



Chopitea 110 · 17210 Calella de Palafrugell · Girona · Costa Brava · Tel. +34 972 615 116 · [www.campingcalelladepalafrugell.com](http://www.campingcalelladepalafrugell.com)

The data entered on this form (the "**Data**") will be processed by ECOTUR CALELLA SL ("**ECOTUR**"), details of which are as follows:

Company name: ECOTUR CALELLA SL / Tax number (Spanish NIF): B-17.007.857  
Companies Registry of Girona: Volume 486, folio 43, sheet GI-9385  
Address: Calle Chopitea 110, 17210 Calella de Palafrugell (Girona)  
Telephone: (+34) 972 615 116  
E-mail: [info@campingcalelladepalafrugell.com](mailto:info@campingcalelladepalafrugell.com)  
Responsible for Privacy: Alicia Colls Peyra.

The Data will be processed for the purpose of managing your relationship as customer, in order to send you offers, discounts and other commercial communications, including electronic correspondence, in relation to any tourism products or services of ECOTUR that might interest you.

The lawful basis for processing the Data needed to manage your relationship as customer is the performance of the contractual relationship. Meanwhile, your consent is the lawful basis for any commercial communications we may send you.

Your Data must be collected in order to arrange and establish your relationship as an ECOTUR customer. Conversely, your consent to the sending of commercial and promotional communications is not required in order to maintain our contractual relationship.

ECOTUR may also process any Data you provide in relation to your family members, companions and persons in your charge. You confirm that you have duly informed all these persons and obtained their consent before disclosing their data, or have otherwise obtained the consent of their parents or guardians. The lawful basis for the processing is your legal relationship as customer. Accordingly, your Data must be collected in order to arrange and enter into our contractual relationship.

No automated individual decision-making will be carried out when processing the Data, which will be processed within the European Union. The Data will be made available only to those third parties to whom ECOTUR is legally obligated to disclose the Data, including authorities or official bodies such as the Tax Office of Catalonia and the police and other security forces (*Mossos d'Esquadra*), companies entrusted with the internal management of the company, such as: (i) management, control, maintenance and IT and web hosting companies; (ii) insurance firms in the event of any claim being made; (iii) providers of leisure, sporting and/or entertainment activities; and (iv) companies that provide tax, accounting and legal advice and support, etc.

In the interests of security, our installations are fitted with image-capturing video surveillance cameras. These images will be retained at the company for no longer than one month, except where an incident arises that requires them to be retained for a longer period.

The Data will be processed only for as long as they remain necessary, useful and pertinent and, in all cases, for as long as legally required following the termination of the contractual relationship or until such time as you withdraw your consent. Once the relationship has ended or you withdraw your consent to the processing of the Data, they will be duly blocked and retained for the sole purpose of complying with applicable legal obligations and only for as long as needed for that specific purpose.

Data subjects may exercise their rights of access, rectification, blocking, portability and erasure of their data. They will also have the right to restrict processing of the Data, to object to processing, to request the portability of the Data, or to withdraw their consent once given. All such rights may be exercised by sending a letter to the postal address indicated above or by writing to [info@campingcalelladepalafrugell.com](mailto:info@campingcalelladepalafrugell.com). Data subjects will in all cases be entitled to file a claim with the Spanish Data Protection Agency (Agencia Española de Protección de Datos) in relation to the processing activity of ECOTUR.

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## **BOOKING CONDITIONS**

- Once the booking application has been made and we have confirmed availability, an advance payment will be required.
  - To book tent pitches, the deposit is 30% of the total amount of the stay. For accommodations, the deposit is 40% of the total amount of the stay, or 100% if the request is made less than 30 days before the date of arrival.
  - The remainder of the payment for the accommodation must be made no later than 30 days before arrival. Otherwise, the booking will be considered cancelled. Once the total payment has been received, we will send definite confirmation of the booking.
  - The accommodation can be occupied on the day of arrival starting at 16:00, and must be vacated on the day of departure before 10:00 in the morning. On days with a high number of arrivals, the entry time for the accommodation could be delayed.
  - Pitches can be occupied on the day of arrival starting at 12:00 noon, and they will have to be vacated on the departure day before 12:00 noon.
  - When the Client leaves the establishment before their due departure date, there will be no refund given for any remaining unused services.
  - In the event of cancellation, the Resort should be informed at least 30 days in advance of the arrival date; if not, the advance payment will be lost. The fee for a total or partial cancellation, in which the advance payment is refunded, will be €20. This will be deducted from the total amount of the refund.
  - Once the reservation has been confirmed, Management commits to reserve the number of accommodations or pitches requested, although their exact location cannot be guaranteed. The booking only gives the client the right to occupy an indeterminate place and does not include any other privilege.
  - 10% VAT included. In the event that the official VAT rate should change, the prices may vary.
  - A tourist tax will be applied according to the current legislation.
  - No pets are allowed inside the campsite.
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### **Notice prior to arrival / reservation.**

#### **Dear Customer,**

This year, in the very special conditions in which we find ourselves and to organize the procedures so that security is guaranteed at all times, we have made some changes that you have to know and accept before your arrival.

#### **Before arrival.**

First, before arrival you will have to complete the online check-in procedure so that the passage through the campsite reception is as simple and short as possible. Once confirmed that the entire online check-in procedure is correct, we will show you to your bungalow or your emplacement, according to your reservation.

#### **Arrival.**

As the cleaning and disinfection procedures will be a plus of work and time, we would appreciate if you delay the arrival a little to have enough time to apply the disinfectant products approved by the government.

The reception will be closed from 2 to 3 p.m. to allow disinfection between shifts.

If you must make a record that has not been done previously, only one person should do it with the documents of the whole group.

Inside the reception there can only be one person attended by work position and one person waiting, always keeping the safety distance that you will find marked on the floor.

Use the hydrogel that you will find at the entrance.

#### **During your stay.**

We all must commit ourselves to respect the rules that the administration has recommended us and, above all, always keep the safety distance and to use the mask in accordance with the resolution of the Health Department SLT / 1648/2020 of July 8.

You will find hydroalcoholic gel in many places in the camping, use it.

In the sanitary blocks some washbasins will be out of order to ensure the safety distance. Do not use them.

The person in charge of each sanitary block will carry out her permanent cleaning task, as usual, and now also disinfection. If you must wait, do it outside the toilets.

On the restaurant terrace the capacity will be reduced to keep the tables 1.5 meters apart. Wait to be located.

On the pool terrace, the person in charge will inform you of the availability of free space. These spaces will be marked so that, if we respect them, there will always be the recommended distance. Wait to be located.

To have the maximum rotation, we will always adapt the criteria of permanence in the pool, so that everyone can enjoy. The person in charge of the pool that will facilitate your access will be in charge of giving you the instructions. Spaces cannot be reserved by placing the towel in the sunbeds.

If all the sunbeds were occupied, there will be an access to the water to swim if the capacity of the pool has not been exceeded.

In the laundry there can only be two people at a time and the use of a mask is recommended as it is a closed and small place.

In the supermarket and when visiting the doctor, it is also mandatory to wear a mask.

Pay attention to the instructions that you find by the establishment.

Exceptionally, visits to customers in the establishment will not be allowed for security reasons and for capacity reasons. We will have limited spaces and we must guarantee enjoyment to our customers, and it would not be fair for external visitors to occupy them.

Remember that if you have any symptoms compatible with the Covid-19 you must report it quickly, put on a mask and go to the medical center to be evaluated.

### **Departure.**

On the day of departure, if it is a bungalow, we ask that you be very rigorous in the schedule, since we must do an extra work in each accommodation. In addition, the time we need to disinfect each unit, once it is cleaned, and the time we must wait until the next occupation, mean that you cannot leave after 10 am.

Remember that it is preferable to contact reception by phone. 972 61 51 16

Thank you very much for your collaboration.

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