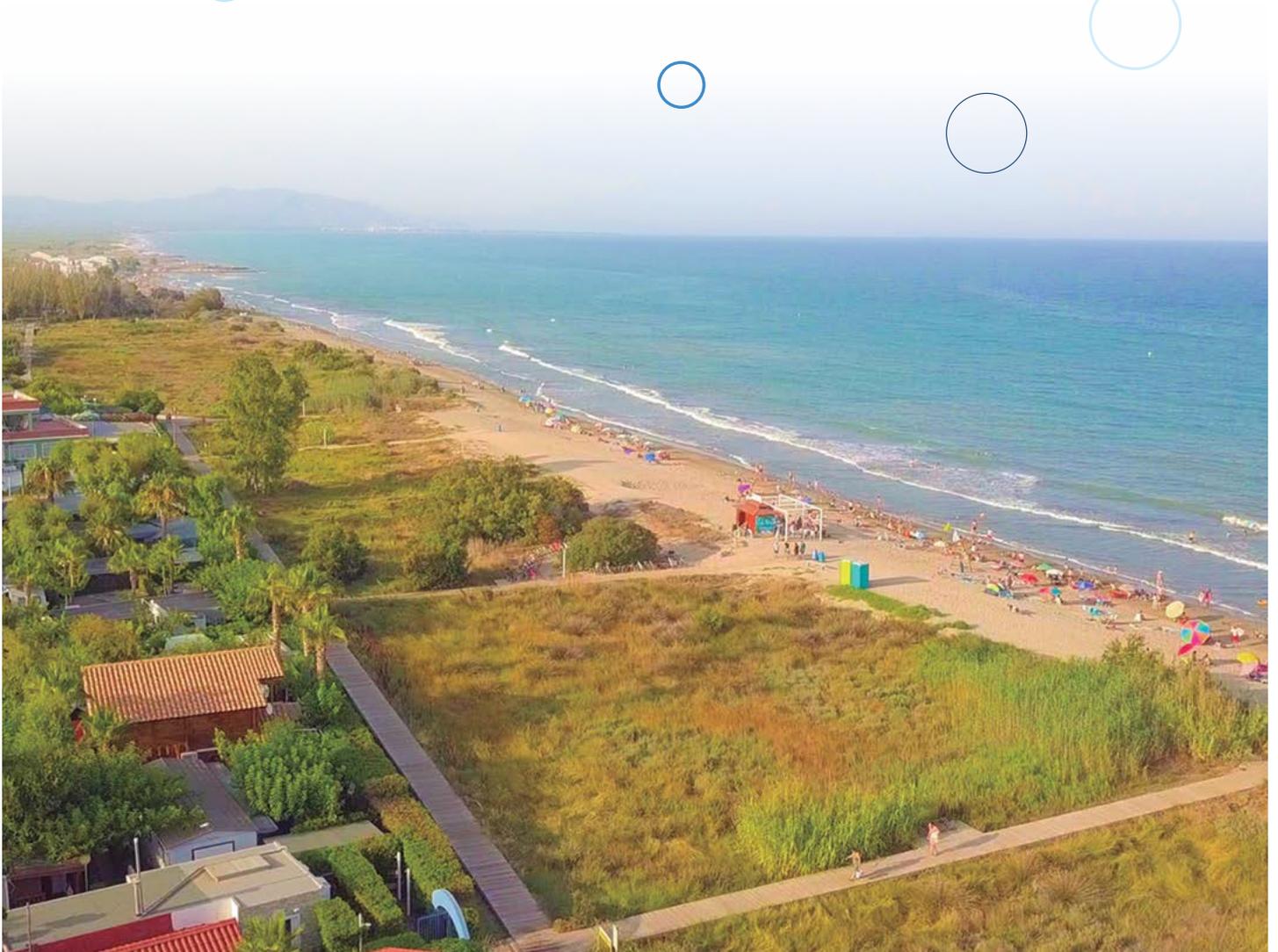


Bravoplaya

CAMPING - RESORT ★★★★★

INTERNAL REGULATIONS

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This Regulation contains, among others, the rules for the use of Camping facilities and the rights and obligations of the guests, according to the Decree 6/2015 of January, of the Consell, regulator of the Camping's. All persons entering the campsite are obliged to comply with the deposition of this Regulation and the Spanish legislation, that regulates the camping for tourists.

The access to this Camping and the use of the facilities is exclusively for the guests accommodated there.

The right of entry is reserved

No persons will be accepted at the campsite, or they will be evicted, if necessary, with the assistance of the Camping guards, if there is a reasonable supposition, that they do not respect the norms of coexistence, morality or decency, or they intend to use it for purposes other than the activities typical of a Campsite. The right of entry is also reserved, for those who want to occupy or are occupying a plot/premises with their property/accessories, which are obviously out of proportion to the number of authorized persons who are allowed to make use of it. Admission is not permitted to persons who are debtors of the company, because they have not paid the services already provided and their due amount has not been paid in its time.

Minors may only enter the campsite accompanied by at least one adult with custody, who is also responsible for their actions.

Identification bracelet

The use of an identification bracelet on entry is mandatory for security and for a good service to our customers

Check-in

In order to enter the campsite, it is obligatory to present a valid ID card or passport, and the completion of the documents requested by the Spanish authorities at any time. The installation of tents, caravans and vehicles can only be done on the plots that are assigned upon arrival, at the reception of the campsite or have been reserved in advance. Site changes must be authorized in advance.

Plots

All plots are defined and designed to be used without invading the road. In particular, and in accordance with the Tourism Sector Ordinance " ...It is expressly forbidden for guests to set up elements on the plots that are not related to the temporary, proper and regular use of the plot during their stay at the campsite, or that disturb the overall appearance of the facility. In particular, no flooring, fences, kitchen sinks, household appliances or other elements, which convey an image of permanence. Putting up, before mentioned elements, is reason for termination of the contract, regardless of its modality and without any right to compensation. The reason for the dissolution/termination is stated in the procedure rules of the company and can be exercised, after prior warning of the guest and his refusal to remove the installed equipment." "(Art. 54 des Dekrets 6/2015)

Bungalows/Mobil homes

On the day of your arrival you must make a deposit of €100, as an additional guarantee, with a valid visa card, for any damage that may be incurred to the bungalow and its contents. You must leave the bungalow the way you found it at your arrival. The day of your departure, the bungalow will be checked by the camping staff and after their authorization, the deposit of 100 € will be refunded the next day. In the event that the condition of the bungalow requires additional cleaning, you will be charged 25 € (including VAT) for an additional cleaning hour, which will be decided by the expert staff.

All bungalows have kitchen utensils and linens (including woollen blankets).

Towels only in bungalows with bathroom.

Weekly change of bed linen and towels.

Smoking is not allowed in the bungalow.

Pets are not allowed inside or outside the bungalow/mobile home.

Arrival and departure time

You have the right to occupy your assigned plot after 13:00h and your assigned bungalow after 15:00h and you are required to leave the plot or bungalow at 11:00h on the day of your departure.

Prices and discounts

Current prices are available at the campsite receptions and on the website. The cost of your stay must be paid in advance and paid in full at the time of entry to the campsite.

The campsite sets a minimum price per plot in the medium- and high season, to which then, at least, two adults must be added.

The campsite offers discounts, depending on the season. In addition, the campsite offers special prices for pensioners in the low season.

Discounts on our price list cannot be combined with Discount Camping Cards (for example ACSI or ADAC).

***Except: -**

In this campsite the concept "Except" is used to describe the persons who are completely dependent on another person, to move around the campsite and get access to the facilities.

Reservation. - The campsite accepts reservations for plots and bungalows throughout the year.

Reservations for medium- and high season

Plots. - Summer, minimum stay of 7 days and Easter week minimum stay 4 days.

Down payment of 100 € per * bank transfer, stating the number of your pre-reservation. From this moment and up to 60 days before the arrival date, you have time to cancel your reservation and get back 90% of the deposit, otherwise, the pre-reservation will be converted into a formal reservation and you will have to pay 50% of the cost of your entire stay, via the online check-in (you will be reminded

of that by email). During this step, you are also offered the opportunity to take out a cancellation and/or interruption insurance, which is based on the total cost of your stay. If you decide, to not take advantage of that, there is no subsequent possibility of refund by the campsite. The outstanding amount of your stay has to be paid on your arrival day. On the day of arrival, you are entitled to your plot from 13:00h to 22:00h and you must leave it on the departure day before 11:00h.

Bungalows

Summer, minimum stay of 7 days and Easter week minimum stay 5 days.

Down payment of 200 € per * bank transfer, stating the number of your pre-reservation. From this moment and up to 60 days before the arrival date, you have time to cancel your reservation and get back 90% of the deposit, otherwise, the pre-reservation will be converted into a formal reservation and you will have to pay 50% of the cost of your entire stay, via the online check-in (you will be reminded of that by email). During this step, you are also offered the opportunity to take out a cancellation and/or interruption insurance, based on the total cost of your stay. If you decide, to not take advantage of that, there is no subsequent possibility of refund by the campsite. The outstanding amount of your stay has to be paid on your arrival day. On the day of arrival, you are entitled to your plot from 15:00h to 22:00h and you must leave it on the departure day before 11:00h.

*** For more information on booking conditions and/or reservations during low season, please refer to reservas@bravoplaya.com**

Long term stays

A long term stay is considered to be that which exceeds the month. In this case, you have to pay a corresponding monthly rate. Your arrival date is considered a payday, which then also applies to the following months. The bungalows are checked monthly by our staff for their proper use.

Electricity consumption

On the day of your arrival and departure, the electricity counter of your accommodation bungalow / pitch will be read. The price included 8,33 kw/day (250 kw/month). Extra Electricity will be charged at 0.25 € per kw.

Entry of pets

The entry of pets, that may pose danger to/or cause inconvenience to other camping guests, is prohibited. If the animal has such characteristics, the camping can negotiate conditions with the guest that make an entry possible.

Pets are not allowed in the bungalows, on the pitches yes, but always with a valid pet passport and liability insurance. There are only two dogs per pitch allowed.

Dogs must always be on a lead and comply with the rules of cohabitation, their needs (excrement and urine) must be done outside the campsite, it must be collected in bags and dumped in a garbage bin, they must at all times respect the areas to which their access is denied.

The violation of this standard may imply immediate departure from the campsite.

Absence from the campsite for a day or more

Caravans/mobile homes and tents are not allowed on the plots, without the occupants being at the campsite daily. If the guest intends to leave the campsite and leave the tent, caravan/motorhome or vehicle at the campsite, they are obligated to inform the receptionist, who can accept the absence under certain conditions and circumstances, or force the guest to leave the plot with everything he owns. In any case, the minimum price to be paid in the absence of the occupants corresponds to two persons and the plot. The management reserves the right to dismantle those plots, whose occupant have not previously reported their absence to the reception.

Hours of rest and silence

The following times are declared hours of rest in the Camping:

FROM 15.00H TO 17.00H IN THE AFTERNOON: During this time, we ask the guest to avoid any kind of noise, voices, discussions, sound devices (especially televisions and radios) must be set so that they do not cause inconvenience to the neighbours.

FROM 24:00H TO 08:00H IN THE MORNING: During these hours, the rest period is increased, the traffic of vehicles within the campsite is prohibited, exceptions are granted in emergencies or for any special necessities. Special care is requested for the volume of televisions and radios.

Visitors

Access to the campsite is reserved exclusively for the users of the campsite. In exceptional cases, the management, at the request of the guest and under his responsibility, may authorize the access of relatives or friends, always for a limited time, previously agreed. Visitors are in any case obligated to present their identity card/passport at the reception, which they pick up on departure. In any case, a visit lasting more than half an hour means that the visitor is considered a guest for one day, in which case the cost of the visit must be paid. In the pre- and high season, visitors must also wear a bracelet to be able to use the campsite and its facilities.

Circulation and parking of vehicles

Within the campsite, the vehicles must limit their speed to 10 km/h. Only vehicles that are registered with the guests may drive on the campsite. Within the campsite, the use of vehicles of all classes is limited to the arrival and departure of the guests, avoiding in consequence, the sporting or leisurely use of those, especially in what refers to bicycles and motorcycles. It is forbidden to drive around the campsite during the night. If you return to the campsite at a later time, you must leave the car outside the campsite and walk in.

You can only park on your plot, within its limits and in front of your bungalow, or on a paid parking lot, assigned for this purpose. **Parking on an unoccupied plot is considered a serious offense.** In case you park on a different, empty plot, you will have to pay the cost of the additional plot that you occupy. Should your parked vehicle impede the access of another guest, the car owner's stay in the campsite will be assessed, as this would violate the rules of coexistence.

Messages and emails

Guests waiting for messages or mail can pick them up in the mailboxes at the reception on the beach side. Only in exceptional cases, are the messages forwarded to your plot by the security staff.

Reception of parcels or registered letters

Our reception staff are generally not authorized to accept parcels or registered letters. The person waiting for a package or a registered letter should contact the carrier to know the time of delivery and thus be present at the time of its arrival. In any case, you can authorize our reception staff to receive them, but neither they nor the company are responsible if your package is damaged, does not contain what was expected or was lost.

Social networks

Authorized camping personnel can take photos or videos for advertising and public use. If you do not want to participate, you can let employees know that you have a picture or video, in which you or persons whose guardian you are, appear and that it should be removed. You can also contact camping@bravoplaya.com and they will be removed from the media immediately.

Animation

It varies according to the season and can be seen on the Camping website and in social networks. The children and/or sports entertainers **do not have the function of a day-care centre**, it is not permitted to leave children to their responsibility. The only ones responsible for the children are their parents or guardians.

Restaurants and supermarket

They are rented by the Camping to independent operators, but are directly subject to the rules of the campsite and the same commitment to quality. Complaints or requests can be made, and we thank you for your opinion, by e-mail to camping@bravoplaya.com or via the quality survey you receive by e-mail after your departure, or filling out the survey sheet which is at your disposal in the Camping receptions.

Wifi service

The Camping has subcontracted the Wi-Fi service to the company "Social Strategic Tourism S.L" through which we offer you a free service. You also have the possibility of contracting more coverage through the same company, please go to reception if you have connection problems or want to hire a superior service.

Garbage disposal

On the day of arrival, you will be given a garbage bag at the reception. From 15:00h onwards, a garbage truck drives daily through the campsite and picks up the tied-up garbage bags (open ones are not taken!) from the plots and bungalows. Please deposit it, close to the road on your plot/bungalow. They will leave you a new garbage bag for the next day.

Recycling

At the entrances of the campsite there are recycling containers. If you want to recycle, you should only put biowaste in the garbage bag provided by our staff.

Swimming Pools

It is not allowed to access the swimming pools after the established opening hours. Children up to 10 years should always be accompanied by their parents or guardians. Smoking is not allowed, as well as the use of glass or crystal containers. **It is not allowed to reserve sun loungers**; the lifeguard is instructed to remove towels from the sun loungers if he determines that they are not being used.

Barbecue

Barbecuing with firewood is not allowed, only with charcoal and if the atmospheric conditions allow it and it does not bother the neighbours. You can only grill on your plot or in front of your bungalow, not on the streets or another, unoccupied, plot.

Fountain on the Camping

The wells provide drinking water and may only be used to drink or collect water, they should NOT be used for washing dishes, laundry or for emptying dishwater.

Self-service washing machines

The Camping offers self-service washing machines and dryers, working with Euro coins. In these washing machines, it is not permitted to wash pet accessories, for that we have an extra washing machine in the dog wash salon.

Waste water

The cassettes with faecal water may only be emptied in the designated chemical WCs or in the CamperClean machines (there is one on each side of the camping).

Opening hours of facilities and services

The opening times vary depending on the time of year and season and can be found on the information boards and at the reception desk.

Obligations

These are the obligations of all guests who use this campsite.

- a) To follow the rules established by the owner of the campsite, which are intended to maintain order.
- b) to respect the plants and green spaces, through proper use.

- c) To observe the basic norms of coexistence, morality, decency and public order.
- d) To inform the management about possible cases of fever or infectious diseases.
- e) To leave the campsite at the agreed time, unless an extension is mutually agreed upon by the company and the guest.
- f) To throw garbage or rubbish into the designated dustbins, to keep the campsite clean.
- g) To leave the plot, on which the tent or caravan/motorhome was placed in the same condition in which it was found, paying special attention to removing possible ditches or moved earth.
- h) To leave lost items that were found at the reception.
- i) To keep the volume of radios and televisions moderate, so that the neighbours are not disturbed.
- j) Pets must be kept on the plot and when walking with them, on a leash and carry a valid health card/animal passport. The collection of excrement is mandatory. Maximum 2 dogs per pitch.
- k) It is obligatory to wear the identification bracelets throughout the campsite, public areas and sports facilities, and clearly visible. The security staff, as well as other campsite staff, can insist on compliance with this point of the regulation, for the benefit of all guests.
- l) At the campsite, parents are responsible for their children, in all the activities they attend, as well as in all facilities.

Prohibitions

For the guests who use the camping, the following is prohibited:

- a) During the specified time of silence, disturb the peace of other camping guests.
- b) To play games or sports that might disturb other camping guests.
- c) To light charcoal or firewood, except in properly conditioned grills and far from any combustible object.
- d) To bring pets to the campsite, that are considered dangerous and could be a threat to other campers.
- e) Feeding the wild cats.
- f) Wearing weapons or objects that can cause accidents.
- g) Dispose of waste residues outside the designated dustbins, especially not in the wells or on public roads.
- h) Bringing in people who are not housed at the campsite, without the prior permission of the management.
- i) Hanging up the washing in unauthorized places.
- j) Put up any type of fencing on the plot.
- k) Performing activities that may affect the property, hygiene and appearance of the campsite.

- l) Riding a bike without light at dusk and after 21.00 o'clock.
- m) Disturbing neighbours with too much noise from televisions and radios or the smoke of barbecue grills.
- n) It is strictly forbidden to prune the plants and trees of the campsite, cut or break off parts. No ropes should be tied around the trees without first protecting them. All types of ropes that have been installed must be removed before departure.
- o) The use of fireworks of all kinds inside and outside the campsite is prohibited.
- p) Children under 10 years of age, are not allowed to use the swimming pools unless accompanied by an adult. Children under 14 are not admitted to the gym.
- q) Installing sunroofs or curtains, as well as installing non-black Raphia is prohibited.
- r) It is forbidden to tie a windbreak to the hedges. A distance of 50 cm from the hedge must be observed, so that the camping personnel can carry out the necessary maintenance work.
- s) It is expressly forbidden that guests put up elements, that do not correspond to those of temporary use (only those usual for a stay at a campsite) and/or interfere with the tourist image of the establishment. In particular, it is forbidden to install floors, fences, sinks, household appliances and other elements on the plots which, by their nature, convey a picture of permanence at the campsite. Their installation constitutes sufficient cause for the resolution of the accommodation contract, regardless of its modality and without any right to compensation.

Sanctions

The camping guest, who violates any of these prohibitions and does not follow the instructions of the management, thus violates the basic norms of educational standards and social coexistence, and in general, does not respect the principles of civilized life, **WILL BE ASK TO LEAVE THE SITE**, and if he is unwilling to do so peacefully, he may be evicted by the management. All this without prejudice to the financial situation and all types of measures that could be imposed by the competent authority.

Insurance

The company is not liable for damage caused by storms, hail, fire, cases of force majeure, etc. The management refuses any responsibility in case of theft, accidents or damage to things or persons. Valuables can be deposited in the safe, which is installed in the reception/cash desk.

At the reception of the campsite, official complaint forms can be obtained, in which the user can state his claims or complaints that he deems appropriate. For this purpose, you can also fill in a satisfaction survey form which is available at the reception and which we greatly appreciate and consider.

Bravoplaya

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INFORMACIÓN Y RESERVAS

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