



RESERVATION CONDITIONS

1. RESERVATION CONDITIONS

1.1. The booking becomes effective after receiving a confirmation from Càmping l'Àmfora via email, a deposit (30% of the total reservation) will be required, and the general sales conditions must be accepted. ***By formalizing the reservation, the client accepts that their data and that of the reservation are correct.**

1.2. To make a reservation at Càmping l'Àmfora, you must be of legal age. Minors must always be accompanied by their parents or legal guardians.

1.3. Reservations are personal and non-transferable. Under no circumstances may a reservation be sublet or transferred without the prior consent of the campsite. Càmping l'Àmfora may invalidate reservations and deny access if the owner and/or guests are not those originally registered.

1.4. The intention to stay with dogs must be communicated at the time of making the reservation so that it can be included in the received quote and appropriate accommodation can be assigned based on the circumstances.

In the standard pitches, 90m² with private sanitary and drainage pitches, Mobil home Blue, Sunny Dog, Special Premium, and urbanization apartment only one dog is allowed.

In the 180m² pitches, two domestic animals are permitted.

1.5. Dogs must be leashed within the plots, and if they are outside of them, they must always be on a leash. A vaccination certificate and liability insurance are required.

It is the responsibility of the dog owner to prevent animals from leaving their excrement and urine in common passage areas, such as

facades, doors, or entrances to establishments, always and in any case, to remove or clean up after them.

1.6. Access and/or accommodation of potentially dangerous dogs (PPP) is prohibited. The national list of PPP is as follows: Pit Bull Terrier, Staffordshire Bull Terrier, American Staffordshire Terrier.

1.7. The person holding the reservation of the stay at Càmping l'Àmfora, will be ultimately responsible for any act performed by the pet, as well as the acts of other occupants registered in your accommodation unit and accompanying visitors.

1.8. The total amount of the reservation must be paid at the latest on the day of arrival.

For weekends and long weekends, reservations from groups of more than two families are not accepted.

1.9. The check-in and check-out times for the camping are as follows:

✚ **ACCOMMODATIONS:** Check-in at 4 PM and check-out before 10 AM.

✚ **PITCHES 100m², PITCH 100m² with drainage, and PITCH 70m²:** Check-in at 2 PM and check-out before 12 PM.

✚ **PITCHES with individual sanitary facilities:** Check-in at 2 PM and check-out before 11 AM.

In case of non-compliance with any of the check-in or check-out times, an additional night will be charged, and the client will be obliged to pay.

Access to the accommodation or pitch is not guaranteed in case of arrival before the indicated check-in time.



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1.10. If occupancy allows and upon prior request, a LATE CHECK-OUT option may be available (only in low season, paying 50% of the current daily rate).

1.11. If the client does not use their reservation within 24 hours of the scheduled start day, it will be automatically cancelled. If the client requests in writing an extension, the camping site will do its best to accommodate it, previous paying the total amount of the originally reserved stay.

1.12. Reservation modifications must be requested in writing and will be subject to availability. Only modifications confirmed by Càmping l'Àmfora will be valid.

***All modifications: number of people, ages, dogs, cars, change of dates, etc., will result in a change in the amount to be paid upon arrival.**

In case of a reduction in stay or a change of category, the Camping must be notified at least 15 calendar days before the arrival date. The camping will put the unbooked days up for sale, and if it cannot re-rent the accommodation/plot, those days will be charged to the customer

1.13. Reservation modifications will **NOT** be eligible for offers provided afterwards; that is, the modification of the reservation cannot result in a reduction of the initial price.

1.14. Accommodation numbers are assigned by the reservations department and will be communicated on the day of arrival at reception. The client can indicate their preferences, but the assignment of a specific area or accommodation cannot be guaranteed.

1.15. The data and photos regarding pitches and accommodations are not binding, even though this information is provided with the utmost care and accuracy possible. Therefore, shade for any pitch cannot be guaranteed, nor

can a grassy surface, separation by hedges, or Wi-Fi coverage.

1.16. By legal regulation, it is essential for each guest to be able to identify themselves with a document that properly verifies their identity (ID card or passport). The information must be communicated completely and correctly at the time of making the reservation and/or through online check-in. If the Camping requests the presentation of the original document, the guest is obliged to provide it immediately. It is mandatory to wear the identification wristband throughout the stay. In case of loss, a fee of €20 will be charged.

During high season, visits are NOT allowed. (Please check dates and rates at reception.)

2. CANCELLATION OF THE RESERVATION

2.1. WITHOUT CANCELLATION GUARANTEE

2.1.1 In case of cancellation by the campsite, except in cases of force majeure and pandemics, the total amount paid will be refunded. However, under no circumstances can such cancellation result in compensation for damages.

2.1.2 Cancellation requests from customers must be communicated by email to info@campingamfora.com.

2.1.3 There is no right to a refund unless a cancellation guarantee has been contracted with the campsite, and the reasons for cancellation are properly justified.

2.1.4 In cases of cancellation without a cancellation guarantee, the penalties will be as follows:



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- ✚ 25% of the deposit amount if the cancellation is made 30 days before the scheduled arrival date.
- ✚ 50% of the deposit amount if the cancellation is made between 16 and 30 days before the scheduled arrival date.
- ✚ 100% of the deposit amount if the cancellation is made within the last 15 days before the scheduled arrival date.

2.2. WITH CANCELLATION GUARANTEE

2.2.1 The campsite offers a cancellation guarantee at the time of booking, which covers, under certain circumstances, the recovery of the amounts paid (excluding the amount of the guarantee). It will not be possible to request the cancellation guarantee after the reservation confirmation. The guarantee always applies (before and during your stay).

2.2.2 The causes for compensation under the cancellation guarantee may include:

- ✚ Death, accident, or serious illness of a family member (spouse, children, parents, siblings, and in-laws).
- ✚ Theft of your car or caravan during the journey to the campsite.
- ✚ Dismissal from your job or that of your spouse.
- ✚ Relocation for professional reasons.
- ✚ Accidents at your primary residence (fire, flood, damage caused by theft).

2.2.3 Once the cancellation has been communicated, the customer has 24 hours to justify the reason by email, providing the necessary documentation: (certificates, accident reports, medical documents, claims, etc.)

3. INTERNAL REGULATIONS

3.1 Customers are required to respect and follow the instructions of the surveillance and swimming-pool teams. To ensure good coexistence within the facilities, the campsite staff may take necessary measures regarding:

- ✚ Limiting the volume of noise and/or music-producing equipment.
- ✚ Maintaining silence during rest hours, from 12 AM to 7 AM.

3.2 Air conditioning units must be installed at the front of the caravans, that is, within the plot, to avoid disturbing other guests with noise.

3.3 Under no circumstances will criminal, violent, or disrespectful behaviour be tolerated, nor will violations of safety regulations or the internal rules communicated through signage or posters. Such conduct will result in intervention by Càmping l'Àmfora and may lead to expulsion from the premises without any right to compensation or refund.

3.4 The maximum speed limit within the campsite premises, for any type of vehicle, motorized or non-motorized, is 10 km/h. Pedestrians always have priority on all roadways and facilities. The use of electric scooters is prohibited within the campsite. During peak occupancy periods, management may restrict the circulation of any vehicle.

3.5 Shops and all services provided at the campsite may partially or completely cease operations due to maintenance tasks, unfavourable weather conditions, safety concerns, or low occupancy levels.

3.6 The use of gas or charcoal barbecues is permitted if appropriate safety measures are taken, including maintaining a distance of 1.5 meters from any flammable objects, having a



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bucket of water on hand, and following the manufacturer's instructions for the product used. It is mandatory to extinguish the coals before disposing of them. Càmping l'Àmfóra reserves the right to limit and/or prohibit the use of barbecues based on the indications or recommendations of the relevant authorities during specific periods. Fires directly on the ground are strictly prohibited.

3.7 It is strictly prohibited to hang ropes, hammocks, or other objects on trees and structures of the accommodations. Only breathable tarps or mats are allowed to maintain the good condition of the grass. In the case of pitches, no camping equipment may be placed outside their boundaries, leaving roadways and circulation areas clear. Campers are not allowed to hang signs within the campsite or conduct private sales displays.

3.8 Washing cars, tarps, or mats on the plots is prohibited. Charging cars on the pitches is not allowed. The campsite has a charging area for cars.

The use of lasers and/or drones within the campsite is prohibited.

3.9 It is strictly prohibited to dispose of wastewater outside designated disposal points, identified as manual chemical toilets located in each sanitary block or automatic ones (Camperclean). The use of chemical products is mandatory.

3.10 At the reception, safes are available for securely storing your personal belongings. In this regard, Càmping l'Àmfóra is not responsible for the loss or theft of personal items that are not properly secured.

The campsite management is not responsible, under any circumstances, in case of theft or theft of bicycles and/or scooters. It is advisable to have your bicycles and/or scooters properly secured with the corresponding lock.

3.11 Customers have the duty and obligation to always have, a liability insurance for possible damages that their caravans or camping elements may cause to third persons or the campsite facilities itself.

3.12 The management of the campsite will not be responsible for theft, burglary, accidents, or damage to people and property caused by third parties not affiliated with the establishment, nor will it be liable for damages resulting from weather phenomena and other natural events.

3.13 The management of Càmping l'Àmfóra reserves the right to terminate the stay, without any right to a refund or compensation, for those who violate these conditions

This document has been translated into other languages. In the event of any discrepancies among the different versions, the interpretation of the original version, i.e., in Spanish, shall prevail.