

## MiluCar Terms and Conditions 01.12.'18

**1. RESERVE.** Reserving a parcel can be done verbally, by telephone, by e-mail or on the website. The reservation is confirmed by e-mail, for which 25% of the price must be paid in five days by bank transfer to account number ES 89 0081 5198 1400 0167 3975 to Martijn Brummelhuis

*Cancelling a reservation can only be done by telephone, hereafter a confirmation of the cancellation by e-mail.*

*In case of cancellation, MiluCar uses the following refund policy:*

- Cancel up to one week before the check-in date; 60% refund of the down payment;
- Cancellation up to 48 hours before the check-in date; 40% refund of the down payment;
- Cancellation up to 24 hours before the check-in date; 20% refund of the deposit;
- Cancellation between 24 hours before and until check-in date: 0% refund of the deposit.

When booking, a preference can be given for the spot, if available for the desired period, this preference will be confirmed in the booking confirmation. If the preference is not available or not available for the entire period, MiluCar proposes an alternative location and, after approval, it is definitively allocated.

**2. CHECK-IN.** Check-in takes place after 12 AM (or earlier when the place is available) and during reception opening hours. In order to check in, MiluCar asks for a copy of a valid proof of identity and an admission document with name and address details must be filled in. MiluCar charges at least the complete daily rate, regardless of what time you check in or check out. At check-in you have to indicate whether you want to make use of the electricity on the plot, if so then we will turn on the electricity after your camper is installed. Upon check-in, the agreed number of nights must be paid in full, or at reservation the remainder of the whole, in order to reduce the pressure of check-out at the counter.

If you depart earlier than the agreed number of nights, we will apply the following refund policy for the remaining number of nights:

- 1 night earlier departure; 0% refund of the remaining number of paid nights;
- 2 nights earlier departure; 20% refund of the remaining number of paid nights;
- 3 nights earlier departure; 30% refund of the remaining number of paid nights;
- 4 nights earlier departure; 40% refund of the remaining number of paid nights;
- 5 nights earlier departure; 50% refund of the remaining number of paid nights;
- 6 or more nights before departure; 60% refund of the remaining number of paid nights;

The refund amount will be paid to you within 5 working days by bank transfer.

You will receive a key from the pedestrian access door during check-in. For this key we ask for a deposit of € 10, -. The deposit can be paid in cash or by card but will always be refunded in cash upon delivery of the undamaged keys. Handing in the keys is only possible during check-out and not during the stay. If you leave earlier without checking out, the key deposit will not be refunded. If we have to close due to circumstances, you will receive the already paid amount of the paid nights that you still have money back.

**3. CHECK OUT.** The check-out time is no later than 11.00 in the morning, after taking the key the deposit of € 10, - will be refunded. For a departure earlier than the number of nights already paid, a refund agreement (see refund policy for check-in part) will be drawn up and signed by both parties, after which the receptionist will pay the refund amount within 5 working days by bank transfer. During check-out, any excess consumption of the purchased electricity will be charged, less consumption will not result in a refund. In the event of a departure later than 11.00 in the morning, the entire rate for a new day will be charged.

**4. RECEPTION.** The reception is open every day from 9.30 am to 1.30 pm and from 4.30 pm to 8.00 pm, we are present at the location. If you arrive without a reservation during the

opening hours of the reception you can sign up to ask if there is room. If you have booked, please report during reception opening hours and you can then go to your reserved space. With the reception all information is available on the services of the camper area, the tourist attractions in the vicinity and all other questions can be asked here.

**5. SECURITY.** The site is accessible with the camper between 9.30am and 8.00 pm. At 8.00 pm the gate to the access road and the reception will be closed. The gate can always be opened from the inside in case of emergency and the pedestrian gate can always be opened with the received key. The entire site is equipped with fences and is in principle not accessible for unauthorized persons.

**6. ELECTRICITY.** The electricity supply is available for a fee and always for a minimum of 1 night and is charged in full nights. The amount of electricity to be taken off does not have to correspond with the number of nights you stay. For example, you stay 5 nights and take electricity for the first 2 days. However, the period for the purchase of electricity is contiguous. Installing loose electrical appliances such as refrigerators, dishwashers, freezers and washing machines on the plots is prohibited. The maximum connection value per connection is 10 amperes, 220 volts.

**7. WATER.** The use of water is included in the service and is available without restriction via the general water points on the site. The crane is equipped with a push button to prevent waste. Washing of vehicles is not possible and not allowed on the premises.

**8. WASTE WATER DISPOSAL.** The service disposal is included in the price and is located on the premises next to the sanitary unit. The grey water can be discharged here in the designated discharge point. The sink for the chemical toilet is located next to the service disposal and can be used freely. This sink is also equipped with a cold water tap for cleaning the cassette. It is strictly forbidden to empty the chemical toilet and / or the waste water tank at a location other than this one. It is also possible to fill fresh water here.

**9. SANITARY UNIT.** The sanitary unit can be used 24 hours a day and is cleaned around 11.00 am every day. In the unit we provide toilet paper, the showers can be used after throwing €1,- in the payment box on the shower wall.

**10. PETS.** Owners of pets are obliged to show the vaccination document. The pet must always be on a leash and it is forbidden to enter the sanitary unit or the reception with the pet. The owner is responsible for removing the excrement. Under no circumstances should pets be a nuisance to the other campers. For pets, you must have compulsory civil liability insurance. On MiluCar dogs / crosses that are included in the 'list of high-risk dogs for aggressive behaviour' (such as the Staffordshire bull terrier, American Staffordshire terrier, Rottweiler, Mastiff and Tosa) are not allowed. A maximum of two pets per plot are allowed.

**11. VEHICLES / NIGHT REST.** The maximum allowed speed on the camper area is 10 km / hour. The night's rest is from 22.00 pm - 8.00 am, within these hours complete rest is considered on the camper area. During the night's rest, the use of motorized traffic is forbidden and sound higher than 50 DB is forbidden. It is forbidden at any time to have a horn at MiluCar.

**12. LIABILITY.** MiluCar is not liable for theft or damage due to unforeseen circumstances such as natural disasters, power outages, flooding, fire etc. Gas-tens must take out an insurance policy that covers all risks. Damage caused by customers to our possessions and / or provisions will be recovered from the customer. In case of a dispute, we will call the police at all times. MiluCar is insured for damage for which it is responsible.

### **13. SAFETY**

a) Fire: Open fire (with wood / coal) is strictly forbidden. Cooking appliances must be in good condition and must be used safely. In the event of a fire, inform the fire brigade immediately and inform the administrator. If necessary, fire extinguishers can be used on the site.

b) First aid: A dispensing drum is present on the recipe. Emergency numbers for emergency services are on the information board.

c.) Use barbecues: It is forbidden to use barbecues on fire (coal / wood). Only gas or electric barbecues are allowed.

d.) Theft: You are responsible for your own belongings. MiluCar is not responsible for any theft inside or outside the camper area.

**14. PLOT.** The capacity per plot is for one camper and a maximum of 6 people and two pets. It is forbidden to place windscreens, washing lines or partitions, using tents as accommodation is not permitted. Each lot must be maintained by the guest in the state in which the guest found him on arrival.

**15. SMOKING.** It is forbidden to smoke in all covered areas at MiluCar.

**16. PERSONAL DATA.** In compliance with the Personal Data Protection Act, MiluCar informs about the fact that your personal data and a copy of an identity card are included in the automated data file owned by MiluCar. These data are only intended for MiluCar and are used by us for nothing more than to deal with formalities. You have the possibility to use your right of inspection, review, cancellation and objection as provided for in the law, by sending a letter addressed to: MiluCar 'referencing: personal data' El Peñoncillo S / N, 29770 Torrox-Costa (Málaga) Spain.

**17. MINIMUM AGE:** The tenant of a plot must be older than 18 years. Parents are also responsible for their underage children at all times.

**18. VISIT.** Visits are allowed and must be registered at the reception in advance. Registration is done by showing a valid proof of identity. You must leave the vehicle in the parking area outside the camper area. The campsite guest who is visited is responsible for his visitors and their behaviour.

**19. RUBBISH.** Everyone must cooperate in keeping the camper area clean and tidy, and that in particular the sanitary facilities will remain in a good condition. For residual waste, glass, plastic and paper, the waste bins intended for this purpose must be used.

**20. STORAGE.** Unused material may only be left behind at the designated location with the administrator's permission. For this purpose, a reimbursement will be charged. MiluCar is not liable for any damage and / or theft on the parking place.

**21. VALIDITY.** These regulations and the regulations stated herein must be observed unconditionally. The regulations lose their validity when a new regulation is published on our website and announced on the official information board. MiluCar reserves the right, in exceptional cases, to deviate from the aforementioned internal regulations, without it being possible to deduce a right for a subsequent case. In no case will the rules of the current regulations change as well as the rights of the guests that might arise from them.

**22. COMPLAINTS POLICY.** Guests can only make any complaint (s) known during their stay. A formal complaint must be reported in writing or by e-mail after which it will be

assessed by us. In case of a well-founded complaint, we will make a proposal for compensation for any damage in case it is our fault.

**23. INFRINGEMENT OF THE RULES.** When guests override the stay of other guests' suppliers or exceed these house rules, the manager may decide to charge this gas or, if he considers it necessary, make a written request to stop with the making of this over last. In the event of serious or repeated violation of the house rules, the owner can dispose of the rental contract after he has first compiled the person (s) to stop with the guarantee from over last. In the case of criminal offenses, the owner of MiluCar can call in the policy.

**24. INFORMATION BOARD.** You can find the information board at the reception. The facilities and products that are available for payment must be paid by cash.

**25. ACCESS ROAD.** Driving the access road up and down must always be done in the first gear and is on own risk of the guests. Guests are obliged to follow the instructions of the manager regarding the entry and exit of the access road.

**26. DISCLAIMER.** The information displayed on this website is compiled with care by MiluCar. However, we offer no guarantee, promise or indemnity with regard to the completeness, correctness of this information. Changes can be made without prior notice. MiluCar accepts no liability for inaccuracies and / or incompleteness of the information and rates included on this website.