food, and using or carrying glass or crystal containers are not permitted. Only water for drinking is allowed inside the pool area. Running, pushing, or playing roughly in ways that could cause accidents is prohibited. Bicycles or other vehicles are not allowed inside.

Prohibited Materials:

The use of diving masks, snorkels, and fins is prohibited.

The use of inflatable mattresses, large floatation devices, balls, or similar objects that may compromise safety and coexistence in the pool is not allowed, except during activities organized by the camping animation team that require them and always under supervision. Only conventional swimming goggles are permitted. If a user needs to use any of the prohibited items for justified reasons, they must present an official document (e.g., a medical certificate or other valid certification). This document will be reviewed by the camping management, who will assess each case individually.

Hours:

The swimming pools may only be used during the hours established by the campsite. Swimming outside the authorized hours is prohibited.

Gym:

Access to the gym is permitted from 14 years of age and older.

Parking:

The campsite parking areas are exclusively for Resort guests and are subject to a fee. Parking in these areas without first checking availability at Reception is prohibited.

Barbecues:

Wood-fired barbecues are not permitted. Only charcoal barbecues are allowed, and only when weather conditions are suitable, no disturbance is caused to neighbors, and the barbecue is used within your own pitch or bungalow, never on the road or another pitch.

The campsite does not provide barbecues — guests must bring their own.

Campsite Water Fountains:

The fountains throughout the campsite provide drinking water and must be used exclusively for drinking or collecting water — never as sinks or washbasins.

Waste Water:

Containers with waste water must be emptied only and exclusively at the designated chemical toilets or using the Camper-Clean machines located in both areas of the campsite.

Facility and Service Hours:

These hours may vary depending on the time of year and the season. Updated schedules are available on the information boards and at Reception.

OBLIGATIONS: Campers and guests of this campsite are required to:

- a) Comply with the specific rules and instructions set by the campsite management to maintain order and proper functioning of the site.
- b) Respect the plants and facilities, using them appropriately.
- c) Observe basic rules of coexistence, morality, decency, and public order.
- d) Inform the campsite management of any cases of fever or contagious illness they become aware of.
- e) Leave the campsite once the agreed stay period has ended, unless an extension is mutually agreed upon with the management.
- f) Dispose of garbage and waste in the designated bins to help keep the campsite clean.
- g) Leave the pitch or area where the tent or caravan was set up in the same condition it was found, taking special care to remove any ditches or earth modifications made.
- h) Hand in any lost property found to Reception.
- i) Keep the volume of radios and televisions at a moderate level so as not to disturb other guests.
- j) Keep pets on a leash and ensure they have valid health documentation. Owners must collect their pets' waste and prevent them from urinating inside the Resort.
- k) Wear the identification wristbands visibly at all times throughout the campsite, including common areas and sports facilities. Security personnel and other staff are authorized to enforce this rule for the benefit of all guests.
- l) Parents are responsible for their children during all activities and throughout all areas and facilities of the campsite.

PROHIBITIONS: Campers and guests of this campsite are prohibited from:

- a) Disturbing the rest of other campers during designated quiet hours.
- b) Playing games or engaging in sports that may disturb other guests.
- c) Lighting fires or using wood for barbecues.
- d) Being accompanied by animals that clearly pose a danger or nuisance to other campers.
- e) Feeding wild cats.
- f) Carrying weapons or objects that may cause accidents.
- g) Leaving trash or waste outside the designated containers, especially throwing it into fountains or public areas.
- h) Bringing non-registered guests into the campsite without prior authorization from the campsite management.
- i) Hanging clothes in unauthorized areas.
- j) Installing any type of fencing or enclosures on the pitch used by the camper.
- k) Performing any actions that may damage the property, hygiene, or appearance of the campsite.
- l) Riding bicycles, scooters, quads, or mopeds without lights after dark, and never after 10:00 p.m.
- m) Disturbing neighbors with the noise from televisions or radios, or with smoke from barbecues.
- n) Pruning, cutting, or damaging the plants and trees in the Resort is strictly forbidden. Tying ropes to trees is also prohibited unless they are properly protected beforehand. All such attachments must be removed before departure.
- o) The use of any type of fireworks is strictly prohibited inside and around the campsite.
- p) Access and use of the swimming pools is prohibited for children under 10 years old unless accompanied by an adult. Access to the gym is prohibited for those under 14 years old.
- q) Installing awnings or curtains on any pitch is prohibited, as well as the use of tarpaulins unless they are black in color.
- r) It is forbidden to tie windbreaks to hedges. A minimum distance of 50 cm from the hedge must be maintained so that campsite staff can carry out scheduled maintenance.

s) Guests are expressly prohibited from installing elements that do not correspond to the temporary, personal, and usual use of campsites or that negatively affect the touristic image of the establishment. In particular, it is not permitted to install floors, fences, sinks, household appliances, or any other item that, due to its fixed nature, conveys an image of permanence at the campsite. The installation of such elements constitutes sufficient grounds for termination of the accommodation contract, regardless of its type, without any right to compensation.

t) The company reserves the right to make last-minute changes to the assigned pitch or bungalow, regardless of what was previously reserved.

Sanctions:

Any camper who violates any of these prohibitions, fails to observe basic rules of courtesy and social coexistence, or, in general, does not respect the principles of civilized behavior, WILL BE ASKED TO LEAVE THE PREMISES. If the camper refuses to leave peacefully, assistance from law enforcement authorities will be requested. This will be without prejudice to any financial penalties or other measures that may be imposed by the competent authority.

Insurance:

The campsite complies with all current regulations regarding supervision and security. However, the company is not responsible for any damages caused by weather conditions or natural disasters (such as floods, storms, hail, fire, force majeure, etc.).

Campers staying at Bravoplaya who attend our shows and events are solely responsible for their belongings and for any damage that may occur for any reason (water, falls, theft, loss, etc.).

The Management declines all responsibility for any theft, accident, or damage to belongings or persons. Valuable items can be stored in the safety deposit boxes available at the reception.

At the Camping Reception, official complaint forms are available where guests can record any claims or complaints they consider necessary. Additionally, you can fill out the satisfaction survey available at the reception, which we greatly appreciate and take very seriously.

**THANK YOU IN ADVANCE FOR YOUR ATTENTION AND FOR COMPLYING WITH THE REGULATIONS
CAMPING RESORT BRAVOPLAYA**

Bravoplaya

CAMPING - RESORT ★★★★★

INFORMACIÓN Y RESERVAS

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