

USAGE PROTOCOL AND INTERNAL REGULATIONS OF ESTIVAL TORRE DE LA MORA

All guests who register and access the campsite are required to comply with these regulations. Failure to adhere to any of these rules may result in expulsion by management. Upon check-in, reception will provide a copy of the registration via email, which must be presented upon request by security or campsite staff. Any publicly displayed provisions within the campsite are considered part of these regulations.

The guest accepts the prices and the Personal Data Protection Policy of Camping Estival Torre de la Mora.

The guest also agrees to abide by the International Camping Regulations and the Internal Regulations of this establishment, as published at Reception.

ACCESS

Entry will only be granted to individuals equipped with the minimum necessary camping gear who intend to engage in camping activities. Accommodation and access will not be permitted for minors under the age of 18 unless accompanied by a responsible adult. Minors must provide a signed authorization along with a photocopy of the ID of their parent or legal guardian during registration.

REGISTRATION

Guests must complete the registration contract with valid documentation and check in via the online AutoCheckin link sent to them or directly at Reception upon arrival. They must specify the number of people, vehicles, and any other chargeable items. The registration holder must be of legal age and will be responsible for all actions and any damages caused by themselves and/or their companions. All guests must check in personally at Reception upon arrival and visibly wear their identification bracelet throughout their stay. The contract must be signed by the guest, thereby accepting its conditions. Any modifications must be immediately reported to Reception. The full stay must be paid at the time of registration

PAYMENT AND BOOKING CONDITIONS

When booking, **30% of the total reservation amount** must be paid for the flexible rate, while 100% is required for the non-refundable rate. To complete the payment for accommodation, **online check-in must be done up to one day before arrival**. During this process, the guest's bank card details will be linked to an encrypted token securely stored by Estival Torre de la Mora. This system serves as a guarantee of up to €100 for potential incidents such as property damage, inappropriate behavior, or poor cleaning upon departure.

For cash payments, a maximum of €990 is accepted for clients with a tax residence in Spain and up to €10,000 for those with a tax residence outside Spain. If the amount exceeds these limits, payment must be made by card or bank transfer.

Booking Modification and Cancellation Policy: You can cancel or modify your reservation **free of charge up to 7 days before arrival**** with the flexible rate, receiving a full refund of the amount paid at the time of booking. After this period, the amount paid will not be refunded. Likewise, in the case of a no-show, the amount will not be refunded. This condition varies for non-refundable rates.

****Important:** Beyond this period, reservation modifications for the flexible rate will only be considered for justified reasons with supporting documentation (serious illness, surgery, accidents, hospitalization, death, etc.).

Changes or cancellations due to weather conditions will not be accepted after the cancellation deadline.

Refund Policy for Early Departures: If a guest does not complete the full reserved stay due to personal reasons or weather conditions, they will not be entitled to a refund for unused days.

Dynamic Rates and Stays: Once the reservation is confirmed, the agreed price and minimum stay will remain unchanged. Any subsequent promotions or discounts will not apply to existing bookings.

Deposit: In the event of property damage or if the accommodation is not left in proper cleaning condition, the campsite reserves the right to charge up to €100 to the card provided during booking.

PITCH ASSIGNMENT

According to internal regulations, overnight stays in non-designated vehicles (as per vehicle specifications) are not permitted. Changing pitches without prior approval from Reception is strictly prohibited. Guests must always keep their pitch clean and tidy. Reception and security staff will allocate the designated space and provide installation instructions. Vehicles must remain within the pitch (if space allows) or in the designated parking area assigned by reception or security staff. In the case of caravan stays, the towing vehicle must be parked within the pitch if space permits. It is strictly forbidden to install awnings, fences, windbreaks, dig trenches, tie ropes to trees or security fences, or hang clothes/towels on fences. **RESPECTING THE ENVIRONMENT IS ESSENTIAL.**

TRANSFER OF CAMPING EQUIPMENT

Campers who lend their equipment to other families must notify Reception in advance. Reception may approve the transfer under specific conditions. For caravan and motorhome reservations, the acceptance of trailers affecting pitch dimensions cannot be guaranteed.

UNOCCUPIED TENTS OR CARAVANS

Equipment left unattended without Reception's permission will be considered abandoned and removed by campsite staff, who may freely dispose of it and will not be responsible for any loss or damage. If temporarily vacating a pitch, guests should leave a personal item (e.g., table, chair) to indicate its occupation.

SWIMMING POOL AND SPORTS AREA

The admission conditions and facility regulations are displayed at the entrance and attached to the arrival receipt. Children under 11 must be accompanied by an adult who assumes full responsibility. Reserving sun loungers is strictly prohibited.

The identification bracelets provided at check-in must be always worn to access the facilities and leisure areas.

GYM

Guests must wear appropriate sports attire and footwear when using gym equipment. Entry is prohibited for those under 16. Please use the facilities and equipment responsibly.

RESTAURANT

Guests must wear shoes, a shirt, and dry clothing. Smoking is only permitted in designated outdoor areas, provided it does not disturb other guests.

During low season and depending on pricing, some services and facilities may have reduced hours or be closed. Please check usage protocols and schedules upon arrival.

QUIET HOURS

From 1:00 PM to 4:00 PM and from 11:00 PM to midnight, noise levels must be minimized, including voices and electronic devices. From midnight to 7:00 AM, absolute silence must be maintained. The use of televisions, music devices, or any noise-emitting equipment is strictly prohibited. Parties, gatherings, or activities disturbing the peace are forbidden. Violation of this rule may result in penalties or, in severe or repeated cases, expulsion without refund.

VEHICLE CIRCULATION

The speed limit is 10 km/h. Vehicles should not be used during quiet hours and are strictly prohibited from midnight to 7:00 AM. Unnecessary motor vehicle use is not allowed within the campsite.

Bicycles and similar vehicles (electric scooters, motorcycles, etc.) must follow the same 10 km/h speed limit, and racing is strictly forbidden. Their use is allowed except in pedestrian-only areas. Recreational transport (e.g., electric scooters) is prohibited for those under 16. Helmet use is recommended for safety reasons.

INSURANCE

Management is not responsible for theft, accidents, or damage to property or persons caused by third parties. Additionally, the campsite is not liable for damages caused by storms, fires, or force majeure. Campers must have third-party liability insurance. Valuables may be stored in the safes at Reception.

Important: Incidents between campers (such as vehicle collisions) must be resolved between the affected parties without the intervention of the campsite.

LOST AND FOUND

Items will be stored for a maximum of 20 days. After this period, they will no longer be under the campsite's custody responsibility.

IRRIGATION POINTS

It is strictly prohibited to use the irrigation points without the explicit permission of the Campsite Management. They may only be used in the event of a fire.

WASTE WATER

It is mandatory to use the appropriate containers, and they must be emptied exclusively in the chemical toilets located in the sanitary block. For health reasons, **it is strictly prohibited to dispose of waste water outside the chemical toilets.**

FOUNTAINS, GARDEN HOSES, AND LAUNDRIES

The street fountains can only be used for the convenient collection of drinking water and, under no circumstances, may they be used for washing clothes.

ELECTRICAL SUPPLY

The campsite's official electrician is the only person authorized to handle the electrical boxes. Each pitch is assigned a socket providing 6A. The doors of the supply boxes must always be kept closed. We recommend having an extension cord of sufficient length (25m).

CAR WASHING

The campsite has a designated area for washing cars, and it is prohibited to wash vehicles anywhere else within the campsite.

POSTERS

It is strictly prohibited to affix posters to the campsite's furniture or trees.

BARBACUES

It is strictly prohibited to light any type of fire directly on the ground. Only butane or electric cookers are permitted, provided they are used with the utmost safety measures and weather conditions allow. This rule may be modified based on fire prevention measures established by the Generalitat de Catalunya. Failure to comply with this regulation, as well as any actions that jeopardize the safety of people or the natural environment, may result in penalties or immediate expulsion from the premises without a refund.

GARDENS

It is not allowed to plant any type of plant in the pitches or in planters. Please respect the plants, trees, and gardens.

INSECTS AND LOCAL FAUNA

Due to the campsite's location in a forested area, it is natural to encounter insects, such as ants, and other small animals. Although we implement measures to control their presence within the facilities, we cannot guarantee their complete absence. We recommend that guests take simple precautions, such as storing food properly and keeping accommodations closed to avoid attracting insects.

DOMESTIC ANIMALS

Pets are allowed only for guests staying in pitches and Coco Guau accommodations. They are not allowed in designated common areas or other accommodations. Pets must always be kept on a leash, and owners must present their pet's health record. Additionally, a third-party liability insurance policy is mandatory, as owners will be responsible for any damage or harm caused by their pets. Furthermore, owners must immediately collect their pets' waste and dispose of it in the designated areas.

IT IS STRICTLY PROHIBITED:

- * Letting pets roam freely is strictly prohibited.
- * Taking pets into sanitary facilities or common areas such as the pool, solarium, supermarket, gym, or restaurant.
- * Failing to clean up after pets and dispose of their waste in the appropriate containers.
- * Causing disturbances to other guests through noise, odors, or inappropriate behavior.

SPECIFIC RULES FOR PET-FRIENDLY ACCOMMODATIONS:

For Coco Guau guests, a deposit will be required upon arrival, which will be refunded if all cleanliness rules are followed. The accommodation will be checked at departure, so guests are asked to clean according to the established rules and ensure that no residues or damages remain. Under no circumstances are pets allowed to relieve themselves inside the accommodation.

Failure to comply with any of these rules will be grounds for expulsion from the campsite without a refund. We remind you that Spanish regulations do not allow dogs on beaches. Dogs are subject to a set fee. The following potentially dangerous breeds are not permitted: Bullmastiff, Bordeaux Dog, Pit Bull (Pit Bull Terrier), Japanese Tosa (Tosa Inu), Akita Inu, Doberman, Fila Brasileiro, Canary Mastiff, Staffordshire Bull Terrier, Argentine Dogo, Neapolitan Mastiff, Rottweiler, American Staffordshire Terrier, and crossbreeds of these breeds.

We appreciate your understanding and cooperation in ensuring a safe and pleasant stay for everyone.