

MiluCar Terms and Conditions 01.07.2020

1. RESERVATION. Reserving a plot 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 deposit;*

**Cancellation up to 48 hours before the check-in date; 40% refund of the deposit;*

**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.*

***In case of cancellation due to an epidemic or pandemic and/or negative travel advice and/or travel ban, we will issue a voucher with the value of the deposit payment. This voucher is valid for 2 years after the scheduled / booked check-in date.*

When you book a plot, a preference can be given, 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 plot 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 if you want to use the electricity on the plot, if so then we will turn on the electricity after your motorhome is installed.

3. CHECK OUT. The check-out time is 11.00 in the morning. During the check-out, the consumption of the purchased electricity will be charged, less consumption will not result in a refund. In the departure is 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 5.00 pm to 7.00 pm. If you arrive without a reservation during the opening hours of the reception you can ask if there is any availability. If you have booked in advance, please report during reception opening hours and you can go to your reserved plot. In the reception all information is available on the services of the camper area, the tourist attractions in the surrounding and all other questions can be asked here.

5. SECURITY. The site is accessible with the camper between 9.30am and 7.00 pm. At 7.00 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 code. The whole site is equipped with fences and is not accessible for unauthorized persons.

6. ELECTRICITY. The electricity supply is available for a fee and always for a minimum of 1 night and 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 tap is equipped with a push button to prevent waste. Washing of vehicles is not possible and not allowed on the camper area.

8.WASTE WATER DISPOSAL. The service disposal is included in the price and is located next to the sanitary unit. The grey water can be discharged here in the discharge point. The sink for the chemical toilet is located next to the service disposal. 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 and hand soap, the showers can be used after throwing €1,- in the payment box on the shower wall.

10.PETS. Owners of dogs are obliged to show the vaccination document. The dog must always be on a leash and it is forbidden to enter the sanitary unit or the reception with the dog. The owner is responsible for removing the excrement. Under no circumstances should dogs be a nuisance to the other campers. For dogs, 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 are allowed on a plot.

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. Guests 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 first aid kit is present on the reception. Emergency numbers for emergency services are on the information board and the check in paper.

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.

e) Privacy: The use of drones is forbidden at 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 plot 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. Visitors 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 small fee 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 new terms and conditions are published on our website and announced on the official information board. MiluCar reserves the right, in exceptional cases, to deviate the 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 guest 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 compelled 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 PANEL. You can find the information panel 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.

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.