

Campsite Rules

Thermal Camping Rules

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

Information about the booking and check-in process

Thermal Camping Zalakaros operates with a reception-free, digital system. The process of booking, payment and arrival is done online, so there is no on-site administration or queues. Guest data is provided during the online check-in (check-in, entering the personal data of the guests staying at the hotel, the process of which can be found in the email sent to you) before arrival. This is mandatory for all guests. Thermal Camping Zalakaros is a digitally operated campsite, so booking, check-in, occupying the accommodation, checking in and leaving are done independently.

In all cases, it is necessary to book on our website, specifying the desired period and number of people.

After completing the online booking, you will receive an e-mail with the information you need to check in: the opening code for the campsite barrier and the code for the key deposit box if you book only in one of the apartments. Upon arrival, you will be able to enter the campsite and occupy the type of accommodation specified in your booking.

If you arrive without prior booking, you must start the online booking and payment on the spot (from your mobile phone, your own device). Booking and payment can be completed in a few minutes, and the codes required for entry will arrive immediately by email.

If you need help with booking or check-in, we are available by phone (Phone: +36 30 294 0997) and will help you complete the processes remotely. Please note that the accommodation can only be booked after paying the accommodation fee, and that payment is only possible online (by credit card or SZÉP Card).

Online Check-in: Online check-in is an interface accessible from a browser, where you can enter the necessary information for arrival in advance. You don't need to download a separate application, it can be easily used from a mobile phone, tablet or computer. Online check-in is part of Thermal Camping's digital arrival system, which allows check-in to take place before arrival. A link to online check-in will be sent by email 4-5 days before arrival. Clicking on the link will open the online check-in interface in your browser.

If you come alone: simply enter your own details in the interface.

Thermal Camping Zalakaros

Cím: 8749 Zalakaros, Gyógyfürdő tér 6., **E-mail:** reservation@karoscamping.hu

Web: www.karoscamping.hu

If there are more than one guests: the contact guest has two options: either they record the data of all the guests arriving together within one process, or they send an invitation to the others, who can then fill in their own data separately on their own devices.

An ID is required for all arriving guests (ID card or passport). The interface will ask you to take a photo or scan of the document and give you precise instructions on how to take the right pictures. It helps you through the process, step by step.

As part of the document check, a portrait (selfie) is taken of each guest. This is necessary for identity verification and is done in accordance with legal requirements.

The data you provide is handled by our booking system via a secure, encrypted connection. The data are only necessary for the processing of arrival and the fulfilment of legal obligations, and they are processed in accordance with the data protection regulations in force. At the end of the filling, you have the opportunity to review the data provided.

The data is mandatory. The person filling in the data is responsible for the correctness of the data provided! (Number of persons, age, etc.) We would like to draw your attention to the fact that incorrectly filled in data can cause inconvenience, so we recommend checking them. The correctness of the data provided can also be checked by our staff in person.

Arrangements for staying at the campsite

1. In the case of non-EEA citizens (not citizens of the European Union, Liechtenstein, Norway, Iceland or Switzerland), the legislation (Act II of 2007 and Decree No. 114/2007. (V.24.) shall be provided. The Campsite must forward these data to the immigration authority.
2. Our guests can occupy the plots (for tents, caravans, motorhomes) from 12.00 on the day of arrival, and our apartments from 15.00.
3. On the day of departure, our plots and apartments can be used until 11.00 a.m., our guests can stay in the area of the Campsite until 5.00 p.m. and use the services available there. Our guests must leave the campsite with their vehicles on the day of departure. If this is not done, we will charge the Unauthorized Parking Fee for each additional started day, which is included in the Price Table.
4. The fee for the ordered services (including the accommodation fee and the tourist tax) must be paid upon arrival, and the fee for the services to be used on site is also requested to be paid in advance.
5. The location of the camping equipment and the placement of the guests' vehicles is determined by the guest, depending on availability and availability. We ask you to respect the rules of peaceful coexistence.
6. Tent camping is only allowed in the designated area.
7. In case of camping in a place other than the designated place or in case of unauthorized use of additional plots, the employees and agents of the Campsite are entitled to call on the guest to change the place they occupy. If the guest fails to comply with this upon a one-time request, the Campsite is entitled to expel the guest from the area and to invoice the fee for the additional use by the guest according to the prevailing Price Table.

Vehicles

8. On the day of departure, the registered vehicle can stay in the area of the Campsite until 11.00 a.m., which does not exempt you from moving out of the accommodation. We would like to draw the attention of our Dear Guests to the fact that if they leave the Campsite after this date, they will have to reimburse the amount of the Unauthorised Parking Fee according to the current Price List! And if the vehicle leaves the campsite on another calendar day, we are also forced to charge the current plot fee.
9. We kindly ask our guests to park their cars only on their own plot or in the designated parking lots! The rules of the Highway Code apply in the area of the Campsite: NO drunk driving; Driving a vehicle at a maximum speed of 10 km/h is allowed.
10. If the vehicle is used for parking without authorization, the current daily basic fee of the occupied plot must be paid as a surcharge.

Important information

11. The afternoon "siesta" lasts from 13:00 to 15:00, and the nightly quiet rest from 23:00 to 06:00. During these periods, we ask you not to make any noise in order to ensure the undisturbed rest of other guests.
12. The staff and agents of the Campsite are entitled to expel those who violate the night's quiet rest, as well as those who cause disturbances and damages, from the Campsite's premises.
13. In the event of expulsion from the Campsite, the fees already paid will not be refunded.
14. Our campsite also hosts events. We inform our guests about these on our website. Depending on this, the time of the quiet rest may change in these cases, or there may be louder sound effects (e.g. music) that are different from the usual! We ask for your understanding!

Persons under 18 years of age

15. **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.**
16. Individuals under 18 but over 16 may check into the Campsite on their own if they provide written parental consent.
17. The Campsite will accept no responsibility for under-18s who book online without specifying their age and arrive at the Campsite on their own.
18. **Playground equipment** can only be used up to 50 kg of weight or by children under 14 years of age.

Pets at the Campsite

19. Only **animals** of a **peaceful** nature and **non-frightening appearance** can be brought into the Campsite for an additional charge.
20. The charges for pets are included in the applicable Price List of the Campsite.
21. Please take your pets' vaccination record books with you, which you must present on request.
22. **Leashes** are compulsory.

23. **Pets MUST NOT be brought into shared sanitary facilities or the playground.**
24. 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.**
25. Our four-legged guests **can stay on the plots and in our apartments for an additional fee. Apartments accept a maximum of two pets at a time.**
26. Animals must not be left unattended at the Campsite, even on a leash.
27. 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

28. It is FORBIDDEN to damage the accommodations, furnishings and equipment located on the territory of the Campsite! Intentional vandalism or theft of furnishings will always result in on-site compensation and/or reporting, as well as expulsion from the Campsite. If the person who caused the damage cannot be clearly identified, the person who deposited the accommodation (the recipient of the issued invoice) is responsible for the damage. In the event that the cause of the damage or its actual extent is only revealed after departure, the Campsite will call on the person who caused the damage (the recipient of the issued invoice) to compensate for the damage.
29. The damage caused must be compensated in all cases!
30. Any arbitrary technical intervention in the equipment and furnishings of the Campsite is strictly prohibited! The Campsite does not take responsibility for any actions arising from this! If you have any technical requirements, please let us know! Our staff will help you as quickly as possible.
31. We kindly ask you to use the equipment provided by the Campsite only within the Campsite, they must not be taken out of the Campsite – even temporarily.
32. Please return the equipment of the Campsite after use! Missing furnishings and fixtures are subject to compensation. The person who deposited the accommodation (the recipient of the invoice) is responsible for the shortfall.
33. Guests can use their electrical and communal equipment and equipment – **except for charging their electric vehicles**. All equipment and equipment must be used by guests in accordance with their intended purpose. The Campsite does not take any responsibility for any damage or damage arising from any other use, and the person who caused the damage must compensate for the resulting damages. If the person who caused the damage cannot be clearly identified, the person who deposited the accommodation (the recipient of the issued invoice) is responsible for the damage.
34. It is forbidden to use electrical appliances (stoves, refrigerators, air conditioners, etc.) that do not comply with the standards. The Campsite does not take responsibility for damages caused by the use of equipment that is not intended for their intended purpose or does not comply with the standard, and the damage resulting from this must be compensated by the person who caused the damage. If the person who caused the damage cannot be clearly identified, the person who deposited the accommodation (the recipient of the issued invoice) is responsible for the damage.

Security

35. For their safety, we ask our guests to use only the areas marked on the camping map!
36. Making a fire and cooking in a cauldron is only allowed in the designated place, in compliance with the fire safety rules. The person who caused the damage is obliged to compensate for the damages arising from non-compliance with the rules. If the person who caused the damage cannot be clearly identified, the person who deposited the accommodation (the recipient of the issued invoice) is responsible for the damage.
37. Grilling is allowed on the territory of the Campsite, with the proviso that the rules of peaceful coexistence must be taken into account, and its final extinguishing and disposal and the safe disposal of the waste generated must be ensured. The person who caused the damage is obliged to compensate for the damages arising from non-compliance with the rules. If the person who caused the damage cannot be clearly identified, the person who deposited the accommodation (the recipient of the issued invoice) is responsible for the damage.
38. We do NOT take responsibility for valuables left or left free on the territory of the Campsite!
39. Don't forget to protect your valuables; We recommend keeping the accommodations closed if you are not staying near it! We would like to draw your attention to the fact that you must primarily take care of the protection of your valuables, and we recommend that you take out travel and property insurance in advance. It is recommended that they lock their bikes when they are not in use.
40. The Campsite is NOT responsible for elemental and storm damage (hail, tree falls, falling branches, etc.), fire, infections and diseases, damages arising from crime or misdemeanours, as well as damages caused by terrorist acts!
41. Switching on and off the electrical energy supply equipment (distribution cabinet) can only be carried out by an authorized person of the Campsite.
42. In case of an accident, please notify the campsite staff.
43. The use of the services of the Campsite is at everyone's own risk. Please pay special attention to the intended use and to the fact that children under the age of 14 may only use certain devices and equipment with adult supervision.

Environmental protection

44. Our campsite is located in the highly sensitive environmental zone. It is the duty of those staying here to protect the environment and vegetation.
45. Littering is PROHIBITED in the area of the Campsite; We kindly ask you to keep your accommodation and its surroundings tidy and clean! Think about the next guests as well, leave your accommodation clean when leaving! Please dispose of waste in designated collection containers!
46. The waste containers are labelled in accordance with the selective collection, and other types of waste may NOT be placed in them!
47. The waste collection containers for selective and mixed waste collection are regularly disinfected in accordance with the regulations.
48. It is mandatory to dispose of waste and garbage in these collection containers. Waste is transported regularly, based on a contract concluded with the service provider.
49. If you notice a petrol or oil leak from your vehicle, please report it immediately!

50. Please protect the plants and bushes in the Campsite! Do not break or cut off their branches and shoots (if these would bother you, please let us know), do not trample on the saplings, pay attention to the plants bordering the parking lot when parking!
51. Please do NOT tie the clotheslines or the fastening ropes of the (pre)tent to the branches of the trees!
52. It is STRICTLY FORBIDDEN to drive nails into trees, to pour food residues or pollutants on vegetation. Digging ditches and pits is not allowed even on a temporary basis!
53. Guests using motorhomes must discharge the wastewater at the designated collection points!
54. Please do not use more energy than you absolutely need (hot water, use of electrical equipment, air conditioning, lighting, etc.)

Smoking

55. Smoking is only permitted in the designated areas. Please do not smoke in communal areas, apartments, or at the reception.
56. 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

57. 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.
58. 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).
59. Please note that drones and other remote-controlled aircraft are not permitted at the Campsite or in its "airspace."

First aid / medical care

60. Telephone number of the general practitioner on duty in Zalakaros: 92/321-000 Number of the hospital in Nagykanizsa: 93/502-000
61. First aid equipment in the sanitary block.
62. The toll-free emergency number is 112. Ambulance: 104.

Thermal Camping Zalakaros

Cím: 8749 Zalakaros, Gyógyfürdő tér 6., **E-mail:** reservation@karoscamping.hu

Web: www.karoscamping.hu

The following are not allowed at the Campsite

63. The violation of the accepted norms of camping and its **written and unwritten rules.**
64. Activities that are disturbing for others (sight, appearance, noise, etc.)
65. **Disturbance of quiet times**, violation of the vehicle ban.
66. Taking objects or animals into the Campsite that may endanger others or disturb others' holidays or public taste.
67. The placement of flags, badges or other objects which may **offend certain nations or persons.**
68. Without the permission of the campsite management, it is forbidden to wash cars, change engine oil, and carry out similar activities at the Campsite.
69. 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

70. The Campsite cannot take responsibility for the valuables placed in the individual residential units.
71. The entire staff of the Campsite is entitled to monitor compliance with the House Rules and to draw the attention of the guests to this.
72. Prices not regulated in the House Rules are subject to the current Price List of the Campsite. In the event of a discrepancy, the provisions of the Price List shall be used as a basis in all cases.
73. We always pay attention to the observance of the changing legal environment. This also applies to the current health and epidemic regulations.

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