

Campsite Rules

Thermal Camping Rules

Complying with the Campsite rules is our common goal to ensure a relaxing stay for our guests!

Arrival, check-in and check-out

1. Each guest arriving at the campsite must check in personally before occupying their booked accommodation. If arrival occurs after Reception hours, check-in must be completed the following morning. Please hand over your photo ID to our staff for registration purposes: this is mandatory under current legislation, and we cannot make exceptions.
2. For citizens of countries outside the EEA (i.e., the European Union, Liechtenstein, Norway, Iceland, and Switzerland), the personal information set out in the relevant legislation (Act II of 2007 and Government Decree 114/2007 (24 May)) must be provided. The Campsite is obliged to forward this information to the appropriate immigration authorities.
3. **Plots (i.e. pitches for caravans, mobile homes and tents)** may be occupied from 12pm on the day of arrival. Mobile houses and apartments may be occupied from 3 pm on the same.
4. Checked-in **guests will be issued a wristband**, which they are obliged to wear during their stay at the Campsite, to facilitate access to the Campsite and to verify that they are authorised to stay on the territory of the Campsite. The loss or damage of the wristband will result in the payment of an extra fee.
5. Campsite staff and security service members may call upon those who do not wear the wristband to duly justify their stay. Failure to do so will result in all persons not wearing an armband being asked to leave the Campsite.
6. **Plots-and apartments must be vacated by 11 am on the day of departure.** Guests may continue to use on-site services afterwards, but must leave the Campsite by 5 pm. On the day of departure, and following check-out, guests must remove their motor vehicles from the Campsite. Failure to do so will result in an Unauthorised Parking Fee being charged for each commenced day. The fee is set out in the Price List.

7. **The price of the services ordered (including accommodation and tourist tax) shall be paid on arrival and the price of the services intended to be used on the spot shall be paid in advance.**
8. Before leaving the Campsite, guests must check out at the Reception. Please note that the reception is not open 24/7.
9. Reception staff are authorised to designate where camping equipment and guests' vehicles may be located, depending on the occupancy and the available camping units.
10. Tent camping is only allowed in the designated area. The reception service may approve of changing the tent camping pitch or plot used.
11. In case of camping at a location other than the designated one or using additional plots, the security service or the Campsite Reception service is entitled to request the guest to occupy the designated area. Should a guest fail to comply with such a request, the Campsite will be authorised to ask the guest to leave and/or to charge the guest the price of additional occupancy as per the current Price List.
12. Late arrival: If you arrive at the campsite after the reception has closed, entry to the campsite is possible based on the information provided in advance.

Vehicles

13. Guests arriving by vehicle **must check in at the Reception before entering the Campsite and can leave if they have settled their current payments.** The registered vehicle may stay in the Campsite area until 01:00 pm on the day of departure, which does not mean an exemption from leaving the accommodation. **Please note that if you leave the Campsite after this time, then you will be charged the Unauthorised Parking Fee as set out in the current Price List.** We regret that if the vehicle is removed from the Campsite on a different calendar day, the current plot price will also be charged for the relevant period.
14. We kindly ask our guests to park their **cars only in their own plots** or in the designated parking lots. The rules of KRESZ (Highway Code) apply in the Campsite area: **drunk driving is PROHIBITED**; driving a vehicle is allowed at a **maximum** speed of **10 km/h**.
15. In the event of unauthorized use of the plot by the vehicle for parking, the current daily base fee of the plot occupied must be paid as surcharge.

Important information

16. **The Reception is open between 7:30 a.m. and 7:30 p.m. every day from the Campsite's opening until it closes (typically from mid-April to the end of September).**

17. **The entrance gate is closed from 11:00 p.m. until 6:00 a.m., during which time vehicle traffic** is only possible in exceptional, duly justified cases.
18. **The afternoon siesta lasts from 1:00 p.m. to 3:00 p.m., and the quiet time at night lasts from 11:00 p.m. to 6:00 a.m. Please remain quiet during these times** to allow the other guests to rest undisturbed.
19. **The campsite management has the right, following a single request, to expel the violators of the quiet time at night, as well as those who disturb the peace or cause damage to the Campsite.**
20. In the event of expulsion from the Campsite, fees already paid will not be refunded.
21. Friends and relatives **arriving** at the Campsite **as visitors** must buy visitor tickets (the price of which is determined by the applicable Price List of the Campsite), which authorises them to stay at the Campsite and use on-site services **until 8 pm**. Visitors can only park at the designated parking places for a parking fee.
22. Our Campsite also hosts events. We inform our guests about them on the information board at the Reception. Depending on these, the quiet time period may vary, or there may be unusual, louder sound effects (e.g., music). We ask for your kind understanding!

Persons under 18 years of age

23. Persons **under 16 can only stay at the Campsite under adult supervision. In the case of groups of under-18s, the teachers or other adult team leaders accompanying them bear all responsibility** for them.
24. Individuals under 18 but over 16 may check into the Campsite on their own if they provide written parental consent.
25. The Campsite will accept no responsibility for under-18s who book online without specifying their age and arrive at the Campsite on their own.
26. **Playground equipment** can only be used up to 50 kg of weight or by children under 14 years of age.

Pets at the Campsite

27. Only **animals** of a **peaceful** nature and **non-frightening appearance** can be brought into the Campsite for an additional charge.
28. The charges for pets are included in the applicable Price List of the Campsite.
29. Please take your pets' vaccination record books with you, which you must present on request.
30. **Leashes** are compulsory.
31. **Pets MUST NOT be brought into shared sanitary facilities or the playground.**

32. Pet owners are required to clean up after their pets. **It is the responsibility of every guest to ensure proper hygiene conditions. We kindly ask dog owners to clean up after their dogs at all times.**
33. Four-legged guests **may stay on plots for an additional fee. We are currently unable to accommodate them in the apartments.**
34. Animals must not be left unattended at the Campsite, even on a leash.
35. Pet owners are fully responsible for their animals' behaviour and any damages caused by them. If a pet harms or disturbs other guests at the campsite, the campsite reserves the right to request the removal of the animal and seek compensation for any damages.

Maintenance/equipment / damage

36. **You MUST NOT damage the accommodation and its furnishings** located at the Campsite. Intentional damage or theft of furnishings always results in the on-site payment of **compensation** and/or **reporting** the offense, **as well as expulsion from the Campsite.** If it is impossible to identify the culprit, the person who booked the accommodation (and is identified on the invoice) will be held liable for any damages. If the damage or its extent is only determined after the guests have departed, the Campsite will require the person who caused the damage (or the person who received the invoice) to pay for the damages.
37. Any damage caused must be fully paid for in all cases.
38. **Unauthorised interference with** the equipment and furnishings at the Campsite is strictly prohibited. The Campsite does not take responsibility for the results of such actions. Please report any requests for technical assistance at the Reception. Our staff will assist you as quickly as possible.
39. Please only use the equipment provided by the Campsite **on the premises.** They must not be removed from the Campsite, even temporarily.
40. Please return all **Campsite** equipment after use. **Compensation must be paid for the missing furnishings and equipment items.** This compensation will be payable by the person who booked the accommodation (as identified on the invoice).
41. Guests are free to use their electrical and communal appliances and equipment, except for charging electric vehicles. All facilities and equipment must be used properly and as intended. For any damage or injury resulting from any other use, the Campsite shall not assume any liability and the damage resulting from such use shall be compensated by the party causing such damage or injury. If it is impossible to identify the culprit, the person who booked the accommodation (and is identified on the invoice) will be held liable for any damages.
42. You must not use any electronic appliances (including hobs, fridges, air-conditioning units and similar) that do not comply with applicable current standards. The Campsite does not take responsibility for damage resulting from improper use or the use of non-standard equipment, and the damage resulting from such use shall be compensated by the party causing such damage or injury. If it is impossible to identify the culprit, the

person who booked the accommodation (and is identified on the invoice) will be held liable for any damages.

Security

43. In the interest of your safety, please only use the areas designated on the Campsite map.
44. **You may only build fires or cook outdoors in designated areas**, subject to applicable fire safety rules (including extinguishing embers). Any damage caused by failure to observe these rules must be borne by the person who caused the damage in question. If it is impossible to identify the culprit, the person who booked the accommodation (and is identified on the invoice) will be held liable for any damages.
45. You may grill food at the campsite, subject to the rules of good neighbourly conduct. All fires must be put out and neutralised, and all waste produced must be safely disposed of. Any damage caused by failure to observe these rules must be borne by the person who caused the damage in question. If it is impossible to identify the culprit, the person who booked the accommodation (and is identified on the invoice) will be held liable for any damages.
46. **We CANNOT accept responsibility for any valuables left behind or lost** at the Campsite. You may leave valuables in the safe at the Reception.
47. Please **look after your valuables**. We recommend that you keep your accommodation locked when you are away. Please note that it is your responsibility to protect your valuables, and we recommend that you take out travel and property insurance in advance, as needed. We recommend that you lock your bicycles when you are not using them.
48. The Campsite **takes NO** responsibility for **damage caused by natural disasters or storms** (hail, falling trees and branches, etc.) and for damage **caused by fire, infections and diseases, criminal offence or misdemeanour and terrorist attacks!**
49. Connection and disconnection to the electrical power supply (distribution cabinet) must be carried out exclusively by an authorized Campsite staff member.
50. The **Campsite Fire Safety Rules** are available at the Reception.
51. If you need medical care because of an accident, please inform the Campsite staff.
52. You may use any and all Campsite services at your own risk. Please pay special attention to the intended use, and that children under 14 years can use certain devices and facilities only under the supervision of an adult.

Environmental protection

53. The Campsite is situated in an **area of heightened environmental sensitivity**. Those staying here are responsible for protecting the environment and the vegetation.

54. **Littering is PROHIBITED** in the campsite area. Please keep your accommodation and surroundings clean and tidy. Please think of the next guests and leave your accommodation **clean on departure**. Please deposit **waste** in the designated **collection containers**.
55. Containers are labelled according to **selective waste collection**, and it is NOT permitted to place any other kind of waste in them. Please inquire at the Reception about the disposal of **hazardous waste** (e.g. used batteries, dry cells, etc.).
56. In accordance with regulations, waste containers for selective and mixed waste collection are regularly disinfected.
57. All litter and waste must be placed in these containers. A contracted service provider removes rubbish on a regular basis.
58. If you notice **gasoline or oil leaking** from your vehicle, please immediately report it at the Reception.
59. **Please protect the plants** and bushes at the Campsite. **Do not break or cut off** their branches and shoots (**if they disturb you, please inform the Reception**) and **do not step on** seedlings. Please pay attention to the plants bordering the parking lot when parking.
60. Please do NOT tie the **clotheslines** and the **tent awning ropes** to the tree branches.
61. It is **STRICTLY FORBIDDEN** to drive nails into trees and to pour food leftovers and **contaminants onto the vegetation**. It is not allowed to dig ditches and pits, not even temporarily.
62. Guests using a camper van must empty their wastewater in designated dump stations.
63. Please only use as much energy as you absolutely need. This applies to hot water, electrical appliances, air-conditioning, lighting, etc.

Smoking

64. Smoking is only permitted in the designated areas. Please do not smoke in communal areas, apartments, or at the reception.
65. We kindly ask our smoking guests to pay special attention to non-smokers! For this purpose, please properly dispose of cigarette butts and other waste in waste containers for fire and environmental reasons, so that the Campsite can meet your expectations from both aesthetic and safety points of view.

Photography, taking pictures

66. Photo and video recordings are only permitted at the Campsite with the consent of all the persons who can be identified in them. Guests are reminded to comply with all relevant statutory requirements and restrictions.

67. We would also like to inform you that the representatives of the Campsite are entitled to take pictures and audio recordings at the events organized in the Campsite. These persons are authorized to perform this task by the Campsite to use the resulting material for marketing purposes. We endeavour to ensure that persons and things cannot be or can hardly be identified; however, we cannot avoid that completely. Therefore, accepting the Rules of the Campsite constitutes you waiving any objections against such photos and recordings being taken. Of course, you can prohibit the further use of the photos and recordings depicting you when they are taken or at any time during their use (in this case, they will be removed or you will be made unrecognizable by technical means).
68. Please note that drones and other remote-controlled aircraft are not permitted at the Campsite or in its “airspace.”

First aid / medical care

69. **Out-of-hours medical assistance is available in Nagykanizsa. Contact details** are available at the Reception. Our staff will be happy to help with any issues that may arise.
70. **First aid boxes** are located at the Reception.
71. **The toll-free emergency number is: 112. Ambulance: 104.**

The following are not allowed at the Campsite

72. The violation of the accepted norms of camping and its **written and unwritten rules**.
73. Activities that are disturbing for others (sight, appearance, noise, etc.)
74. **Disturbance of quiet times**, violation of the vehicle ban.
75. Taking objects or animals into the Campsite that may endanger others or disturb others' holidays or public taste.
76. The placement of flags, badges or other objects which may **offend certain nations or persons**.
77. Without the permission of the campsite management, it is forbidden to wash cars, change engine oil, and carry out similar activities at the Campsite.
78. If any of our guests exhibits behaviour that severely disturbs the relaxation of others or causes damage to the property of the Campsite or others, and does not cease to do so even after being requested to do so, we will ask for police action. In this case, we reserve the right to expel the guest from the Campsite. In this case, fees already paid will not be refunded.

In the interest of our guests

79. Our safe service is available at the campsite's Reception, and its use is subject to a fee according to the Price list displayed at the reception. Of course, the Campsite takes full responsibility for the objects deposited there. However, it cannot take any responsibility for valuables stored in the accommodation units.
80. All campsite staff members are entitled to check compliance with the Campsite's rules and notify the guests accordingly.
81. Any and all prices not specified in the Campsite Rules are governed by the current Price List, which is displayed at the Reception. In the case of any discrepancies between the two, the Price List should be considered authoritative.
82. We always comply with the shifting statutory requirements, including regulations concerning public health and pandemic protection.
83. Should you wish to file a complaint about Campsite service or the behaviour of another camper, you can do so in person at the Reception, by making an entry in the Customers' Book, or by emailing reservation@karoscamping.hu.

Please observe the Rules of the Campsite so that all our guests can enjoy themselves and will want to love to return.

We wish all our guests a pleasant stay.

Campsite Management