

## **General terms and conditions MiluCar 01.03.2022**

### **BOOKING.**

You can reserve a plot at the reception, by e-mail, on our website [www.milucar.es](http://www.milucar.es) or by Whatsapp, Reservations can be made at the website or by e-mail up to 3 days before the desired check-in date. The minimum stay is 2 nights.

When making a reservation, you can indicate a preference for a specific plot, if available for the desired period, this preference will be honored.

If the preference is not or not fully available, MiluCar will propose an alternative location. The reservation will be confirmed by e-mail after approval by us. The approval follows a deposit of 25% of the total accommodation costs with a minimum amount of €30, -, which must be paid within 3 days. The deposit includes €30, - booking costs, which expire as soon as you have checked in.

### **CHANGE BOOKING.**

A request to change your reservation can only be made by e-mail and is possible to a week before the booked reservation, the costs of the change are €20, -, you will receive a confirmation by e-mail.

### **CANCELLATION.**

Cancellation of a reservation is only possible by e-mail.

In case of cancellation, MiluCar applies the following refund policy:

- Cancel up to 4 weeks before the check-in date; 100% refund of the deposit\*;
- Cancel up to 2 weeks before the check-in date; 50% refund of the deposit\*;
- Cancel up to 1 week before the check-in date; 25% refund of the deposit\*;
- Cancellation less than a week before the check-in date, or in case of no arrival: no refund of the deposit\*.

\*) In case of cancellation, the booking costs will not be refunded.

### **CHECK- IN.**

Check-in is possible after 12:00 in the morning at our reception, or earlier if a plot is available. Before check-in, MiluCar makes a copy of a valid ID, and an admission document must be filled in.

MiluCar charges at least the full rate, regardless of the time of check-in. When checking in, you can indicate if you want to use the electricity supply on the plot.

### **CHECK- OUT.**

At our reception until 11 a.m. at the latest. Any outstanding bill must be paid at check-out. For departures later than 11 a.m. , the full rate for one night will be charged. If possible, on Sundays and public holidays, you may check out by 6:00 PM at the latest for an additional fee.

### **PAYMENT.**

Payment can be made by bank transfer, PIN, cash, payment apps (e.g., Tikkie, Bizum, etc.) and PayPal. When paying by credit card, you pay a surcharge of at least €3, the amount of the surcharge depends on the country of origin and bank. For cash payments we accept banknotes of max. €200.

For stays up to and including 14 nights, you pay the accommodation costs at check-in, any consumption costs you pay at check-out.

For a booked stay of 15 nights or more, you pay the accommodation and consumption costs at check-out, on the first day of the month. At checkout, any deposits already paid will be settled. The booking costs will expire as soon as you have checked in, any change costs paid will not be deducted. If you check out earlier than the reserved period, you will not receive a refund of the remaining amount.

## **RECEPTION.**

The reception is open every day during opening hours as stated on our website and at the entrances to the site and reception. If you don't arrive during opening hours, you can reach us by phone between 9:00 AM and 9:00 PM. All information about the area, the tourist attractions, the surroundings and all other questions can be asked here at the reception.

## **SITE SECURITY.**

The site may be entered and left with the motorhome or other motorized vehicles between 08:00 and 22:00. The entrance and pedestrian gates open in the morning with the opening of the reception and close in the evening with the closing of the reception. The entrance and pedestrian gate can always be opened with the codes received at check-in. The barrier can be opened by us at all times, outside reception hours you can reach us by phone to open the barrier. There are cameras on the site to ensure your and our safety.

## **ELECTRICITY.**

The electricity supply can be used for a fee, depending on the length of your stay you pay for 24 hours or according to consumption. The duration of the purchase does not have to correspond to the number of nights you stay, but the purchase must be consecutive. Electrical appliances such as refrigerators, dishwashers, freezers and washing machines, air conditioners, etc. outside the motorhome on the plots is prohibited. The maximum connection value per plot is 10 amps, 220 Volts and you must provide the suitable connection cable between your motorhome and our connection box.

## **WATER.**

The use of water is included and is available without restriction from the general water taps on the site. The water is classified as drinking water in Spain, the taste of the water may be different from the water you are used to at home. The washing of vehicles is not allowed on the site.

## **SERVICE PORT.**

The use of the service port is included in the stay. The grey water can be discharged here at the discharge point. The sink for the chemical toilet is located behind the service port and can be used freely, there is also 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 place other than this. It is also possible to fill up your freshwater tank.

## **SANITARY UNIT.**

The use of the sanitary unit is included in the stay, it consists of showers and toilets for ladies and gentlemen, we also have a separate room with toilet and shower for the disabled. We

provide toilet paper and hand soap in the unit. Hot water in the shower is available for a fee. Outside the sanitary unit we have dishes and hand washbasins with cold water. We also have a washing machine which can be used for a fee.

## **PETS.**

A maximum of two pets are allowed per plot, the number and breed of the pet must be stated at check-in. The pet must always be on a leash and it is prohibited to enter the sanitary unit or the reception with the pet. Pet owners are obliged to show the vaccination document. Walking your pets on or directly outside the area is not allowed, the owner is responsible for removing any feces. Under no circumstances should pets be a nuisance to the other customers. You are required to have public liability insurance for pets. On MiluCar dog breeds/crossbreeds that are included in the 'list of high-risk dogs for aggressive behavior' (such as the Staffordshire bull terrier, American Staffordshire terrier, Rottweiler, Mastiff and Tosa), are not allowed.

## **ACCESS ROAD.**

MiluCar has an access road suitable for one-way traffic. Driving up and down the access road must always be done in first gear and is at the guest's own risk. Pedestrians should use the separate pedestrian entrance. The reception has a separate entrance and is open during opening hours.

## **TRAFFIC.**

The maximum allowed speed on the area is 10 km/h. The night's rest applies from 10 p.m. - 8 a.m., within these hours complete rest is considered to be in the camper area. During the night, the use of motorized traffic is prohibited and noise higher than 50 DB is prohibited. It is prohibited at all times to sound the horn in the area.

## **SAFETY.**

a) Fire: Open fire and or use of barbecues on fire (with wood/coal) is strictly prohibited. Gas and/or electric barbecues are allowed. Cooking appliances must be in good condition and used safely. In the event of a fire, immediately warn the fire brigade and MiluCar . If necessary, the fire extinguishers on the site can be used.

b) First aid: A first aid kit is available in the reception. Emergency numbers for emergency services are on the information board behind the reception.

c) Theft: The guests are responsible for their own belongings. MiluCar is not responsible for any theft inside or outside the camper area. If desired, we can contact the local police for you in the event of the theft. MiluCar makes video recordings of the general facilities and the entrance area, these recordings can be viewed on request.

d) Privacy: Due to the privacy of our guests, it is not allowed to film or take pictures of other guests and/or their belongings without permission. The use of drones is also not allowed.

## **PLOT.**

Motorhomes and caravans are allowed on the plots, specific plots are available for caravans. Specific plots are available for motorhomes longer than 9 meters and higher than 3.5 meters. MiluCar determines which type of motorhomes and caravans can be placed on which plots. The capacity per plot is for one camper/caravan and a maximum of 6 people and two pets.

Camping furniture, floor rugs and two-wheelers may also be placed on the plot, all other installations and/or components (such as washing lines, wind screens, flags, lighting and/or partitions, etc.) may only be placed in consultation with MiluCar. All types of tents and/or awnings, which do not have a permanent and intended connection to the motorhome, are not allowed. Each plot must be maintained by the guest and in the condition it is found upon arrival. If you find something different when entering the plot, this must be reported to MiluCar as soon as possible before the stay.

### **SMOKING.**

Smoking is prohibited in all indoor areas on MiluCar. Cigarette butts must be cleaned up by yourself.

### **MINIMUM AGE.**

The tenant of a plot must be older than 18 years. Parents are also responsible for their minor children at all times.

### **VISITORS.**

Visitors are allowed and must be reported to reception in advance. The guest who is visited is responsible for his visitors and their behavior. Visitors who stay overnight must be checked in in advance at the reception.

### **WASTE.**

Guests ensure that the plot and the camper area remains clean and tidy and that the sanitary facilities in particular are left tidy. You can use the municipal waste containers outside the area to deposit residual waste, glass, plastic and paper. No waste may be deposited on the site.

### **PARKING.**

Other vehicles and/or objects may only be left on site at the designated place with MiluCar's permission. A fee will be charged for this. MiluCar is not liable for any damage and/or theft. There is a public parking just outside the gate of the area, MiluCar is not responsible for this parking.

### **INFORMATION.**

The information panel with all necessary information about the camper area is located behind the reception at the pedestrian path. There is also an information panel near the sanitary unit. MiluCar places all kinds of information on this.

### **LIABILITY.**

MiluCar is not liable for theft or damage due to unforeseen circumstances such as natural disasters, power failure, flooding, fire, etc. Customers must take out insurance that covers all risks. We will recover damage caused by customers to our possessions and/or facilities from the customer. In the event of a dispute, we will always contact the police. MiluCar has a civil liability insurance.

## **VALIDITY.**

These regulations and the regulations stated herein must be unconditionally observed. The current regulations lose their validity when a new regulation is published on our website. MiluCar reserves the right, in exceptional cases, to deviate from the aforementioned internal regulations, without a right for a subsequent case being derived from this. Under no circumstances will the rules of the current regulations change as well as the rights of the guests that may arise from this.

## **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 the event of a justified complaint, we will make a proposal for compensation for any damage if it is our fault.

## **OFFENCE.**

Guests who disrupt the stay of other guests or do not comply with these conditions, MiluCar can summon these guest(s) by speaking or in writing to stop causing this nuisance. In the event of a serious or repeated violation of the conditions and regulations, MiluCar will request the guest(s) to leave the area, after first asking the person(s) involved to end the violation. In the event of criminal violations, MiluCar can call in the police.

## **PERSONAL DATA.**

In compliance with the Personal Data Protection Act, MiluCar informs you that your personal data and a copy of an identity document are included in a MiluCar database. This data is intended for nothing more than the mandatory provision of information to the authorities. You have the possibility to exercise your right of access, review, cancellation and objection as provided for by law, by sending a letter addressed to: MiluCar ref: personal data Carretera el Peñoncillo S/N, 29770 Torrox -Costa (Málaga) Spain.

## **DISCLAIMER.**

The information shown on our website is compiled by MiluCar with extreme care. However, we make no warranty, representation or indemnity as to the completeness, correctness and topicality of this information.

Changes to these terms and conditions may be made without notice .