



MARJAL

Costa Blanca

Eco Camping Resort



www.marjalcostablanca.com

Guía de Usuario

AP7. Salida 730 (Catral-Crevillent)
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Tfno. 965 48 49 45

User guide

1. RESERVATION SYSTEM:

The camping will request a payment to their account as a deposit to guarantee your reservation.

PITCHES:

For the reservation and pre reservation of these there will be an anticipated payment requested of 50€ (on short stays) and of 100€ (for stays superior to 61 days).

BUNGALOWS:

An anticipated payment of 25% will be requested of the total price of the reservation. If the reservation is made within less than 7 days of your arrival, the payment will be made via credit card.

2. ACCESS TO THE CAMPING:

Access to the camping zone is reserved for those who have payed for their stay in said area. The complimentary services of the complex and its different business areas are at the service of the already allocated clients and the external clients that pay for said services.

RIGHT OF ADMISSION:

Management reserves admission right and will cancel the contract of the clients that do not abide by the rules and regulations of the establishment, that disturb the peace and do not follow the basic rules of social and educational behavior, that do not respect the principles of the civilized life here, how it is demanded in the internal rules and regulations of this tourist establishment. All persons that inscribe and access The Camping must abide by the rules as well as the provisions contained in the valid legislation.

CHECKING IN:

Access will only be given to those who are going to be performing the activity of camping. No person under 16 years of age will be admitted unless accompanied by a person of adequate age, which will take responsibility of the behavior and conduct of the minor.

At the time of formal entrance it is mandatory to have the presence of all persons who are going to be staying in the establishment, all of which will be willingly giving their own identification information and other needed documents to the corresponding personnel as



well as signing as the obligatory documents necessary for the registration of yourselves, all of which is abiding by the legal regulations.

Upon entrance an identification bracelet to separate underage persons from adults (age superior to 16) will be given to each adult for the price of 10€ that will be returned to you if the bracelet is later returned without problem. Loss of this bracelet means management will keep the 10€ deposit. These bracelets are personal and nontransferable.

3.CONTRACT STAY:

The contract will be signed by the client, accepting the terms and conditions. The person whose name is on the contract of your stay has to be of age and will be held responsible for all the acts and damages that he/she or the people staying with them could cause.

4.PITCHES:

The time table for arrival is from 13:00h until 23:00h. The maximum number of occupants per plot is 6 persons including children. The pitch must be unoccupied before 12:00h, unless previous authorization from management is given.

Reserved Pitches. Rules to follow for the correct placement:

The assigning of the pitches will be done at the time of check in, occupying the allocated terrain given to eat pitch, previously leaving the space necessary for the car, not occupying any other pitch that is not yours nor part of the public road. Any change of pitch must be previously authorized by Reception.

It is obligatory to station your vehicles in your own pitch, it being completely prohibited to station it on the roads, any pitch that is not your own, communal zones, bungalow zones as well as exterior parking lots.

5. BUNGALOWS:

- The time table for entrance is from 17:00h until 23:00h.
- The Bungalow must be unoccupied before 12:00h, unless previous authorization from management is given.
- A credit card number will be requested (in the absence of 60€ in metallic money) as a deposit.
- The bungalow will only be occupied once you have been given your contract signed upon entrance in which will be specified your allocation number.
- It is not permitted to have any shop related installation in the space situated in front or around your allocated plot.
- The towels will be changed every 3 days and the sheets once a week.
- All of the accommodations have an inventory of utensils, in the absence of any of these

utensils, report it to Reception immediately for the replacement.

- On the assumption that the arrival is later or the departure is earlier than stated the full payment of the reservation will still be requested from you.
- Once you are in the Bungalow there will be no monetary returns of the booked reservation.
- De handdoeken worden elke 3 dagen vervangen en het bedlinnen éénmaal per week.
- Voor alle bungalows is een inventaris opgemaakt waarin de beschikbare gebruiksvoorwerpen vermeld staan, Indien er iets ontbreekt, aarzel dan niet om het door te geven aan de receptie, zodat het kan worden aangevuld.
- In het geval de aankomst later of het vertrek eerder plaatsvindt dan het geboekte verblijf, dient het bedrag voor de hele boeking te worden betaald.
- Eenmaal geïnstalleerd in een bungalow zal een bedrag van het totale bedrag van het geboekte verblijf niet terugbetalen.

6. PAYMENT OF YOUR STAY AND DEPARTURE:

The time table for payment is from 8:00h to 21:00h. If you are staying in Bungalows you will be requested your payment of your stay upon arrival.

If you are staying in a pitch the payment will be made depending on the established agreement on your tariff, unless other conditions apply. At any moment the establishment has the right to ask for the payment.

Nonpayment or Abandonment:

In the situation of nonpayment or abandonment, The Camping's Management will move any and all camping equipment to a new spot outside of the camping zone without the conditions of safety and security that are offered and in place in the establishment, to leave the allotment free.

The nonpayment of the factura of your stay, will presume, allow, and give the right to Management of The Camping to withhold the caravan, shop, vehicle, auto-caravan, trailer, etc., until the complete payment is made.

7. CANCELATION OF RESERVATIONS POLICY:

BUNGALOWS AND PITCHES

If the reservation is nulled within 7 days or less of your arrival, the establishment will keep the deposit. If the nullification is made between 8 and 30 days in advance, 50% will be returned and if the nullification is made more than 30 days in advance, 90% of the payment will be returned.



8.RESTING TIMES:

With the objective of not disturbing the neighbors, televisions, radios, etc. . . must have the volume low. Depending on the season, resting hours are considered to be: High Season from 01:00h to 07:00h and in the Low Season from 07:00h until 12:00h.

The gates of The Camping will remain closed from 00:00h until 07:00h. During these hours you will not be able to travel around, enter or exit the camping zone, with any vehicle, except any emergencies previously authorized.

Siesta time is to be respected also, being from 15:00h until 17:00h.

9.VEHICLES:

- The vehicle will have to be registered previous to accessing The Camping. The automatic security bars system works depending on the tariff or contract conditions.
- The speed that all vehicles are limited to is 10km/hr.
- Entrance is not permitted to any motor vehicle or rented, as well as the use of electric or motor scooters to those under the age of 16 and the use of mini-motos and quads in all instances.
- Management has every right and complete power to prohibit any vehicle that disturbs from excessive noise.

10.PETS AND DOMESTIC ANIMALS:

- All dogs must be controlled, on a leash and muzzled and come accompanied by a sanitary/health passport (replaces the health card) in their movements by order of the European Union and while they are on the terrain of the Comunidad Valenciana, no matter where your place of residence. The passport must verify the vaccinations and other treatments in vigor such as the identification of the animal (art.1 Decreto 49/2005 de la Generalitat Valenciana y Reglamento 998/2003 del Parlamento Europeo y del Consejo), and upon arrival must be presented in Reception.
- They should not be left alone or unaccompanied and cannot ever be let loose.
- The access or prohibition of access of these in the different parts of the establishment is indicated at the entrance, it is not permitted to be in the bathrooms, swimming pools, gym/spa, restaurant, bar/pub, supermarket and other installations, except the ones that are specially habilitated for them, that are obligatorily marked with signs at the entrances.
- It should be avoided that they attend to their needs outside of the allocated areas of the camping and in every instance they should be picked up.
- There are bathrooms available specifically for animals (WC mascotas) which is located in each of the health blocks.
- The breeds of dogs considered potentially dangerous will be muzzled (Akita Innu, American Staffordshire terrier, Doberman, Argentinian Doge, Brazilian Fila, Pit-bull Terrier, Rottweiler and Staffordshire bull terrier).
- All of which is in abidance of the R.D. 119/2012.
- Maximum per allotment is 2 dogs.
- It is completely prohibited the access to animals in the Bungalows.

11.GAS:

It is obligatory to have the corresponding installation certificates of butane or propane gas, presenting it in Reception to be able to request the renting of a new bottle or a replacement. The Camping is exempt of any responsibility, the client is obligated to present the valid gas certificate.

12.INSTALLATION AND ELECTRICAL SUPPLIES:

- The official electrician of The Camping is the only person authorized to examine any faults. For security reasons the doors or the electrical cupboards will remain closed and locked at all times.
- All cables must have an earth cable and must be correctly insulated.
- Exterior link ups are not authorized.
- Each pitch has a single electricity intake available to it.

13.INSTALLATION ELEMENTS RELATED TO THE CAMPING:

- It is entirely prohibited to install any element that does not correspond with the temporary and habitual use of your stay in The Camping (Decreto Regulador de Campings 119/2002 de la Comunidad Valenciana), therefor it is not permitted to install any enclosures, walls, fences, awnings or canopies (that aren't ones that the camping has put at your service) as well as any permanent element that has not been authorized by The Camping's Management.
- It is also prohibited the use of your own washing machines and drying machines in the health blocks as well as it being prohibited to hang clothes in unauthorized places, hang rope, cord or string from the trees, for this we have a rental service of clothes lines (deposit of 15€), not complying with the above is cause enough for termination of the accommodation contract without any right of compensation.

14. BARBEQUES:

Use of barbeques is authorized inside the pitch, only if the fuel source used is carbon/coal/charcoal. A fire directly on the floor will never be made. If your wish is to use wood, there is a zone available specifically for communal barbeques next to the sports pitches.

15.GAMES/SPORTS:

With the ultimate objective of avoiding disturbing other campers these activities will take place in the designated zones. The use of lasers and BB guns and any other dangerous game related is strictly prohibited.



16.COMMUNAL ZONES:

- The circling of bicycles, scooters, skateboards, electrical or motor powered bikes and other vehicles without motor in the communal zones (square, health blocks, pub and restaurant terrace...)
- There are zones available (bicyclers for the parking of this kind of vehicle).
- Consult the available rules in the information panels around the Camping.

17.EXTERIOR SWIMMING POOLS:

- It is obligatory to shower before submerging in the swimming pool. Under 12's must be accompanied by an adult that will assume complete responsibility.
- The use of the inflatable Lillo's is not permitted in any of the swimming pools.
- Goggles are permitted if and when they are not made of glass or any other material that might be able to break or shatter.
- It is not permitted in all the swimming pools to: Swim with a t-shirt on, underwear, glasses, shoes, towels, clothes in general and any other objects... Also the use of water pistols prohibited or riding a bike or scooter. These is cause to be removed immediately from swimming pools should you commit an act to disturb other clients.
- It is not permitted to allow access to animals to the swimming pool areas.
- Slides: It is only permitted to use the slide one by one and sitting facing forward. It is prohibited to create an obstacle on the slide with yourself or any other object and also to stop half way down the slide.
- Food and drink is not permitted to be taken into the general area of the swimming pools nor are your own umbrellas, chairs or sunbeds.
- There is a possible charge for the slides at certain times during the year.
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18.INSURANCES:

Each camper must have available to them a civil responsibility insurance for possible injuries caused by their own caravans or camping equipment to other campers or to The Camping itself. As this is in conjunction with the valid legal rules we recommend having your caravan insured:

- Caravans of 750kg are included in the policy of the tractor vehicle.
- Caravans of 750kg has to have its own specific insurance.

The Camping is not responsible for any thefts or subtractions of any kind that occur inside The Camping and entrance parking, requesting the collaboration of the clients to take the necessary precautions.

Also, The Camping is not liable for damages produced by natural causes or anything beyond the companies control as it will not be attributable, also damages caused by meteorological or natural phenomena such as: tree resin, rain, wind, floods, fires, etc., or if the vehicle of the client suffers any damages from coming into contact with any curbs, trees, etc.

19. VISITS:

- Entrance is not permitted to those not allocated in The Camping.
- The price of the visit includes access to the camping zone, at no moment the use of the complimentary services such as the exterior or interior swimming pools, gymnasium, spa, Ball Park...

VISITS TO CLIENTS ALLOCATED IN THE CAMPING:

- Exceptionally, visits will be admitted to those who have family and/or friends allocated in The Camping, under the responsibility of the client and for the time indicated.
- Upon arrival, reception will request permission from the current owner if the allotment, leaving their accrediting identification documents and the established pay for the VISIT.
- Free visits have a maximum duration of an hour and they must leave as a deposit some official documentation, (D.N.I or passport) and will not be able to use the installations of The Camping.
- The visitors must depart from the compound before the established time limit (23:00), not permitting the presence of non-allocated persons inside without previous authorization from Management.
- Visitors have no right to enter into the camping zone whatsoever with any kind of vehicle. There is parking at the entrance that is available for use to park your vehicle.
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Campsite Rules and Regulations

1. TREES

The tying of ropes to trees is not permitted. There are clothes dryers at guests' disposal. Please ask at Reception.

2. WASTEWATER

- Chemical toilets located in the toilet and shower blocks are used for the treatment of wastewater.
- There must be proper use of the waste water disposal points to avoid the disposal of substances that may hinder the treatment of the waste water

3. CARWASH

- The campsite features a carwash located at the car park located at the entrance. This is the only area where car washing is permitted.

4. WASTE AND RECYCLING

- Campers are hereby informed that the campsite features a waste-recycling centre. Please use it appropriately. Recycling bins: Blue for paper, Yellow for plastics, cans, cartons, etc., Red for glass, and Green for organic waste.
- Choose products in familiar size to avoid residues of packings.
- Reject the bags that you don't really need, try to use your own purchase bag.
- At the moment of acquiring disposable products, think if they are really indispensable. The Reusable packings are preferable.
- Following our Quality System, it is highly recommended to use eco-friendly detergents that do not contain chemicals harmful to the environment.
- We kindly request you to respect the environment by making good use of the recycling bins placed in the designated areas in the toilet and shower blocks as well as in the communal areas.

5. WATER SAVING

- The towels in the accommodations are changed every 3 days and the bed linen once a week with stays longer than 7 nights. Or according to the need of the client. If the towels are placed on the floor we will change them. If you hang them on the towel rack we will know that they will be used again.
- Use the wastebaskets instead of throwing the residues and paper in the toilet.
- Keep the shower running only for the necessary time; turn it off while you soap yourself.
- Verify that you turn off all taps before leaving the bungalow.
- If you detect deficiencies in faucets or cisterns please warn the reception.

6. CONSUMPTION AND ENERGY EFFICIENCY

- We recall that the windows must be closed while the heating or airconditioning is turned on.
- Before leaving the accommodation, you must turn off the lights.
- The measures that are indicated in this Guide have as aim to give conformity to the Politics of Quality and Environment of the camping, as well as to the Ecolabel of the European Union.



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