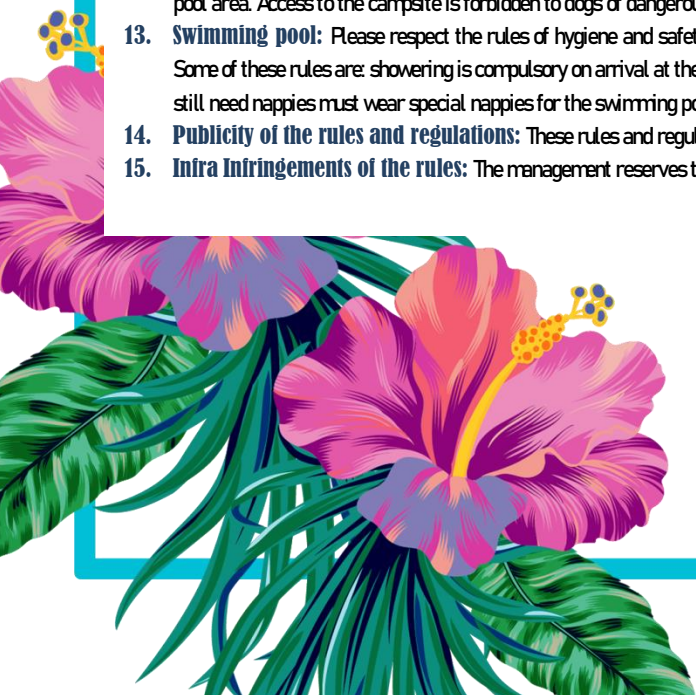


INTERNAL REGULATIONS

El presente reglamento está redactado para su comodidad con el fin de que disfruten plenamente de su estancia en el Camping el Torres. Reglamento conforme a la normativa legal aplicable según DECRETO 6/2015 de 23 de enero, del Consell regulador de los campings y de las áreas de pernocta en tránsito para autocaravanas de la C.V.(2015/563) . (DOCV núm 7451 de 27.01.2015).

1. **Access campsite:** Any person wishing to enter or access a stay or campsite facilities must present themselves and be admitted at the reception upon payment of the current rate. Staying at the campsite implies acceptance of the provisions of these regulations and the commitment to comply with them. The holder of the invoice issued for the services provided will be responsible for the acts/acts/circumstances of events carried out by him/herself and/or those accompanying him/her.
2. **Minors:** Minors will only be accepted if accompanied by their parents or any other adult responsible for them.
3. **Visitors:** After having been authorised by the campsite, visitors may be admitted under the responsibility of the campers receiving them. If visitors are allowed to enter, the receiving camper may be required to pay a fee to the extent that the visitor has access to the services and/or facilities of the campsite. (this fee can be consulted at reception)
4. **Vehicle traffic and parking:** Only vehicles belonging to the campers staying at the campsite will be allowed to circulate on the campsite. The entrance barriers will be closed from 00:00 hours until 07:00 hours and traffic is forbidden during this period. Vehicles must drive at a maximum speed of 10 km/h.
5. **Vehicles and accessories:** Only vehicles in good condition will be accepted. For safety reasons, any vehicle accessories (such as awnings) must be in conformity with the technical industrial standards of the product and not handmade.
6. **Noise and silence:** We ask our clients to refrain from making any noise that may disturb their neighbours and we recommend a noise-free rest period between 23:00h and 08:00h.
7. **Facilities:** Everyone must ensure the good appearance and cleanliness of their facilities. It is forbidden to leave a site, to define/delimit the site of a facility by your own personal means, or to dig/make trenches in the ground. The bungalow or pitch must be left clean on the day of departure. Any action that could damage the cleanliness, hygiene and appearance of the campsite is forbidden. Any damage will be the responsibility of the perpetrator. It is forbidden to add tents in the bungalow area. Plantations and flowers must be respected. It is forbidden to hammer nails into trees, to cut branches or to make plantations, as well as to wash outside the buckets provided for this use. It is strictly forbidden to wash vehicles on the sites, as there is a space in the facilities provided for this purpose. It is expressly forbidden for customers to install on the pitches elements that do not correspond to the temporary, proper and habitual use of the campsites or elements that damage the tourist image of the establishment. Specifically, it shall not be possible to install floors, fences, sinks, electrical appliances or any other element that, due to its installation, transmits an image of permanence in the campsite, and its installation by the client shall constitute sufficient cause for the termination of the contract, whatever its modality, without the right to any compensation whatsoever. Said cause for termination shall appear in the internal regulations of the establishment and may be exercised after warning the user and in the event of his refusal to remove what has been installed.
8. **Waste water:** For reasons of hygiene and conservation of trees and plants, waste water must be emptied into the chemical toilets of the sanitary facilities.
9. **Electricity:** It is forbidden to connect your electricity supply to a socket other than the one assigned to the rented site.
10. **Domestic waste:** Domestic waste must be deposited in the containers. Please respect the colours for recycling.
11. **Safety:** Only gas or electric barbecues and electrical connections in accordance with current regulations are permitted. The management is in no way responsible for any theft that may occur on the campsite. Please inform the reception immediately of any suspicious person present on the campsite. Although the campsite is supervised, users must take the usual precautions to protect their private property. Customers must have their own civil liability insurance for any damage they may cause on the campsite. Please respect the safety rules.
12. **Dogs:** Any dog, whose entry has been admitted by the reception services, must remain at all times with its responsible owner, subject and under his control. They may not be left alone on the campsite, even when tied up. Out of respect for other campers, dogs must be taken out of the campsite on a regular basis. It is forbidden to let dogs relieve themselves on the campsite. Dogs are not allowed in the communal areas (campsite bar, beach bar, reception and supermarket) and swimming pool area. Access to the campsite is forbidden to dogs of dangerous breeds.
13. **Swimming pool:** Please respect the rules of hygiene and safety as well as the timetables posted at the entrance of the campsite and the swimming pool area. Some of these rules are: showering is compulsory on arrival at the swimming pool, access to the paddling pool is forbidden to children over 8 years old. Children who still need nappies must wear special nappies for the swimming pool.
14. **Publicity of the rules and regulations:** These rules and regulations are displayed at the entrance of the campsite as well as at the reception.
15. **Infra Infringements of the rules:** The management reserves the right to ask customers who have infringed these rules to leave the campsite.



CONDITIONS OF SALE

Non-contractual photographs and plans. In order to benefit from the facilities and activities/services offered, please read carefully the general conditions of sale governing the contracting of services

Each reservation implies adherence to the following general terms and conditions:

- **Booking conditions:**

The booking will be effective once the client has communicated all his details and has accepted the general conditions of sale or specific conditions agreed where applicable, received the advance payment and been confirmed by Camping El Torres, who has the freedom of decision depending on availability, and in general, all circumstances that may prejudice the execution of the booking made. Pitches and accommodation are allocated in order of booking. The management reserves the right to change the allocated plots or accommodation without prior notice, which will not entitle you to any refund. However, we endeavour to take your preferences into account. The reservation of a pitch or accommodation is strictly on a personal basis. Under no circumstances may the booking be sublet or passed on to persons other than those whose details have been collected during the booking process.

- **Pitches:**

The basic price includes the pitch for a camping-car or a caravan with car or a tent with car, two persons, water, sewerage and access to the sanitary facilities and infrastructure of the campsite. Electricity is not included in the basic price. The largest possible number of persons on a pitch is 6, whatever their age.

- **Bungalows:**

The Bungalows are fully equipped. Camping El Torres reserves the right to refuse access to the campsite to groups or families with more members than the capacity of the bungalow booked and rented. Additional tents are not allowed. Smoking is not allowed in any bungalow. Conditions of payment and booking of stays

For stays from 0 to 30 days in bungalows or pitches:

-Without reservation: full payment of the stay will be made on arrival.

-With reservation: a deposit of 25% of the total amount of the booked services is due at the time of booking. The full balance is to be paid on arrival.

For stays > 30 days in bungalows or pitches:

-Without reservation: on arrival, payment for the first 30 days will be made. A payment every 30 days will be requested for long stays and must be paid at the beginning of each month.

-With reservation: an advance payment of 25% of the total amount of the booked services will be made at the time of booking. A payment every 30 days is required for long stays and must be paid at the beginning of each month.

- **Cancellations and modifications**

-Modification of the reservation: Reservations can be modified according to the availability of the campsite. If we do not receive prior notice from you notifying the postponement of your arrival date (which we will confirm again in writing), the pitch or bungalow may become available again 24 hours after the arrival date stated in the booking, forfeiting all rights and any deposit paid. Additional persons or any other complementary service must be indicated at the reception, only the persons previously registered will be able to stay at Camping El Torres. Any supplement not communicated and not paid on arrival will be invoiced to the owner of the pitch or bungalow at the rate of a full night. Unused services Stays interrupted or shortened for any reason beyond the campsite's control (late arrival or early departure) will not give rise to any refund.

-Cancellations: Cancellations must be made by registered letter with acknowledgement of receipt. If you cancel more than 30 days before the start date of your stay, 10% of the deposit will be retained by Camping El Torres (as evidenced by the postmark) as a cancellation fee. If cancellation is made between 8 and 30 days before the start date of the stay, 50% of the deposit will be retained by Camping El Torres (as evidenced by the postmark) as a cancellation fee. In case of cancellation less than 8 days before the start of the stay, 100% of the deposit will be retained by Camping El Torres (as evidenced by the postmark) as a cancellation fee.

-Deposits: For the bungalows, a deposit of 100€ will be required at the time of arrival. You will be given an inventory sheet which must be checked and returned within 2 hours. Any claim made after this time will not be taken into account. On departure or check-out, once the condition of the bungalow has been checked in its entirety, if it is in a perfectly clean condition, with no equipment missing or damaged and if there are no interrupted or abbreviated stays, the deposit will be returned to you. The retention of the deposit does not exclude additional compensation if the costs incurred are higher than the amount of the deposit.

For pitches with a stay of more than 30 days, a deposit of €100 will be required on arrival. This deposit will be returned on departure if there are no interrupted or shortened stays.

- **Your stay**

-Arrival: The campsite reception is open from 8 am to 8 pm

You can set up on the pitches from 1pm onwards. You can move into the rental bungalows from 4pm

-During your stay: The campsite cannot be held responsible in case of theft, fire, natural catastrophe etc. and in case of incidents affecting the civil liability of the customer. The client must have his own civil liability insurance. The campsite owner of a pitch or a bungalow is responsible for any inconvenience or damage caused by people camping with him or visiting him on the campsite.

-Departure: Pitches and bungalows must be vacated before 12 noon. The bungalows must be left in a perfect state of cleanliness. In the event that the accommodation has not been cleaned at the time of departure, a cleaning supplement of 30€ will be charged. In the event of departure outside the established timetable, an additional day may be invoiced according to the current price.

- **Disputes:**

Each customer is obliged to follow the provisions of the general regulations for the use of the facilities and services, as well as to respect the indications of the campsite staff on uses and customs. The campsite may expel any person who does not respect the campsite's internal rules of use, without any reimbursement being required. Any complaints about non-conformity of services with regard to contractual commitments must be made in writing, by registered letter with acknowledgement of receipt, within 30 days of the end of the stay. The client accepts that the applicable law is Spanish law. The Courts and Tribunals of Villajoyosa will be competent to hear any disputes arising from the interpretation or application of these conditions of sale. In case of disputes with users domiciled in a member state of the European Union other than Spain the parties agree, waiving the jurisdiction that may correspond to them, that the international jurisdiction to hear the dispute arising from the application of these general conditions for the recruitment will correspond to the Judges and Courts of the city of Villajoyosa.

Nombre y apellidos	Firma

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