#camping las_menas

CM/AL/00022

REGLAMENTO INTERNO DEL CAMPING LAS MENAS DE SERÓN

ACCESS

Camping Las Menas de Serón is a private resort which can only be used and accessed by clients.

Clients are the people registered with a reservation or occupation and they will be identified in reception when they arrive. Also considered clients are people visiting those already here in the camping, and they must also be identified in the camping reception when they arrive.

The main person (titular) of each reservation will be the main responsible for their acts, and the acts of any companions registered in their stay.

To reserve or book to stay at Camping Las Menas de Serón, you must be over 18 years old.

Anybody under 18 years of age must always be under supervision by somebody of age (over 18 years old) who will be responsible for their safety and any damages that may occur.

At any moment, Camping Las Menas de Serón may require identification or information related to your stay (accommodation, vehicles, adults, children, pets).

Camping Las Menas de Serón reserves admission rights, and can deny anybody of access at any time.

TIMETABLES

Please respect the following opening hours:

- Reception: 09:00h - 22:00h.
- Cafe, bar and restaurant: 09:00h - 22:00h.
- Kitchen: 12:00h - 16:00h and 19:00h - 22:00h.
- Swimming Pool: must be consulted.

CHECK-IN

Arrivals must happen after 13:00h and departures, before 12:00h.

Access and use of our installations will follow these times too, after 13:00h the day of arrival and before 12:00h the day of departure.

At the Check-in, the title person MUST declare the totality of occupants, vehicles and accommodation.

Every occupant must be present for the check-in, and must be duly identified.

REGLAMENTO INTERNO DEL CAMPING LAS MENAS DE SERÓN

ACCOMMODATION

Camping Las Menas de Serón gives its client the possibility to choose the type of accommodation when they reserve or ring check-in. Changing accommodation without permission from reception is prohibited, and the maximum number of occupants per accommodation must be respected at all times.

The camping management can modify the accommodation chosen by the client in some cases.

Management will also make information available, and supervise, keeping cabins and plots tidy, especially in summer when the risk of fire is high.

Smoking in banned inside the accommodations.

VISITS

Anyone who isn't already registered as a guest at reception and wishes to visit someone who is, must register at reception. Due to data protection rules, the guests must register at reception with a client who is already registered. There may be tariffs applicable; you will be informed of this at reception.

BEHAVIOUR AND COEXISTENCE

Camping Las Menas de Serón can take any measure deemed necessary to maintain the following:

· Silence between 00:00h - 09:00h.

· Limit the volume of large groups who make lots of noise and/or music.

Any indications made by Camping staff must be followed.

All socially unacceptable behaviour, including but not limited to stealing, physical or verbal violence, offensive comments, discriminatory expressions, frauds, antisocial behaviour, malicious behaviour, not following these rules, written in this rule guide, or via signs and posters, can case the intervention of Camping Las Menas de Serón which may include expulsion form the camping without any type of compensation or money back.

INCIDENTS

Any incident should be communicated as soon as possible to Camping staff.

#camping las_menas

CM/AL/00022

REGLAMENTO INTERNO DEL CAMPING LAS MENAS DE SERÓN

VEHICLES

Inside the camping, people have priority, and the speed can never be more than 10kmph. This includes vehicles which have an engine and those which don't (scooters, bikes etc.)

Any vehicle which is used after sunset must use lights and be visible.

Management can impede vehicles from circulating at any time.

Vehicles cannot be driven between 23.00 – 9.00, nor can the horn or loud music be used.

Vehicles shouldn't be left running to avoid unnecessary gas emissions.

Staff can take away or ban those objects which can be a danger to other people or animals to keep the safety of all our guests.

PARKING FOR VEHICLES

A stay at Camping Las Menas de Serón doesn't include parking for vehicles, which mean this will have to be booked at an additional Price. If the client wishes, another "extra" parking space can be booked (depending on availability).

The vehicle must be parked inside the lines of the plot, avoiding the next plot and roads/tracks.

CHECK-OUT

If the accommodation in on a plot, it must be clean and tidy before 12.00. Then, before leaving the camping, the clients must go to reception.

If the accommodation is a cabin, it must be clean and tidy before 12.00. Then, before leaving the camping, the clients must go to reception to hand in the keys.

SERVICES

Café, bar, restaurant, parks, kid's areas, swimming pools and other services may interrupt their normal activities for any reason.

ELECTRICITY

Plots don't include electricity and this must be booked separately and paid for following the current tariffs.

Only appropriate cables can be connected to the electricity box. Management can disconnect and ban any connections which are deemed inappropriate or dangerous.

REGLAMENTO INTERNO DEL CAMPING LAS MENAS DE SERÓN

BARBECUES

Common-use barbecues can be sued by clients during the periods established by current legislation.

When local legislation permits it, barbecues can be used in the campsite, as long as the following measures are taken: they cannot be lit within 1.5 metres of flammable objects and water must be on hand in case of an accident.

In the cabins, barbecues cannot be lit inside the cabins, nor on the porches. They can only be used 1.5 metres away from the cabins.

Highly flammable products like alcohol or gel for lighting fires are banned.

Also, fires cannot be lit directly on the ground.

FOUNTAINS, SINKS AND WASHING SINKS

All the water from taps and fountains is drinking water.

Fountains should only be used to drink water, not for washing foods, plates, clothes or pets.

For hygiene and safety reasons, residual waters cannot be disposed of outside the residual water WC spot.

PERSONAL OBJECTS

Camping Las Menas de Serón isn't responsible for any loss of personal objects.

There is a protocol in place to deal with lost or stolen objects, and if this happens during your stay, contact staff. If you realise something is missing after leaving the campsite, send an email to info@campinglasmenasdeseron.com.

INSURANCE AND RESPONSIBILITIES

Camping Las Menas de Serón is not responsible for any loss, accidents or damage provoked by third parties.

Nor are we responsible for any damage which can occur due to meteorological phenomenons or natural disasters (fires, rain, snow...). If there are reiterated cases of complaints about clients either by other clients or staff, Camping Las Menas de Serón reserves admission rights, and can expulse anyone from our installations.

To stay at Camping Las Menas de Serón, a civil responsibility insurance is required

REGLAMENTO INTERNO DEL CAMPING LAS MENAS DE SERÓN

PETS

We admit pets to stay, with a maximum of two per cabin and/or plot, and we are a Pet Friendly establishment, allowing them to enter many of our installations except those which re restricted for sanitary reasons (bathrooms, swimming pools, children's areas).

Pets are not allowed on the beds of the cabins.

All pets must be registered at the check-in, presenting their identification card and vaccination cards. If this isn't presented, access may not be allowed. The corresponding tariff must be pad.

All animals must be accompanied and under supervision at all times.

For the wellbeing of other clients and pets, dogs cannot be left alone on plots and they must be on a lead at all times.

The pet owners are responsible for their hygiene, making sure that when possible they don't do their necessities in our installations. If they do, excrements must be picked up and any urine diluted with water to avoid smells and damaged to our installations.

Potentially dangerous dogs are not welcome (The full list of breeds can be seen on the official Spain website), nor dogs that have a history of biting of having caused damage to other people or animals.

SUSTAINABILITY AND ENVIRONMENT

Camping Las Menas de Serón has resources and measures destined to conservation.

To achieve a good result, all our clients should participate actively, correctly classifying residues, saving energy and water, and reducing the use of plastic, detergent, and emissions.

Camping Las Menas de Serón is located in a natural space, where nature, culture, sports and patrimony join, so please don't forget to respect that and collaborate