

THE MANAGEMENT AND STAFF OF CAMPING ILLA MATEUA RESORT WELCOME YOU AND WISH YOU A PLEASANT STAY.

1. ACCESS:

Access to the campsite and the use of its services are reserved for customers who have booked their stay here. For safety and quality of service, the use of identification bracelets will be mandatory throughout the campsite. These bracelets are for personal use and are non-transferable.

2. INSCRIPTION:

The customer must prove his identity and those of his companions with the current official documentation. Any modification of the statement will be communicated immediately to the reception and will be subject to the acceptance of the changes by it. The holder of the registration form will sign the necessary documents for its registration and will be responsible for all acts and damages that he and / or his companions may cause. Only people who have the minimum equipment necessary to practice the camping activity will be admitted.

3. PITCHES:

The pitches can be occupied from 12:00 am. Exceptionally, the arrival can be from 09:00 a.m. depending of the availability. The stay ends at 12:00 am the next day. The parcel will be assigned by the reception on arrival, once signed the check-in form. Any changes from the initial conditions must be communicated to and authorized by the reception. Once the check-in form is signed and the plot is occupied, the minimum period to pay will be the days booked in the reservation/ registration regardless of the departure date. Electrical cables shall be grounded and properly insulated and without external splicing. Each pitch has a single electricity outlet. The deposit for the pitch's reservation is 50€ to 200€ depending of the season. The campsite reserves the right to not accept a customer if he does not pay the entire stay on the day of his arrival.

In the case of seasonal customers, the campsite reserves the right to cancel the stay and to invite them to leave the campsite, if they do not pay the days agreed upon in the stay contract. In exceptional cases, and at the discretion of the campsite management, the total amount of the season stay may be requested in advance. Those who are debtors of the Company will not be admitted to the campsite.

4. BUNGALOWS:

The deposit for the reservation is 50% of the total price of the stay. The rest of the amount will be paid on the day of arrival at the campsite or by bank transfer before arrival. The arrival time will be from 4 p.m. to 10 p.m. On the day of departure, the bungalow must be released no later than 11 a.m. You cannot book a specific bungalow. This will be assigned by the campsite management on the day of arrival. The number of people cannot exceed the capacity of the bungalow. Pets are not allowed in the bungalow. Bed linen and towels are included. You will be charged € 250 per bungalow, on the second payment of the reservation, as a deposit that will be returned by bank transfer within a maximum of one week after having reviewed the accommodation is left in perfect condition. If you notice any malfunction or anomaly upon arrival, please inform reception immediately.

5. RESTING HOURS:

The silence time is from 24:00 to 07:00 a.m. during which any kind of noise is prohibited, as well as the use of radio and television sets. Neither shall the movement of vehicles, scooters or other devices, nor the assembly or dismantling of tents or caravans be permitted within these hours. During the resting hours, behavior will be observed in accordance with the basic norms of civility and good coexistence.

6. VEHICLES:

The speed of vehicles shall be limited to 10 km/h and shall be prohibited between 24:00 and 07:00 a.m. No vehicle shall be permitted to disturb by excessive noise. The unnecessary use of motor vehicles inside the campsite is prohibited. If a vehicle prevents the occupation of a pitch, the owner of the vehicle may be required to pay a full subscription for a night without the right to occupy this place.

7. ENVIRONMENT:

In the interests of the environment, we ask you to deposit the waste in the separate collection containers installed next to the parking lots at the entrance of the campsite and to make responsible and rational use of a resource as scarce as water. Please also respect the plants and make good use of the facilities.

8. PETS:

Pets will be admitted to the campsite provided they are current of vaccinations, of all the legislation that concerns them and do not cause discomfort. They must always be tied up and will not have access to the restaurant, supermarket, toilets or swimming pools. It is forbidden to leave dogs alone in the pitch.

9. VISITS:

Any person who is not included in the initial camping unit and whose address in his official documents is not the same as the holder of the reservation shall be considered a visitor. Visits must be authorized by the reception of the campsite. They will prove their identity with a valid official document, register at the reception and pay the corresponding fee for visitors.

The customer who contravenes any aspect of the internal or general regulations will be invited to leave the campsite by the management of this without being entitled to the refund of the days already paid according to the signed contract. At the signing of the contract, the customer accepts the price and rules of the campsite's internal regulations, as well as the policy of protection of personal data of the campsite Illa Mateua displayed at the reception and published on our website.