

REGLEMENT (*Camping Stel-Puigcerdà*)

CAMPING STEL-PUIGCERDÀ WANT TO THANKS THEIR CUSTOMERS FOR THEIR CONFIDENCE AND WISHES THEM A HAPPY STAY. WE AGREE YOUR COLLABORATION IN COMPLIANCE WITH THE RULES FOR GOOD OPERATION, IMAGE OF OUR ESTABLISHMENT AND TO BE ABLE TO OFFER AN OPTIMAL SERVICE. RESPECT THE REST OF THE NEIGHBORS, THE CAMPING STAFF AND ALL THE INSTALATIONS AND EQUIPMENTS. WE ARE AT YOUR DISPOSAL FOR ANY QUESTION.

In the moment you make the payment of the reservation or registration in the campsite, you become aware of the rules of the campsite. It's your responsibility to read the rules and conditions. Any person who signs up and accesses the Camping is obliged to comply with these regulations. The holder will be responsible for all acts attributed to him or his companions. Any subsequent particular provision of the campsite that is publicly exposed is part of this regulation.

ANY RIP OF THIS REGULATIONS CAUSES DIRECT EXPULSION.

BOOKING CONDITIONS CAMPING STEL-PUIGCERDÀ

BUNGALOWS

- Arrival time to the accommodation: from 6 p.m
- Departure time of the accommodation before 12 a.m. Once the key has been delivered, you have the possibility to enjoy the camping facilities. (check with reception).
- For security reasons and insurance, the number of people cannot under any circumstances exceed the capacity of the bungalow, children and babies included.
- A vehicle is included in the price. In the case of Stel-6 and Stel-5 Plus, an additional vehicle can be entered at a surcharge.
- Tourist tax not included. Adults from 17 years and a maximum of 7 nights.
- The campsite reserves the right to make reservations with a minimum stay of nights.
- It is forbidden to remove the furniture from the bungalow as well as install tents on the grass.
- Animals are forbidden.
- It is not allowed to move the TV from its current location.

- The price includes a change of sheets every 7 days. The clean sheets will be delivered in the bungalow and the change must be made by the client. Extra sheets changes will be paid by the customer according to the current rate.
- The campsite reserves the right to request a deposit of 100 Euros for any damage caused to the facilities. The deposit will be paid upon arrival at the campsite, charged by credit card. The refund of this amount will be made on the same credit card between 2 and 7 days after the date of departure.
- Upon departure the accommodation must be in optimal condition without damage with trash and waste removed and clean dishes.
- The amount pending payment and tourist tax will be paid at the arrival at the campsite in cash or credit card (Visa, Maestro or Mastercard).
- The equipment of the bungalow utensils and furniture is according to the capacity.
- Baby chairs and barriers are free but must be ordered writing and e-mail to: puigcerda@stel.es before arrival date.
- You cannot book a specific bungalow number and the campsite will never guarantee it, keep it in mind before booking.
- Towels not included (Possibility of rent).
- Any person accessing the facilities must register upon arrival at the reception.
- It is mandatory to wear the identification wristband on the wrist.

PREVIOUS PAYMENT OF THE RESERVATION

Prices will remain regardless of the offered services.

Due to the uncertainty of the current situation, the opening day can change, also some services during the season can be affected.

- The reservation will be effective with the requested payment, the rest of the amount will be paid upon arrival at the campsite.
- The reservation is personal.
- The reservation is confirmed once the payment has been made but the campsite reserves the right to cancel / modify the reservation within 24 hours of the reservation being made.

MODIFICATIONS AND CANCELLATIONS

Summer

- They will be communicated in writing: by email.
- Costs of interrupted or cut short holidays (for arriving late or leaving earlier) because of customer's reasons, cannot be refunded.
- For cancellation made more than 15 days before the arrival date, 100% of the deposit will be refunded.
- For cancellation made less than 15 days before the arrival date, the deposit will not be refunded.
- In case of not coming till 23pm on your arrival date, the reservation will be cancelled (if there is no delay's notification by the customer) and the deposit will not be refunded.
- The total amount of the reservation will be recovered without minimum anticipation of days in case of: illness / surgical intervention (justified), COVID19-related quarantine or lockdowns partial.

Winter

- They will be communicated in writing: by email.
- Costs of interrupted or cut short holidays (for arriving late or leaving earlier) because of customer's reasons, cannot be refunded.
- Cancellation more than 7 days before the arrival date will be returned 100% of pay and signal.
- Cancellation with less than 7 days and before 24 h on the date of arrival the amount can be saved of the reservation for another stay during the same season.
- Cancellation with less than 24 hours entails the loss of 100% of the payment and signal.
- In case of not coming till 23 pm on your arrival date, the reservation will be cancelled (if there is no delay's notification by the customer) and the deposit will not be refunded.
- The total amount of the reservation will be recovered without minimum anticipation of days in case of: illness / surgical intervention (justified), COVID19-related quarantine or lockdowns partial.

PLOTS

- The entrance to the plot is from 12 p.m. of the arrival day.
- The departure of the plot must be made before 12 p.m. of the departure day.
- The tourist tax not included in the price of the reservation will be billed during your stay (adults from 17 years and with a maximum of 7 nights).
- Maximum 6 people are allowed per plot, children and babies included.

- It is forbidden to change the plot without prior notice to reception.
- It is forbidden to install the back to the street, install awnings, hurdle or wind fences and race.
- To maintain order and aesthetics it is not allowed to hang clothes on ropes. Make use of clotheslines. As well as TV antennas, electric cables awnings etc ...
- Camping equipment that is left unoccupied without the permission from reception permit will be considered abandoned by the owner and removed by the camping staff, who may freely dispose it and will be exempt from any responsibility for loss or deterioration of tent or caravan.
- The reservation is personal and untransferable.
- The reservation is considered confirmed once the corresponding payment has been made but the campsite reserves the right to cancel / modify the reservation within 24 hours of the reservation being made.
- Pets are not allowed, except the red area.
- Any person accessing to the facilities must register at the arrival at the reception.
- It is mandatory to wear the identification wristband on the wrist.
- European electrical connection of 7,5 amps (1,350 W.).
- The electrical connection must be approved and intended for grounding.
- A maximum of 4 visitors are allowed per day.
- The payment of the stay must be made at least 24 hours before departure. For stays of 1 or 2 nights the payment will be made at the arrival.
- It is necessary to avoid the external use of elements that are detrimental to the careful aesthetics of the campsite.

PREVIOUS PAYMENT OF THE RESERVATION

Prices will remain regardless of the offered services.

Due to the uncertainty of the current situation, the opening day can change, also some services during the season can be affected.

- The reservation will be effective with the requested payment, the rest of the amount will be paid upon arrival at the campsite.
- The reservation is considered confirmed when the corresponding payment has been made; However, the campsite reserves the right to cancel and/or modify a reservation within 24 hours of booking.

MODIFICATIONS AND CANCELLATIONS

- Can only be made via email.
- Costs of interrupted or cut short holidays (for arriving late or leaving earlier) because of customer's reasons, cannot be refunded.
- Cancellation more than 7 days before the date of entry, 100% of the pay and signal.
- Cancellation with less than 7 days and before 24 hours from the date of entry the amount can be saved of the reservation for another stay during the same season.
- Cancellation with less than 24 hours entails the loss of 100% of the payment and deposit.
- In case of NO SHOW before 23:00, the reservation will be canceled, if there is no notice of delay by the client and 100% of the deposit will be lost.
- In case of NO SHOW before 23:00, the reservation will be canceled, if there is no notice of delay by the client and 100% of the deposit will be lost.
- The total amount of the stay will be recovered without minimum advance days in case of: illness/surgical intervention (justified), quarantine related to COVID19 or partial confinements.

BARBECUE

- The campsite does not have a common barbecue area.
- Exclusive use with charcoal and will light up with pills or similar (gel).
- Its use is only allowed in paved areas, never on the lawn or on the terraces of the bungalows.
- For safety reasons it is forbidden to do barbecues on windy days with a sustained speed of more than 20 km / h the activity cannot be started or it will have to be stopped (see informative screens) -DECRET 64/1995, March 7, by which establish forest fire prevention measures.

THEFT AND INSURANCE

- The management is not responsible for objects or money that campers may lose or can be subtract inside the camping. Any responsibility arising from theft, accident or damage caused by storms, hail, etc. is declined ...
- We offer customers a safe rental service.
- We recommend that customers have civil liability insurance for damages that may be caused by third parties.

VISITS

- It is an essential condition that the visitor has a family member or friend staying at the establishment on the day of his visit.
- To access the campside the visitor must be accompanied by the person they come to visit.
- Visits must be registered at the reception from 8:30h a.m. to 8:30h p.m., sharing an identification document and paying the corresponding amount. Visits of less than 2 hours are free, but must be paid at the entrance and the amount will be returned once it has been confirmed at the reception that the time of the visit does not exceed 2 hours.
- Visiting hours from 9:00 a.m. to 11:00 p.m.
- Visitors' cars will not be able to access the enclosure, leaving parking at their disposal subject to availability and payment of the corresponding fee.
- A maximum of 4 people are allowed per day of visit both on the plot and in the bungalow.
- Unauthorized visits will be expelled from the campsite. The camping address reserves the right to expel campers who relapse in unauthorized visits. Try to minimize visits. Remember that an increase in the number of people making use of the facilities translates into a decrease in the quality of the services offered.

SWIMMING POOL

- It is mandatory to comply with the orders of first responders and camping staff.
- No head throwing is allowed.
- Topless is not authorized throughout the premises.
- Smoking or eating is not allowed.
- Children under 10 must be accompanied by an adult that guarantees any eventual responsibility.
- The use of mats, balls, water guns is prohibited
- Failure to comply with these rules will result in the expulsion from the premises.

DOGS

- Entrance to dogs or any other animal that may cause danger or discomfort to other campers is prohibited; except the red area.

POSTERS

- It is strictly forbidden to post posters on furniture, trees or any other place.

BALL GAMES

- The campsite has different sports facilities. To ensure the tranquillity of your neighbours make use of them for games with balls.

VEHICLES

- It is mandatory to park the car on the assigned plot or in the parking lots enabled for this purpose. It is forbidden to park on the streets or in empty plots crossings so as not to harm other campers.
- The maximum speed allowed is 10 km / hour.
- It is forbidden to drive through the campsite from 24:00 to 7:00.
- It is forbidden to manipulate any motor vehicle on the premises out of respect for the other camper

WATER SOURCE

- The fountains of the street are exclusively for the collection of water, they cannot be used to wash clothes or to wash dishes. They have sinks in the sanitary areas of each zone.

STRINGS

- Avoid tying ropes to trees, to hang clothes, hammocks or other antennas ...

BIKES

- For safety reasons the circulation of bicycles is prohibited at dusk and during the night. Reckless driving and competitions are prohibited, and can be removed by camping staff in case of non-compliance.
- We ask the parents' collaboration regarding these regulations to avoid unwanted accidents.
- We advise the use of locks since the campsite is not responsible in case of theft.

WI-FI SERVICE

- Wi-fi available throughout the campsite.

GARDENS

- It is not allowed to plant any type of plant in the plots or planters. Please respect the vegetation of the campsite.

SILENCE

- From 24:00 to 7:00 keep absolute silence. Outside these hours, please respect the other campers, moderate the volume of radios, TV and other electronic devices.

CHILDREN

- Entrance to persons under 18 years of age who are not accompanied by an adult who will be responsible for their conduct as well as the damages or accidents that may cause will not be admitted.
- Children under 5 cannot access the sanitary block alone. They must always be accompanied.

RESPONSABILITY

- Appliances that are plugged in the absence of the customer as well as their content will not be the responsibility of the campsite.
- Lost items will be stored 15 days, after that time, they can no longer be claimed.
- Camping STEL-PUIGCERDÀ is not responsible for possible incidents that may occur due to customer malpractice, such as using facilities or elements for uses other than those that are conceived or circulating through non-enabled roads, etc ...
- Camping STEL-PUIGCERDÀ strives to write the contents and information published on its website as strictly as possible. But it could be the case that for reasons beyond their control some typographical error or some information was not updated. For this reason the management states that the information is merely informative and indicative.

- Camping STEL-PUIGCERDÀ is not responsible for damages caused by resin, ants, rain, wind floods, etc.

SURVEILLANCE AND ACCESS CONTROL

- For security reasons, all people who access the campsite must register at the reception, both adults and minors. Under current legislation, those over 14 years of age have the obligation to present their ID or passport. It is mandatory to wear the identification wristband on the wrist. People who refuse their use will be prohibited from accessing the campsite.
- The management reserves the right of admission, expulsion and cancellation of reservation of customers who cause or have caused discomfort to other campers or breached any point of this regulation.

MAINTENANCE AND FACILITIES

- The camping management reserves the right to proceed with the closing of facilities for maintenance tasks, as well as to modify schedules if necessary.
- During the stay it is possible that the campsite is forced to carry out protocols for phytosanitary treatments and pest control. In that case, customers will be informed of the measures to be taken.