



**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 in July & August. 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

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.

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, advance deposit of 50% of the total price of the stay when accepting your booking.

-applications made after 01/06, 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

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.

PRE-AUTHORIZATION REQUIRED TO PAY THE CASH-GUARANTEE DEPOSIT OR BOND

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.

VERY IMPORTANT

Any installation, service, common area, swimming pools, ... within the campsite area may be affected at any time during the season by possible Government restrictions on the prevention of Covid-19 contagion. The Camping Management denies any responsibility or compensation if these facilities / services are affected.

The maximum capacity allowed for the use of the plot / mobile home could be modified by the possible restrictions of the Government in preventing the contagion of Covid-19.



CANCELLATIONS OF RESERVATIONS

Cancellations must be requested in writing to the e-mail: info@playajoyel.com

1. Regarding Camping Playa Joyel:

In the event of being forced to cancel a reservation due to force majeure, the client will receive a refund of the amount sent.

2. Regarding the client:

Mobile Home Reservation: Cancellation with more than 21 days prior to the expected arrival date, client is entitled to a refund of the total amounts paid on account minus € 50 for administrative expenses. Cancellation of the reservation within 21 days prior to the arrival date, entails the loss of the total of the amounts paid on account.

Pitch Reservation: Cancellation more than 15 days in advance of the expected arrival date, client is entitled to a refund of the total amounts paid on account minus € 50 for administrative expenses. Cancellation of the reservation within 15 days prior to the arrival date, entails the loss of the total amounts paid on account.

- CANCELLATION IF TESTING POSITIVE IN COVID-19: If client cancels his reservation before the day of arrival, because the holder of the reservation or his companions registered in the reservation have tested "positive" in Covid-19, the amount will be reserved for a future stay of the same family unit during the 2021 and 2022 seasons. It will be essential to provide medical evidence such as an isolation note. € 100 will be deducted for administrative expenses.

- SUDDEN CANCELLATION BECAUSE BEING CONFINED TO HOME ISOLATION: If client cancels his reservation on the same day that his confinement is made official, not later, because his confinement order is in force, the advance amount of the reservation will be reserved for a future stay from the same family unit during the 2021 and 2022 season. It will be essential to provide a Test-and-Trace Notification, letter from the NHS advising you to "self-shield" or inform us about the Confinement Decree in force. 100€ will be deducted for administrative expenses.

Do not forget to take out insurance for cancellation and reimbursement expenses with an insurance company to avoid possible setbacks, which are available on different Internet websites.

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