



## GENERAL CONDITIONS OF CONTRACT

### BUNGALOW BOOKING CONDITIONS

- It is possible and advisable to check-in online.

The minimum stay in bungalows and wooden cottages that can be booked in high season will be 7 nights and 2 nights in low season as a general rule. The low season minimum will vary on long weekends and holidays, and may be regulated by the campsite management to a minimum of up to 4 nights. The user must pay the full amount of the agreed stay upon arrival. Once the reservation has been confirmed, any change of date will be subject to the modification policy.

- The bungalow will be occupied for the dates indicated on the reservation form. The user must pay the full amount of the agreed stay upon arrival. Once the reservation has been confirmed, any change of date will be subject to the modification policy.

- **1 PET IS ALLOWED.** The access and stay of potentially dangerous animals is prohibited according to the normative and regulatory provisions, even if they have a license.

- The client must pay 30% of the total amount of the stay as a deposit for the reservation and the rest upon arrival, when the keys are handed over.

- The reservation will be held until 12 noon on the day after the scheduled date of entry. After this time, if there is no news from the client, the reservation will be cancelled and the amount paid will be made available to the company.

- The remote controls for the television and the air conditioning must remain in the bungalow. Their loss will be paid for with €80. No household utensils or bed linen may be missing.

- The state of order and cleanliness of the bungalow upon delivery: It is not required that the bungalow be delivered clean and spotless, but it must be in optimal conditions of order and cleanliness.

#### **PLEASE NOTE:**

- The campsite management reserves the right not to confirm the number of the bungalow or wooden cottage but to confirm the model reserved.
- The accommodation will be available to the client from 5pm on the day of arrival booked. If it is available before the stipulated time, the keys can be given to you at reception. In any case, check-in can be done on arrival and, from that moment, the facilities can be enjoyed.
- Check-out must be done before 12pm and the accommodation must be left in good condition: rubbish removed, dishes clean and furniture placed in the initial position at the time of entry. In any case, on the day of departure, at the established time, the bungalow and the campsite facilities must be vacated.
- The price includes ONLY one car or motorcycle per accommodation.
- Breakages or damage caused by the user must be paid for immediately.
- The bungalows do not have towels, hair dryers or personal hygiene products.
- The bungalows or wooden cottages, depending on the type, have bed linen, air conditioning, television, microwave and basic kitchen utensils. (You can consult a more detailed inventory in the accommodation details on our website)
- If the client, either by mistake or deliberately, does not leave the bungalow at the stipulated departure time, the campsite management reserves the right to evict the bungalow and all the occupants' belongings in order to prepare it for the next guests.

#### **BOOKING CONDITIONS FOR PLOTS**

- It is possible and recommended to check in online.
- ACSI discount cards are only accepted for direct arrivals WITHOUT A RESERVATION. If you make a reservation online, the price to pay is the one

indicated in your reservation. Once you arrive at the campsite you can present the ACSI card.

- The minimum stay for the plots that can be reserved in high season will be 7 nights and 1 night in low season as a general rule. The low season minimum will vary on long weekends and holidays, and may be regulated by the campsite management to a minimum of up to 4 nights. The user must pay the full amount of the agreed stay on arrival. Once the reservation has been confirmed, any change of date will be subject to the modification policy.
- The occupation of the plot will extend between the dates indicated on the reservation form.
- The client must pay 30% of the total amount of the stay as an advance for the reservation and the rest on arrival.
- The reservation will be kept until 12 noon on the day after arrival. After this time, if there is no news from the client, the reservation will be cancelled and the amount paid will be transferred to the company.

**PLEASE NOTE:**

- The campsite management reserves the right not to secure a specific plot number, unless they have paid the deposit for choosing a site.
  - The maximum occupancy per plot is 7 people (adults and children) per plot.
  - The reserved plot will be available to the client from 5 pm on the contracted arrival day.
  - Departure must be made before 12 noon and the plot must be left in good condition: without any abandoned items on the ground or hanging between the trees. Those clients interested in leaving in the afternoon (maximum at 7 pm) should ask at reception on arrival and, depending on availability, a supplement must be paid depending on the season.
- \* Up to 2 dogs are allowed on the plots, but they **MUST** be on a lead at **ALL TIMES** and under the control of their owner(s). Dogs with potentially dangerous breeds and characteristics **ARE NOT ALLOWED**. If an animal's barking disturbs the rest of the guests' rest or causes discomfort to other guests on repeated

occasions, the animal must leave the campsite. Owners may stay if they find a kennel for their animal with a friend or family member or a dog hotel.

- Every two or three plots there is a light point. At reception we have a limited supply of adapters and extension cords with a deposit of €20. We recommend that each client comes with the material they think they may need, because we do not guarantee the availability of loaned material.

## **CANCELLATION / MODIFICATION CONDITIONS**

\*Reservations with a check-in date can be cancelled free of charge up to 30 days before arrival. In case of cancellation outside the deadline:

> 30 DAYS BEFORE: 10% of the deposit will be charged

> BETWEEN 30 AND 7 DAYS BEFORE, 50% of the deposit will be charged,

> CANCELLATION WITH 7 OR LESS DAYS IN ADVANCE: 100% of the deposit will be charged.

For reasons of illness or Covid, cancellation can be made at any time with a medical certificate and the deposit can be refunded.

Meteorological reasons, for example, are not grounds for cancellation.

- €5 will be deducted from all refunds as management fees.
- The cancellation of the reservation must be communicated in writing by email to [camping-ole@camping-ole.com](mailto:camping-ole@camping-ole.com). If you are entitled to a refund, you must provide an IBAN number for your account to which the corresponding amount can be transferred.
- The date of receipt of the email will govern the calculation of the amount to be refunded according to the cancellation conditions stated
- The client's refusal to exhaust the contracted stay time will not give rise to any refund or compensation of the agreed price.

**MODIFICATION:** changes that modify the reservation to a reduction in nights once it has been processed are not possible unless they are within the free cancellation period and the stay complies with the minimum number of reservation nights required according to the season. The client is obliged to pay

for the agreed nights. Changes in dates, maintaining the number of nights or extending them, are subject to availability in the reservation schedule and will be possible within the free cancellation period for reservations.

## **CAMPING RULES**

- The hours of silence set by the campsite must be respected. Gatherings that disturb the peace are prohibited. Anyone who does not abide by the rules will be expelled. VIOLATIONS OF THE RULE OF SILENCE

\*From June 20 to September 1 there will be music concerts on Fridays and Saturdays until 1 a.m. on the terrace of the campsite bar-restaurant in front of the beach.

- Gatherings that disturb the rest of the users during the hours of silence are prohibited. A first warning will be given and if the offenders persist in their behavior they may be EXPELLED from the facilities with the help of the security forces if necessary.

- Special mention should be made of night-time gatherings of children and adolescents that disturb the night-time rest, or commit acts of vandalism in the facilities. A first warning will be given to their parents or legal guardians, whether they are identified as direct offenders or as part of the offending group. If a second warning is required, the parents or legal guardians will be informed, in which case it will be necessary for them to leave the facilities. In the case of acts of vandalism, the damage must be paid for immediately. If no damage is caused, but additional or longer cleaning than usual is necessary, the time taken to return the place to its normal state will be quantified and must be paid for.

- Music must always be kept at a moderate volume. Please note that this means that music players must be inside the bungalows/caravans/motorhomes or tents without causing any disturbance to neighbours. COMPLETELY prohibited between 11pm and 8am.

- From midnight to 7am, vehicle traffic is prohibited within the campsite. The main gate will remain closed and pedestrian access to the facilities is only permitted. During authorised traffic hours, the 10km/h limit may not be exceeded.

- The visits can be free 3 hours by going to reception beforehand to identify themselves with their ID. Depending on the season and the dates stipulated by management, visits will have a cost or may even be prohibited due to capacity reasons. Visits, even if paid, do not have the right to use the swimming pool or activities at the campsite.

- The campsite has a swimming pool. Users must comply with the rules of the facility. Children under 14 years of age must be accompanied by an adult in the pool. The supervision and care of minors is the responsibility of the parents at all times.

- The use of the pool and entertainment is completely free for guests staying at the campsite, not for visitors even if they pay.

If due to force majeure the pool should remain closed or you cannot enjoy the activities, this inconvenience will not entail a reduction in our prices.

- Depending on the season and dates stipulated by management, it will be MANDATORY to wear an identification bracelet at all times in a visible place. Failure to comply with this or any other rule may lead to a financial penalty and even expulsion from the campsite and a ban on future reservations.

- Management is not responsible for theft. There is a safe available for rent at the campsite office with free access during opening hours.

- The use of drones with a built-in camera is prohibited throughout the premises.

- The use of electric scooters and hoverboards will be prohibited throughout the campsite, for the safety of all users.

## **FACILITIES: SAFETY PROTOCOL**

- All the Camping facilities are available to the client, UNDER THEIR RESPONSIBILITY, guaranteeing at all times their proper use.

- Activities: Participation in the activities organised by the camping will be supervised by qualified monitors at the stipulated time. Likewise, the user assumes the possible risks derived from their participation in said activity. Minors must be accompanied by their parents/guardians during the activity. Unsupervised use of said facilities is prohibited. If this requirement is not met,

the responsibility will fall on the user or, if they are a minor, on their legal guardian.

- **Swimming pool:** the camping makes the swimming pool available to its clients. Use of the swimming pool is freely accessible during the established hours. Complying with the rules of behaviour and good use that are specified at the entrance to each swimming pool. If these rules of conduct are not complied with, the campsite will not be held responsible for any physical damage that may occur as a result.

**Children's pool:** The children's pool will be for the exclusive use of children up to 8 years of age. Minors must be under the supervision of an adult at all times. Misuse of the pool or use by persons over the maximum age permitted, which results in any harm to the user, will be under their own responsibility.

- **Social room:** the social room will be available to all clients within the stipulated times, always under the supervision of a qualified instructor. Use of these facilities must always be done with FOOTWEAR and never with wet clothing. Minors must be accompanied by their parents or guardians. Failure to comply with the rules of dress and behaviour will exempt the campsite from liability for any possible damage by the client resulting from their misuse. If misuse of the facilities results in the deterioration of the facility itself, the user will be solely responsible for this.

#### **OTHERS:**

- Management reserves the right to change opening hours during the season, as well as to close facilities for maintenance work.
- Lost items forgotten or abandoned by customers in any of the establishments will only be returned at the customer's request and at their own expense.
- During your stay, phytosanitary and pesticide treatments may be carried out for the purpose of pest control, which will be reported to you at reception.
- Management will not be held responsible for any incidents that may occur as a result of poor practice by customers, such as driving on roads not designated for this purpose or using items for purposes other than those for which they are intended.

- The Camping team edits the content of the website with the utmost diligence possible, but it may be the case that, for reasons beyond the control of the company, a typographical error may occur or that some data or information may not be up to date at the time of being consulted by the user. For this reason, Management states that the references (images and descriptions) to the products and services, as well as the prices and conditions stipulated, have a purely indicative function; they have no contractual content and are not binding until the request is expressly confirmed. If any user has made the decision to contract based on erroneous information published on the website, Management will inform them and they will have the right to cancel the contract without any cost on their part.

- The client, at the time of making the reservation, undertakes to read these general contracting conditions, with the payment of the advance payment and the total price of the contracted stay being a sign of acceptance of them and of the internal Camping regulations. The client expressly declares that they have previously read and understood the conditions of reservation of their stay and of its cancellation, in such a way that they form part of the contracting agreement reached, which is ratified by their acceptance.