CAMPING & TOURING EMPLACEMENTS

If you would like to come to Campsite during July or August, previous bookings are compulsory. It is not necessary to book in advance if you are arriving outside July&August.

Payment on account: full payment required for arrivals from end of June, July & August. Rest of dates, no payment in advance required.

Methods of payment: Payments can be made 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. It is not possible to vacate your plot before 08:00 a.m., because campsite gates are closed to traffic and silence must be kept.

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

No visitors for the day allowed during July & August.

Minimum stay: July & August, minimum stay is 7 nights. July & August: maximum admitted length 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 camping installation (caravan/tent/motorhome/van) . No water or drainage

possibility. One pup tents can only be used when previously authorised by Campsite. Pup tent has an extra cost.

Maximum capacity per emplacement is 5 people. If more than 5 people, a second emplacement must be used and paid for.

Campsite does not reserve a specific location/number 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.

Outdoor Swimming pools open from Easter until end of September. Swimming caps are compulsory.

Animal Park, opens Mondays &Wednesdays from 6-7 p.m. in July & August. During rest of months, animal park opens only Saturdays from 6-7 p.m.

MOBIL HOMES 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 18/06, advance deposit of 50% of the total price of the stay when accepting your booking.
- applications made after 19/06, 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 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, 4 adults or 2 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 + teenagers + children + babies.

EXTRA TENTS OR PUP-TENTS FOR CHILDREN, TEENAGERS, VISITORS… ARE NOT ALLOWED ON MOBILE-HOMES GARDENS.

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-authorised 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-authorisation 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-authorisation 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.

CANCELLATIONS

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

- **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.

- **Regarding the client:**

- **Special Non-Refundable Rates**: if you have booked with a Non-Refundable rate, the client does not receive any refund of the payment made in case of cancellation. The cost of cancellation is 100% of the payment, thus contracted by the client at the time of booking.

- **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 7 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 7 days prior to the arrival date, entails the loss of the total amounts paid on account.

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, our mobile homes have stairs and doors not suitable for wheelchairs.**
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.

PRICES

Playa Joyel reserves the right to change prices at any time prior to the confirmation of the contract.
The price is based on the information provided by the client himself. The confirmed price is guaranteed as long as no modification of dates, category or items subject to rate initially contracted and explicitly indicated in the confirmation is made. Any subsequent modification by the client may involve a modification of the price of the stay.
The information offered through the website www.playajoyel.com, via email or telephone on prices fulfils an indicative function and will not be binding, nor has contractual value. Only the contract confirmation sent by email is binding.

MODIFICATION CONDITIONS

Any modification of the contract must be requested by the owner of the contract via the email info@playajoyel.com. The modification request will be inspected by the reservation team and they will answer per email if the modification has been accepted.
Modifications of dates of the stay or of the category that suppose a reduction in the value of the contracted stay will only be accepted 45 days before the date of arrival. In case of an increase of the amount of the stay, it will require a payment of the difference in advance.
Any modification of the dates of the contracted stay or of the category of accommodation or items subject to rate implies the application of the price in force at the time of the modification.
The decision of the client not to use the time of the contracted stay will not entitle any refund or compensation of the paid price.

RECEPTION: open from 8:00 a.m. to 10:00 p.m. non-stop.

ENTRY REGISTRATION

To stay at the Campsite, it is MANDATORY to present the Identity Card Documents or passports of all those over 16 years of age, as well as sign the necessary documents for registration. Driving license not admitted.

ANIMALS

Dogs are not allowed in the entire camping area and no type of animal is allowed inside the rental mobile homes.

OUTDOOR POOLS

The outdoor pool will open at the beginning of the season and will likely close to the public around the 20. September depending on the weather. Swimming cap mandatory when using the pool for all users.

VISITS

Any person who wishes to access Joyel Beach not declared in the check-in record is considered a visitor.
For security reasons, all visitors must register at the reception accompanied by the owner of the stay to authorize the visit.
The maximum number of people in the mobile homes or plots applies considering visits.
Visiting hours are from 8:00 a.m. to 10:00 p.m.
Visitors for the day not allowed during July & August.
It is an essential condition that the visitor has a family member or friend staying at the establishment on the day of their visit.
The visitor must register at the reception accompanied by the owner of the stay to authorize the visit and must pay the corresponding amount at the time of registration.
Unauthorized visitors will be expelled from the campsite. The campsite management reserves the right to expel campers who repeat unauthorized visits. Try to reduce visits as much as possible. Remember that an increase in the number of people using the facilities translates into a decrease in the quality of the services offered.

VEHICLES

The maximum speed allowed is 10 km/hour. It is prohibited to circulate around the campsite from 00:00 to 08:00 in the morning.
It is prohibited to operate any motor vehicle on the premises out of respect for other campers.
It is mandatory to park the car in the assigned plot or in the parking spaces enabled for this purpose. Parking on the streets or in empty plots or intersections is prohibited so as not to harm other campers. If your intention is to drive between 00:00 a.m. and 8:00 a.m., you will have to park your vehicle in the campsite's outdoor parking lot.

BIKES / SCOOTERS

It is not allowed to ride a bicycle, scooter or any other recreational transport around the campsite from the time the campsite lights are turned on until 8:00 a.m. Reckless driving and competitions are prohibited, and campsite staff may remove these vehicles in case of non-compliance. The use of electric scooters is totally forbidden.
We recommend the use of locks since the campsite is not responsible for the theft of bicycles, scooters, etc.

RESPONSIBILITY

Appliances left plugged in in the client's absence, as well as their contents, will not be the responsibility of the campsite.
Lost items (non-perishable) will be kept for 15 days; after that time, they can no longer be claimed.
Camping Playa Joyel is not responsible for possible incidents that may occur due to customer malpractice, such as using facilities or elements for uses other than those for which they were intended.
Camping Playa Joyel strives to write the content and information published on its website with the greatest possible rigor. But it could be the case that, for reasons beyond its control, a typographical error occurs or some information is not updated. For this reason, the management states that the information is for informational and indicative use only.
Camping Playa Joyel is not responsible for damages caused by resin, ants, rain, wind, floods, etc.
It is the obligation of every user of the campsite to have valid Civil Liability insurance for any damage that may occur to property owned by the campsite or damage caused to another client or their property.

SILENCE AND COEXISTENCE

From 00:00 to 08:00, maintain absolute silence. Outside of these hours, out of respect for other campers, please moderate the volume of radios, TVs and other electronic devices. Improper use and excess volume on televisions, radios, etc. are prohibited.

MINORS

Entry will not be admitted to minors under 18 years of age who are not accompanied by their parent or legal guardian, who will be responsible for their conduct, as well as any damage or accidents they may cause.
Children under 8 years of age will not be able to access the sanitary block alone. They must always be accompanied.

ELECTRIC CONNECTION

The user will be required to have a two-wire hose cable with ground connection, especially against humidity, and the use of parallel wire is not permitted in any case, and must comply at all times with the technical requirements demanded by the applicable regulations (CEE17 plug). Under no circumstances may consumption exceed the maximum granted power of 6 amps, so the connection of electrical appliances that together exceed said contracted power is prohibited, as is the manipulation of the installation for this purpose.
The Management reserves the right to prohibit the electricity supply to customers whose installation is not in perfect condition.

BARBECUES

Avoiding in any case inconvenience to other campers and when atmospheric conditions permit, their use is tolerated within the site itself between 12:00 h and 23:00 h
The campsite has two common barbecue areas, the client must bring the grill
Exclusive use with charcoal and will be lit with tablets or similar (gel), the use of fire accelerant on barbecues is prohibited.
The use of any combustible material likely to spread the fire is only permitted at a distance greater than 3 meters from the fire; never place charcoal on the ground or barbecue on the terraces of mobile homes.
However, at any time the use of fire may be prohibited temporarily or permanently depending on the level of risk of forest fires that exists at that time.
On windy days with speeds greater than 25km/h, and/or on very hot days, when the temperature exceeds 30ºC, it is prohibited to light a fire (Order DES/44/2007, of August 8, which establishes rules on the use of fire and preventive measures in relation to forest fires.)

The user must comply with the following security measures:
1. Ensure that you have a distance greater than 3 meters from the fire to any combustible matter that may spread the fire.
2. Remain vigilant and next to the fire during the entire time it is lit.
3. Have some means of extinction on hand.
4. Make sure the fire is completely extinguished when you leave

POOL

It is mandatory to comply with the orders of the lifeguards and campsite staff
The use of a swimming cap is mandatory
Jumping headfirst is not allowed.
Smoking and eating are not allowed.
Children under 10 years of age must be accompanied by an adult who guarantees any possible liability.
The use of mats, balls, water guns is prohibited
Failure to comply with these rules will result in expulsion from the venue.
For the proper use and enjoyment of the facilities, we urge our clients not to reserve the sunbeds while they are not using the pool area.

WIFI SERVICE

Paid Wi-Fi available throughout the campsite. The campsite is not responsible in the event that your Wi-Fi connection does not work correctly due to various circumstances such as an area heavily populated with trees, walls that obstruct the signal, devices that do not remain connected to the network,...
Camping Playa Joyel recommends clients who need unlimited data for video conferencing, working with Zoom, working in the cloud,.... contracting your own data with your trusted operator.

WATER FOUNTAINS

Street fountains are exclusively for collecting water; they cannot be used for chemical toilets, washing clothes or washing dishes. They have sinks and a chemical toilet area in the sanitary areas of each area.

GARDENS

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

GAMES WITH BALLS

They have different sports facilities. To guarantee the tranquility of your neighbors, use them for ball games.

DOGS

Dogs are prohibited from entering the entire campsite. The entry of any animal into the mobile homes is prohibited.

WASTE

Waste must be deposited inside the containers provided for this purpose, not outside the containers due to unsanitary conditions. The recycling points for the collection of cardboard, plastic and glass are outside the campsite.

SEWAGE WATER

For obvious reasons of hygiene and conservation of trees and plants, their discharge onto the ground is prohibited, and the use of the corresponding wastewater container is mandatory. These containers must be emptied solely and exclusively in the W.C. chemicals located in the sanitary blocks.

CAR WASH

The campsite has a car wash area suitable for washing cars and it is prohibited to wash them anywhere else in the campsite.

RECEIPT OF PACKAGES AND SHIPMENTS

The client is responsible for collecting their packages from the agencies. The Camping denies any responsibility in this regard.

RATES

Playa Joyel reserves the right to modify prices at any time prior to confirmation of the contract.
The price is based on the information provided by the client himself. You are guaranteed the confirmed price as long as no modification is made to the dates, category or elements subject to the initially contracted rate and explicitly indicated in the confirmation. Any subsequent modification by the client may imply a modification of the price of the stay.
The information offered through the website www.playajoyel.com, via email or by telephone regarding prices serves an indicative function and will not be binding in any way, nor does it have contractual value. Only the booking/reservation confirmation sent by email is binding.
The current rates are those displayed on the official sign in the Camping Reception office. Prices will be applied per day according to the number of overnight stays. The day, unless otherwise agreed, ends at 12 noon. At least one day will be accrued and departures after 12 noon will mean one more day.
The location of tents, caravans and other vehicles must be carried out from 8:00 a.m. to 11:00 p.m. and in the spaces assigned. Each square or camping unit is the space of land intended for the location of a tourist vehicle and a mobile shelter. Changes in location or plot must be previously authorized.
Prices to the public will be declared in accordance with article 21, 2 of Decree 95/2002, on the Planning and Classification of Tourism Camps in Cantabria. Any service that the company provides, without being required by the current Tourism Regulation to the camping category assigned to it, is absolutely voluntary and free of charge. It may, consequently, suspend its provision in whole or in part and these rates are set out in accordance with the specific consumer protection regulations, article 66 quater of Royal Legislative Decree 1/2007, of November 16, which approves the consolidated text. of the General Law for the Defense of Consumers and Users and other complementary laws.
Regardless of the agreed length of stay, the Management may require clients to pay, at any time, for the services already provided. Customers who intend to leave at times other than the Reception hours must pay their bill in advance.
If the client plans to be absent from the Campsite and leaves the cabin at the Campsite, he is obliged to inform the Reception office, which may accept the absence or force the client to leave the Campsite with all his belongings.

OTHER CONDITIONS

- The client by making a contract acquires the commitment to read the conditions of hiring and internal regulations of the camping resort, meaning the payment of the advance acceptance of them.
- In case of new hiring or modification of an existing one, an email will be sent that will include all the details of the stay and replace if there was any previous one. It is the client's responsibility to verify the information, and in case of error, notify it immediately to info@playajoyel.com. In case of not receiving such information, please contact us within a maximum period of 5 days from the date of the request.
- The contract is personal and non-transferable.
- In no case may the plot be occupied by people if the holder or his partner is not present
- Any variation of people or other concepts must be informed at the same time of entry at the reception. In case of knowledge that a person or vehicle has not been registered, the client will be charged from the beginning of the stay. A decrease in registered persons or vehicles will only be applied from the moment it is notified at the reception giving the corresponding bracelet or sticker.
- It is mandatory for any customer, companion or visitor to wear the bracelet on the wrist on site and throughout the stay.
- It is mandatory to have the control sticker in the car in a visible place at all time.
- The Management is not responsible for the subtraction of personal objects on site.
- The Management reserves the right to modify schedules during the season, as well as proceed to the closing of facilities without prior notice.

- The Management will not be responsible for possible damage to electrical or electronic devices that have been damaged in the Camping Resort facilities.
- The Management will not be responsible for possible incidents that may occur as a result of inappropriate behaviour of other clients.
- Do not forget to contract a cancellation insurance.



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

THE CHARGING OF ELECTRIC VEHICLES IN THE ELECTRICITY SOCKETS OF THE PLOTS OR MOBILE HOMES IS PROHIBITED.
VEHICLES MUST BE CHARGED AT THE CHARGING POINT PREPARED FOR ELECTRIC VEHICLES.
The campsite management cannot guarantee that the charging service will be available daily, as technical issues may arise.

PLAYA JOYEL SL expressly denies all responsibility in the event that a customer recharges their electric vehicle at any plug in the campsite other than using the electric vehicle recharging point enabled for this purpose (recharge not free).
If any plug from the pitches or mobile homes is used, plugs that are not suitable for charging electric vehicles due to their characteristics, recharging would be extremely slow and the customer could also burn the plug.
If the customer uses the electrical supply plugs in the plots or mobile homes, which are not suitable for recharging electric vehicles, the customer will be solely responsible in the event of a fire due to overheating of the plug, due to voltage overload and could even

Find out on our website www.playajoyel.com about the cancellation conditions and reservation conditions

Telephone (+34) 942630081 **info@playajoyel.com**

LEGAL WARNING:

The use of this website and its forms requires the acceptance of the treatment of user data in accordance with this privacy policy, including the collection of access data and the sending of commercial information electronically. Responsible for data processing and contact information: PLAYA JOYEL SL Address: Playa de Ris s/n, 39180 Noja, Cantabria – Spain. Contact details: Tel. +34 942 63 00 81, info@playajoyel.com Purpose of data processing: The data is processed with the aim of providing access to the online content of the website, as well as responding to requests for web users, keep a record of visits (IP addresses, browser data, country, page accessed, etc.) for statistical purposes, apply measures aimed at web security. In the event of completing any of the forms, it will be necessary to provide certain personal data, which will be incorporated into the files owned by PLAYA JOYEL SL for the purpose for which they are requested. PLAYA JOYEL SL undertakes to comply with the duty of secrecy established in the data protection regulations, with respect to the data collected.

Legitimation: The data is processed based on the consent of the user, as well as in compliance with the legal obligations of PLAYA JOYELS L and, where appropriate, for the execution of a contract or pre-contract between the user and PLAYA JOYEL SL

Recipients and transfers: Recipients: PLAYA JOYEL SL International transfer (outside the European Economic Area) is not foreseen, except for storage purposes, and in any case based on the existence of an adequacy decision, based on the existence of adequate guarantees, as well as entities adhering to the privacy shield agreement (http://www.privacyshield.gov)

Data retention period: At least during the periods established by the applicable legislation and in any case while the consent is valid.

Rights of people: Interested parties have the right to: access, rectify and delete their data; request the portability of your data; oppose the treatment or request its limitation; withdraw the consent given, if applicable. To do this, you can send your request by email or in writing to the address of the person in charge. The owner of the data must attach a photocopy of their ID / passport to the request. They can also make a claim before the Data Protection Control Authority.

Veracity and updating of the data: The user must fill in the forms with true, exact, complete and current data. The user will not enter data corresponding to another person; PLAYA JOYEL SL will presume that the data has been provided by the owner thereof. The user will be solely responsible for any damage or harm, direct or indirect, that could be caused to any person due to filling in the form with false, inaccurate, incomplete or out-of-date data or relating to another person. The user must communicate any change in the data provided in order to keep their data duly updated. Minors PLAYA JOYEL SL prohibits the use of its web services by users under the age of fourteen, except with the express consent of their parents or guardians. In relation to reservations, only those over 18 years of age can make them.

Web Analytics: This website uses various analytics to find out how it is searched for, accessed and used by the public. These analytics may involve the collection of personal data such as the IP address, the location of the connection, information about the browsing software or hardware, etc. This information is not associated with users and is used for the sole purpose of obtaining statistical information on the use of the company's website.

Use of functions provided by Google, Inc. This website integrates functions of Google Inc (1600 AMPHITHEATRE PARKWAY, MOUNTAIN VIEW, CALIFORNIA, USA), such as YouTube videos, maps and "+1" buttons. To do this, when using the web, the user's browser establishes a direct connection with the servers of the Internet domain google.com and other Google domains. This allows Google to know that the user has visited the web from his IP address. Google makes use of persistent cookies, local storage and Flash local storage on the user's device, for various purposes, including the collection of user activity on the Internet to offer advertising tailored to their interests, in accordance with their privacy policies: http: //www.google.es/intl/es/policies/privacy/ By using this website, the user consents to the processing of their data by Google in the manner and for the purposes indicated.

2027 VERSION