



**IT IS MANDATORY TO WEAR PERMANENT IDENTIFICATION BRACELET AT ALL TIMES.  
ACCESS IS PROHIBITED WITHOUT YOUR BRACELET.**

### **CAMPING & TOURING EMPLACEMENTS**

If you would like to come to Campsite during July or August, previous bookings are compulsory.

**Payment on account:** full payment required for arrivals between 19/06/2020 until 05/09/2020. Rest of dates, no payment in advance required.

**Methods of payment:** Payments can be made quickly and inexpensively by bank-card through our website at [www.playajoyel.com](http://www.playajoyel.com)

**Arrivals:** The plot will be available to guests from 13.00 p.m. on the day of arrival. If you do not occupy your booked plot by 22.00 hours, the booking will be automatically cancelled without any possibility of refund of the prepayments.

**Departure:** The plots must be vacated between 08.00 a.m. and 12.00 p.m. on the booked day of departure. **In the case of early departure, the following charges will apply: 100% of the total price for the unused services.**

Any modification must be requested written and will be subject to availability. Arrival and departure dates cannot be changed. Bookings are personal and not transferable. The campsite-resort reserves the right to open and/or close areas or facilities in accordance with occupation without prior notification. Bookings will be confirmed automatically online, by e-mail or by post once the corresponding payment has been received.

#### **Restrictions:**

Minimum stay: July & August, minimum stay is 7 nights. July & August: maximum admitted length for caravan/motorhomes or tents is 7,50 meters.

Teenagers **under the age of 18** are not allowed camping on their own. These must be living and supervised at all time by parents or tutors.

#### **Dogs not allowed.**

Price of emplacement includes 1 car + 1 caravan/tent/motorhome/van/trailer tent. No water or drainage possibility.

Pup tents can only be used when previously authorised by Campsite.

Maximum capacity per emplacement is 6 people. If more than 6 people, a second emplacement must be used and paid for.

Campsite does not reserve a specific location of your emplacement. On arrival, client will be given an empty emplacement which will be chosen by Campsite Management.

Campsite has the right not to admit a group if it does not match with the booking they made before.

### **CANCELLATIONS**

Requests to cancel a booking must be made in writing, signed and sent by fax to +34.942.631294 or by e-mail to [info@playajoyel.com](mailto:info@playajoyel.com)

#### **Cancellations made by Clients:**

There'll be no reimbursement if the cancellation occurs less than 14 days before the check in date. Cancellations received more than 15 days before arrival date the reimbursement of the prepayment except 50 € of administration costs.

Don't forget to contract a travel insurance to avoid any circumstances.

#### **Cancellations made by Camping Playa Joyel:**

If we would be forced to cancel your holiday before arrival because of unusual or unforeseeable circumstances, you would receive full refund of the deposit paid.

We highly recommend all guests to buy a Travel Insurance that covers any cancellation, accident,.... Many Insurance Companies offer their services through the Internet.

#### **Campsite´s areas opening**

Campsite reserves the right to open and/or close areas or facilities in accordance with occupation.

Low Season	A third of touring & camping emplacements areas open
Middle Season	Half of the campsite´s camping emplacements areas open
High Season	All touring & camping emplacements areas open

**Outdoor Swimming pools open from Easter until around 20 September. Swimming caps are compulsory.**



### MOBIL HOMES OR BUNGALOW RENTALS

This booking allows you to demand the number and types of accommodations you would wish to book in advance. Campsite will never confirm a specific location of your accommodation.

#### Payment on account:

-applications made before 31/05/2020, advance deposit of 50% of the total price of the stay when accepting your booking.

-applications made after 01/06/2020, advance deposit of 100% of the total price of the stay when accepting your booking.

**Methods of payment:** payments can be made quickly and inexpensively by bank-card through our website at [www.playajoyel.com](http://www.playajoyel.com)

**Minimum stay:** 2 nights, except from 16/06 until 10/09 minimum 7 nights.

**Arrivals:** **between 16.00 – 22.00 p.m.** on the reserved day of arrival. If you do not occupy your booked accommodation on the arrival day by 22.00 p.m., the booking will be automatically cancelled (unless prior written notice of late arrival has been given) without any possibility of devolution of the prepayments.

**Departures:** **between 08.00 – 10.00 a.m** on the reserved day of departure (from 10/06 until 10/09), rest of dates departures from 08:00 – 12:00 hours.

In case of early departure, full payment of whole reserved stay will be charged. Dates of arrival or departure cannot be changed.

Any modification must be requested in writing and will be subject to availability.

Bookings will be confirmed online, by e-mail or by post once the corresponding payment has been received

#### Important

**Client's rental period begins at 16.00 p.m. on arrival day and finishes at 10.00 a.m. on departure day.**

If client expects to arrive after 22.00 hours, Reception must be informed in advance. In any case, under no circumstance no arrivals after 23.30 hours will be accommodated.

If client departs before his booking period comes to an end, no money will be refunded by Campsite. Client will lose his money.

If client needs to depart before 08.00 hours on departure morning, the night before departure, Reception must be informed and client must park his car outside the campsite barrier before midnight, because barrier is closed from 00.00 hours until 08.00 a.m.

Teenagers under the age of 24 are not allowed accommodated (on their own) in our bungalows & mobile-homes, unless living and directly supervised by parents or tutors during all stay.

#### **No dogs or any other pets admitted.**

Prices include 1 car, 6 amps electricity, gas and water. No bed-linen, bath-towels or kitchen rags included.

Holiday homes vary in size, layout and sleeping accommodation. Client must notify before arrival if additional people tend to join them, because party restrictions apply. Please note that accommodation models hold up to a maximum of 6, 5 adults or 4 adults (depending on the chosen model). **No parties exceeding the maximum capacity of the accommodation will be accepted.**

Maximum capacity is the sum of adults + children + babies.

**EXTRA TENTS OR PUP-TENTS FOR CHILDREN, TEENAGERS, VISITORS... ARE NOT ALLOWED.**

Client will have to reserve a separate camping emplacement for this little tent. ( see Camping Daily Tariffs)

**No specific location will be confirmed.** On arrival you will be given the keys of your accommodation, no change is possible. Campsite has the right not to admit a booking on arrival, that does not match with the booking previously accepted.

### ACCOMMODATION CANCELLATION CONDITIONS

#### Cancellations by Camping Playa Joyel:

If we would be forced to cancel your holiday before arrival because of unusual or unforeseeable circumstances, you would receive full refund of the deposit paid.

#### Cancellations made by Client:

- A. Cancellation 21 or more days before arrival: full refund or deposit less 50 € administrative charges.
- B. Cancellation 20 days or less before arrival: no refund, it results in the forfeiture of all amounts paid in advance.

Requests to cancel a booking must be made in writing, signed and send by fax to 34.942631294 or e-mail to [info@playajoyel.com](mailto:info@playajoyel.com)

Don't forget to contract a travel insurance to avoid any circumstances.

#### **PRE-AUTHORIZATION REQUIRED TO PAY THE CASH-GUARANTEE DEPOSIT OR BOND (new 2019!!)**

On arrival we will require from you a pre-authorized credit card payment of 100 € as a deposit.



A credit card pre-authorization is much like any other charge to a credit card, except instead of actually debiting funds from the cardholder we just put a temporary "hold" on the 100 € of the deposit/bond. Pre-authorization will appear immediately in your pending transactions.

The 100 € pre-authorization will be converted into a charge if the mobil home is not left clean and tidy as found on day of arrival. Camping Playa Joyel is committed to guaranteeing a **100% smoke-free mobile home** to guests: guests will be subject to a non-refundable cleaning charge of **100€** if it is determined they have smoked in a non-smoking mobile home.

If mobil home is left clean and tidy as found on arrival, the pre-authorization will be cancelled by campsite management immediately on day of departure but usually it takes your bank some days to allow the block come off.

#### **FINAL CLEANING 50 €**

If you want to pay for the final cleaning of the mobil home, its cost is 50 € (washing dishes and kitchen tools not included)

Camping Playa Joyel is committed to guaranteeing a **100% smoke-free mobile home** to guests: guests will be subject to a non-refundable cleaning charge of **100€** if it is determined they have smoked in a non-smoking mobile home.

#### **IT IS MANDATORY TO WEAR PERMANENT IDENTIFICATION BRACELET AT ALL TIMES. ACCESS IS PROHIBITED WITHOUT YOUR BRACELET.**

Bracelet must be worn all the time. If client brings a damaged or cut bracelet back, the price for a new one is 1 €.

If bracelet is lost, a new bracelet costs 20 €.

#### **SPECIAL REQUESTS (DISABLED CLIENTS)**

Our accommodations are **NOT prepared for DISABLED CLIENTS.**

Special or medical requests must be made at the time of booking. Such requests do not form a part of a contract between us and are not guaranteed (unless client gets a written confirmation by Campsite)

There may be exceptional circumstances where Campsite is unable to meet customer's specific needs. We reserve the right to refuse any booking should such a situation arise.

**For further information contact Reservations Department:**

CAMPING PLAYA JOYEL

Playa de Ris s/n

E-39180 Noja, Cantabria, Spain

Tel: +34. 942630081

Fax: +34.942631294

[info@playajoyel.com](mailto:info@playajoyel.com)