



Camping El Naranjal

Camí Dels Morers nº15

C.P. 03730 Jávea Alicante

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CAMPING INTERIOR REGIME REGULATIONS

GENERAL DISPOSITION

Campers staying in this camp are obliged to comply with the provisions of these regulations and the Spanish laws that regulate tourist camping and which are displayed in the reception office of this campsite

INFORMATION

In the office the regulatory information and that which is judged to be of interest to campers, operating season, official price posters, schedule tables, plans of the camp with the situation of facilities and services are displayed

TIMETABLE

RECEPTION: Mornings from 9:00h. to 14:00h. – Afternoons from 15:00h to 20:00h.

ENTRANCE TIME TO THE CAMPING PLOT: From 12:00h. (if the plot is free and ready before 12:00h. it can be accessed) and until 20:00h. **Departure time: Before 12:00h.** After this time, if departure has not occurred, an additional charge for the stay will be generated. The stay ends on the day of **departure at 12:00h.**, once it is finished you will not have the right to use the camping facilities (toilets, swimming pool, etc.)

ENTRY TIME TO THE BUNGALOW: From 17:00h to 20:00h. maximum. **Departure time: before 11:00h** After this time, if departure has not occurred, an additional charge for the stay will be generated.

RIGHT OF ADMISSION AND STAY

It is subject to the provisions of article 26 of the ordinance of July 28, 1966.

For these purposes, only campers will be considered and, therefore, those who, provided with the corresponding equipment to practice the camping activity, stay at least one regulatory day will be able to stay in this Camp.

CAMPERS REGISTRATION

To access or stay in this camp, it is mandatory to present at the reception office a valid passport or national identity document for anyone **over 14 years of age**, which proves the identity of the person and fills out the documentation or entry part required by the national authorities. Community foreigners: Passport, ID from the EU member country, Spanish residence permit. Outside the EU, passport.

Entry to the campsite by minors **under eighteen years of age**, unaccompanied by their parents, **is not permitted**. They will not be able to access the campsite even with authorization or supporting documents, or an adult holder will be able to take charge that day and leave, minors under age can never be alone.

Groups of people under 25 years of age will not be admitted without a person over this age who is responsible for ensuring that they comply with the bungalow camping regulations.

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CHILDREN/MINORS.

Parents or adults who come accompanied by children must be aware of them, so that they **DO NOT** play in the toilets, **DO NOT** create disturbances in other people's plots and maintain silence after 24 hours.

They must enter the pool accompanied by an adult when they do not know how to swim or are under 7 years old.

ANIMAL ENTRY

It is prohibited for campers to bring animals into the campsite that clearly pose a danger or cause inconvenience to other campers. They must comply with all the particular provisions established in this regard, especially those concerning potentially dangerous breeds (dogs classified as a **PPP** dangerous breed are not admitted to the campsite), show the required documentation, both governmental and health, and have them permanently tied and do not leave them alone, with the owners being responsible for any damage they may cause. In case of repeated complaints, they must leave the campsite. Mandatory to remain tied in the plot. A maximum of 2 pets are allowed per pitch.

RATE, FEES THEREOF:

The price rates for accommodation and complementary services will be paid by the campers at the Camping Office or at the place of use of the latter.

A) Regardless of the agreed length of stay, companies may require clients to pay for the services provided, within the deadlines previously determined by them.

Payments for the different accommodation rates will be computed per day, according to the number of overnight stays, accruing in any case, at least, the amount corresponding to one day and it being understood that the last, or departure day, **ends at TWELVE HOURS**, in the case of bungalows before **ELEVEN HOURS**. After this time, if departure has not occurred, an additional charge for the stay will be generated.

B) Once check-in is done, no amount of the total amount of the planned stay will be refunded.

In the event that it occurs when the client decides once here to vacate the campsite before the scheduled departure date, he or she will not be entitled to a refund of the amount corresponding to the remaining days of the stay. In no case

It will be accepted to save the money for future reservations due to a modification without documented justification by the client and/or by mutual agreement with the company.

C) Rates with/without offers are non-refundable and do not allow changes, cancellations or refunds. Once installed on the plot or accommodation, no amount of the total amount of the planned stay will be refunded.

D) If the camper intends to be absent from the campsite and leave the tent or caravan in the camp, he will be obliged to pay during the time of his absence the corresponding authorized price for the tent or caravan, plus the stay for the number of people who normally occupy said tent or caravan.

E) Campers who intend to leave before the opening time of the reception office must settle their account the day before, before 20:00h.

F) In case of non-payment or abandonment, the Camping Management may move the camping items to a new location outside the camping area without the security conditions offered at the campsite, to leave the plot free and expedited.

HOURS OF REST AND SILENCE:

The rest hours in this tourist camp are as follows:

From 24h. At night: until 8:00h. in the morning. And from 14:00h. to 17:00h.

During the aforementioned hours, dedicated to the rest of the campers, the client will avoid all kinds of noise and the circulation of vehicles is prohibited, in order to achieve total silence.

VISITOR PROHIBITION

Access of people **NOT** staying in the camping area is not allowed without having been identified at the address. And remaining under the responsibility of the camper.

Any visit to the establishment by people who are not staying there must be consulted and authorized by the campsite with prior notice from the owner of the stay. Any person outside the campsite must identify themselves at the office and pay the corresponding price for the visit (**it is considered a visit once they spend 60 minutes on the plot**), whether they are the visitor or the owner of the site.

CIRCULATION OF BICYCLES, SCOOTERS AND CAR PARKING

Inside the campsite, vehicles will limit their speed to 10km/h. Vehicles other than those belonging to the campers may circulate.

Vehicle circulation will be prohibited during the hours of night silence (from midnight to 8:00 a.m.). Any vehicle that arrives at those times must remain outside the campsite until the next day.

Campers must observe the prohibitions on parking in: other people's plots and in areas that hinder the movement of campers, always leaving the roads free of access.

Bicycles: The use of bicycles is not allowed in the campsite after 22:00h. If you arrive at the campsite after this time, you must walk with it through the campsite to your plot.

Electric scooters:

Electric scooters in campsites and **the risks that a possible fire entails during the charging process. "It is prohibited inside any of the closed facilities in the campsite (restaurant, cafeteria, sanitary blocks, reception, and especially bungalows...),** the introduction of any personal mobility vehicle in any of its modalities: Two-wheeled electric scooter wheels, electric unicycle, Segway, Hoverboard, electric skateboard, and any other that may fall within the aforementioned definition, electric or with batteries, with the exception of vehicles for people with reduced mobility. This measure responds to public health and safety criteria, based on the dangerous situation derived from fires caused by batteries, due to manipulation, damage or the use of inappropriate chargers. Failure to comply with this measure may result in the user being expelled from the camping facilities."

“Circulation with electric scooters, unicycles or other personal mobility devices within the campsite must be carried out exclusively on its road (not on sidewalks, nor in pedestrian areas, toilets, sinks, plots, etc.), in accordance with the signage and speed limitations established on the roads for any other type of vehicle, maximum limit of 10 km/h and until before sunset, to be visible. Specifically complying with traffic regulations.

OBLIGATIONS OF CAMPERS

Submit to the particular prescriptions of the company that owns the camp, aimed at maintaining order and good regime at the camp.

Respect the plants and facilities in good use of the services.

Observe the usual rules of coexistence, morality, decency and public order.

Report any cases of febrile or contagious illness that you are aware of to the camp management.

Leave the accommodation once the previously agreed time has ended, unless it is extended by mutual agreement between the company and the client or, failing that and in case of force majeure, the continuation of the enjoyment of the accommodation is authorized by the regulatory authority.

Campers must comply with the regulations and guidelines adapted to the campsite against **COVID-19**. Upon arrival, they will receive instructions regarding the contingency plan applied to reduce hygienic-sanitary risks, taking absolute responsibility for compliance, both for their own part as well as the rest of the members of the room. Parents will be responsible at all times for their children to comply with the guidelines. And they will watch over them at all times.

RESPONSIBILITIES

Since the Camp complies with all that regarding day care and surveillance exists in the current regulations on the matter, the company is not responsible for thefts and thefts of any kind of importance that may occur, unless they were deposited in a safe. of the establishment, Your collaboration is requested in this regard, taking appropriate precautions to safeguard your belongings and interests. The company is also not responsible for any damage that may occur as a result of fire, caused by the campers themselves or atmospheric incidents.

PROHIBITIONS

Campers staying in public tourism camps are prohibited from:

A) Disturb the rest of other campers during the designated hours.

B) Play games or sports that may disturb other campers.

C) Light a wood fire or otherwise do so outside the place designated for this purpose.

D) Being accompanied by animals that clearly pose a danger or nuisance to campers, or not having obtained prior authorization for any other.

E) Carry weapons or objects that can cause accidents.

F) Abandoning waste or garbage outside the containers intended for this purpose and especially throwing it into fountains or public roads.

G) Introduce people not staying there into the camp without prior authorization from the campsite management.

H) Hang clothing in prohibited places.

I) The installation by clients of elements that do not correspond to those for temporary, typical and habitual use of the stay at the campsites and/or damage the tourist image of the establishment is expressly prohibited. Specifically, floors, fences, sinks, plants, flowers, pots, appliances and any other element that, due to its fixation, conveys an image of permanence in the campsite, cannot be installed on the plots.

Its installation by the client constituting sufficient cause for the termination of the accommodation contract, whatever its type, without the right to any compensation.

J) Organize parties without authorization from management.

K) Take electrical energy from high or low street lamps, only intended for camping lighting, or from sockets in the toilet area.

L) Use the sinks to wash your feet, wash clothes or others.

M) Use the showers to clean diving or other suits and for animals.

N) Wash cars inside the campsite.

O) Drive nails or cut branches into trees.

P) **CONDITIONS OF USE** For barbecues, only with charcoal and you must bring your own, with the condition only if the weather allows it in the road in front of it along with a container of water for safety.

Q) The entry of dogs or other animals into the gym, pool and bungalow.

A) Going topless in the pool is not allowed.

S) Accommodations/Plots: The occupancy of the accommodation/plot will be limited to the number of people indicated in the reservation confirmation and according to the capacity of the accommodation itself. It may not exceed the specified maximum capacity at any time, even if it is a visit. Tourism does not allow more people to stay than what is allowed in the accommodation/plot for safety reasons. Babies, children and adults are counted in the same way.

SANCTIONS

Any camper who contravenes any of these prohibitions must not comply with the instructions of the campsite management. If you fail to comply with the basic rules of education and social coexistence and in general do not respect all the principles of daily and civilized life, you will be invited to leave the land and if you do not do so you may be expelled from the campsite by the campsite director, who will request the assistance from the authorities' agents, if necessary, to comply with the sanction, in accordance with current tourism regulations. Smoking is not allowed inside the bungalow, if you do so you will have to pay a penalty of €100.00€. If it is detected that smoking has occurred inside the bungalow, the deposit will not be returned directly.

The bungalow deposit is left as a guarantee for the conservation of belongings and cleaning. The accommodation must be left in the same conditions of order and hygiene as on the first day, otherwise it will be subtracted from the deposit if it is not found in the indicated order upon inspection.

GENERAL RULES

The campsite reserves the right to change the programming of entertainment activities according to the needs of the campsite at any given time. The activities described on the website are indicative with the aim of informing about the existing possibilities. They do not imply a commitment on the part of the campsite to have these activities available at all times.

If the client has a request about a specific plot or a preference, we will try to satisfy the client's request, but we cannot guarantee 100% until the day of arrival the plot they will have, since the plots are rented based on the plan. of reserves. The plot that will be delivered to you once here will have similar conditions and if it is not to your liking, you can choose the one that best suits you from the availability that day.

The campsite reserves the right to cancel a reservation within 48 hours of confirmation if any rate or minimum stay error is observed, always communicating this to the client and paying the advance payments made free of charge.

Modifications to the reservation (changes in arrival or departure date) will be subject to the availability that the establishment has for the modification proposed by the client. Any modification or cancellation must be requested in writing before coming to the establishment.

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SANITARY ROOMS: The bathrooms will have an entrance door and an exit door. To abandon the bathrooms in one direction only. The common bathrooms are for exclusive use by clients who do not have these services in their camping accommodation

(Clients staying in a bungalow/mobile home are prohibited from using them). The use of flip-flops or booties is recommended for showers.

GYMNASIUM: ENTRY ALLOWED FROM 16 YEARS OLD.

Capacity limitation with only one person. Or, being from the same family unit, there may be two maximum users. They will have a spray disinfectant at their disposal to apply before and after using each machinery or utensil. They must have their own towel, sports clothing and sneakers. NO flip flops or other footwear.

LIBRARY and WIFI FREE ZONE: Limitation of a maximum of 3 users. Open during the same reception hours

POOL: You will not be able to move around, nor reserve hammocks.

If the hammock is left for a period of 15', another person will be able to use it.

The use of the shower will be MANDATORY before entering the body of water. Diving/swimming goggles with glass cannot be used.

The pool is only open in high season.

CHILDREN'S PARK: Children over 10 years old will not be able to use the park. Children under 5 years old must be accompanied by an adult.

INFECTIOUS VIRUS RULES: If a person has symptoms compatible with the disease (cough, fever or feeling of shortness of breath), and if they have travelled to a risk area or have been in close contact with a diagnosed person, they must be notified. at the Health Center telephone number; 900 300 555 (C. Valenciana), +349666428150 (Jávea), will also inform the company. Until the health authorities intervene, respiratory hygiene measures must be taken to the extreme (mask or covering mouth when coughing...), hand washing, and social distancing (avoiding contact or proximity to other people). You must wear a mask. It is recommended to stay in your plot/bungalow, with ventilation, preferably outside and with the door closed in calm and good ventilation. Distance yourself at least 2 meters from other people with a mask. The management of the campsite is committed to rigorous compliance with everything provided in this Document and to undertake all other measures that are considered necessary and appropriate in order to guarantee the safety and well-being of all users and workers of the campsite, and to avoid in at all times the risk of contagion by COVID-19 during the performance of all the processes included in the camping's own activity. That beyond full compliance with the guidelines issued in this document, **El Naranjal is not responsible for those infections that could take place outside of it and were imported into our campsite, being exonerated from any responsibility.** If the client does not comply with the guidelines implemented, informed and accepted during their stay. The campsite management will decide to interrupt your stay and invite you to leave the campsite. After having carefully read the information, the client is aware of the measures involved, and with my signature on the stay form I ACCEPT the consequences and additional expenses that the measures for the management of Covid-19 may entail, in the in case you do not have insurance that covers it.

The use of the mask is mandatory in the closed common areas of the campsite (reception, toilets, laundry rooms, laundry), throughout the campsite or in the same pitch or bungalow it is not mandatory.