

# Campsite Rules

*Complying with the Campsite Rules is our common goal in order to ensure a relaxing stay for our guests!*

## Arrival and check-in

1. Each guest arriving at the campsite **must personally check in** before occupying their booked accommodation. Please present your photo ID to our staff for registration purposes: this is mandatory under current legislation and we cannot disregard this requirement.
2. In the case of 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.
  - **Plots** can be occupied by our guests **from 12:00 am** on the day of arrival.
  - **Mobile houses** can be occupied by our guests **from 3:00 pm** on the day of arrival.
  - **Pitches** can be occupied by our guests **from 2:00 pm** on the day of arrival.
3. 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.
4. Those who do not wear the wristband in the Campsite may be called upon by Campsite staff and by members of the security service to duly justify their stay. Failure to do so shall result in all persons not wearing an armband being asked to leave the Campsite.
5. **On the day of departure guests must leave our mobile houses by 10:00 am, our plots until 11:00 am and our pitches until 1:00 pm**, and our guests are allowed to stay at the Campsite and use the available services until 05:00 pm on the day of departure. 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.
6. 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.
7. Before leaving the Campsite, guests must check out at the Reception.
8. Reception staff are authorised to designate where camping equipment and guests' vehicles may be located, depending on the occupancy and the available camping units.
9. Tent camping is only allowed in the designated area. The designated area will be defined by Reception staff. The tent camping pitch or the plot used may be changed with the approval of the reception service.
10. In case of camping at not the designated location or the use of additional plots, the security service or the Campsite Reception service are 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.
11. If a guest does not leave their accommodation on time, they will have to pay the daily accommodation fee as per the current Price List.

## Vehicles

12. The Campsite has an **automated license plate recognition system**. Guests arriving by vehicle **must check in at the Reception before entering the Campsite** and **they are allowed to leave if they have settled their current payments**. On the day of departure, registered vehicles may remain on the camping premises until check-out. **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.**
13. We kindly ask our guests to park their **cars only in their own plots** or in the designated parking lots **next to the houses**. 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 **5 km/h**.
14. 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.
15. Please note that you may only use the pre-installed chargers to charge your electric vehicles. You may not use the mains connection of the Campsite to directly charge your vehicle. Failure to observe this rule will attract a fine of HUF 50,000 payable immediately.

### Important information

16. **The reception is open 0-24 hours from the opening until the closing of the Campsite (usually from mid-April to the end of September).**
17. **The entrance gate is closed from 11:00 pm until 6:00 am**, during this time the traffic of vehicles is only possible in exceptional, duly justified cases.
18. **The afternoon siesta lasts from 1:00 pm to 3:00 pm, quiet time at night lasts from 11:00 pm to 6:00 am**. During these times, please remain quiet in order to allow the undisturbed rest of the other guests.
19. **The management of the Campsite 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 Campsite equipment.**
20. In the event of expulsion from the Campsite, fees already paid will not be refunded.
21. Friends and relatives **arriving** to the Campsite **as visitors** must buy visitor tickets (the price of which is determined by the applicable Price List of the Campsite) which enable them to use the services of the Campsite **until 8:00 pm** at the latest. Visitors can only park at the designated parking places for a parking fee.
22. Our Campsite also hosts events. We always inform our guests about them on the information board at the Reception. Depending on this, the quiet time period may vary in these cases, 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 the age of 18 can only stay** at the Campsite **under adult supervision**. In the case of groups of under-18s, all responsibility for them is borne by the teachers or other adult team leaders accompanying them.
24. Individuals under the age of 18 but over 16 may check into the Campsite on their own, if they provide written parental consent. The consent form is available from our website.
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. **Persons under 18 years of age can only use the water sports equipment under adult supervision.**
27. **Playground equipment** can only be used up to 50 kg of weight or by children under 14 years of age.

### Pets at the Campsite

28. Only **animals** of a **peaceful** nature and **non-frightening appearance** can be brought into the Campsite for an additional charge.
29. The charges for pets are included in the applicable Price List of the Campsite.
30. Please take the **vaccination record book** of your pets with you which must be presented on request.
31. **Leashes** are compulsory.
32. **Pets MUST NOT be allowed into shared sanitary facilities, the playground, Lake Balaton (with the exception of the designated dog beach) and the pool.**
33. Pets may only enter the lake at the designated spots, marked with a graphic icon. Pet owners are required to clean up after their pets.
34. Our four-legged guests **can stay at plots, pitches, and in mobile houses for an extra fee.** For mobile houses an extra cleaning fee must be paid for the stay of the pets.
35. Pets must not be left unsupervised at the Campsite, even on a leash.

### **Maintenance / equipment / damage**

36. Please check the **items and appliances in your accommodation.** Should you notice any discrepancies, missing or damaged items, please notify us immediately. We cannot accept complains retrospectively.
37. **You MUST NOT damage the accommodation, their furnishings, solar panels and washer-driers** 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 identified 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.
38. **Unauthorised interference with** the equipment and furnishings in the houses or at the Campsite, and **rearranging the rooms** are 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 items found in the houses **within the Campsite**, and do not remove them from the Campsite, even temporarily.
40. For **outdoor cooking and grilling**, we ask you to bring the necessary kitchen equipment back to the houses after use. If items belonging to the accommodation unit are removed from there, please bring them back at the time of checking out at the latest. **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 from 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. **You may only build fires or cook outdoors at the designated areas**, subject to applicable fire safety rules (including extinguishing embers) and **with prior permission from the Campsite Manager**. 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.
44. You may **grill** food at the campsite, subject to the rules of good neighbourly conduct. You must also put out any fires, neutralise embers and safely dispose of any waste created. 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. **We CANNOT accept responsibility for any valuables left behind or lost** at the Campsite. Your valuables can be kept in our safes at the Reception.
46. Please take care to **keep your valuables safe**. We recommend you keep all doors and windows to your accommodation locked when you are away from them. Please note that it is primarily your responsibility to protect your valuables and we recommend that you take out travel and property insurance in advance. We also recommend you lock bicycles when not using them to avoid any unpleasant incidents.
47. 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!**
48. Connection and disconnection to the electrical power supply (distribution cabinet) must be carried out exclusively by an authorized Campsite member of staff.
49. The **Fire Safety Rules of the Campsite**, as well as the **Evacuation Plan** are available at the Reception, the latter can also be found in each accommodation unit.
50. First aid is available at the reception and at the designated first aid stations. If you need medical care because of an accident, please inform the Campsite staff.
51. 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.
52. The rules concerning the use of the swimming pool and the slide are displayed next to these facilities.

### **Environmental protection**

53. Our Campsite is located in a **highly sensitive zone of Lake Balaton**. Protecting the environment and the vegetation is the duty of those staying here.
54. **Littering is PROHIBITED** in the area of the Campsite. We ask you to keep your accommodation and its surroundings clean and tidy. Please think of the next guests and **leave your accommodation in clean condition on departure. Please deposit waste in the designated collecting 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. Regular disinfection of waste containers for selective and mixed waste collection is carried out in accordance with regulations.
57. All litter and waste must be placed in these containers. Rubbish is removed on a regular basis by a contracted service provider.
58. If you notice **gasoline or oil leaking** from your vehicle, please report it at the Reception immediately.

59. **Please protect the plants and bushes at the Campsite. Do not break or cut off their branches and shoots (if they are disturbing 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. The protection of the sensitive nature is especially important **at the beach and in the water**. The large amount of **sun oil** used by bathers is a heavy burden on the aquatic life of Lake Balaton. Please try to use less sun oil helping to preserve the water quality of the lake.
63. Guests using a camper van must empty their waste water in designated dump stations.

## Beach

64. Swimmers can use the beach **at their own risk**.
65. The rules of bathing in open waters are **regulated by Decree 46/2001 (27 December) of the Ministry of the Interior**:
66. **“It is FORBIDDEN to bathe at night and in conditions of poor visibility, unless the water surface is illuminated and only up to the deep-water limit.”**
67. The area **within 10 metres of the lake constitutes the beach**, where no caravan or tent may be positioned.
68. Feeding swans and ducks is **STRICTLY FORBIDDEN** for health reasons (primarily for the sake of animals).
69. The limits of the area designated for swimming are marked by 5 cylindrical buoys of 50×50 cm each. These also indicate where deep water (120 cm) starts.
70. **Fishing is not permitted at the Campsite. Those who violate this rule will be warned once, and on a second breach will be asked to leave the Campsite.**
71. Children under 6 years of age and children under 12 years of age who cannot swim may only stay in the water under the direct supervision of adults. Parents and the accompanying adults are responsible for the children.
72. Please note that there is a **storm warning service** in operation at Lake Balaton from 1 April to 31 October. Its operation is described on a separate sign, the signals of which everyone is obliged to observe and to act accordingly. Please pay close attention to the storm signal and leave the area of the water if you notice any signal of this.
73. Driving into the beach area is prohibited.
74. In the sunbathing area on the shore, the usual activities (sunbathing, sports and games) are allowed, activities that disturb these and environmentally harmful are prohibited.
75. During the stay at the beach, everyone must take care of their own and others' physical integrity.
76. You may swim, stay in the water or in the sun at your own risk. While doing so, you must not endanger others or disturb their rest.
77. Jumping off the rocks of the coastal protection structure is strictly forbidden and dangerous.
78. Only those materials can be brought in the area of the beach that are related to bathing, common, do not disturb others and do not pollute or damage the environment.
79. The beach cannot be visited by persons:
  - with a fever or stomach, intestinal or infectious skin diseases
  - suffering from illnesses with possible seizures or loss of consciousness
  - affected by extensive pathological lesion
  - under the influence of alcohol or drugs.

80. The Campsite provides up-to-date information on the quality of the water. The quality of the water is checked by Synlab Hungary Kft., 6000 Kecskemét, Balaton u.19.
81. Hygiene apparatus is located in the sanitary blocks at the Campsite. The sanitary blocks are continuously open. Cleaning and disinfection of the sanitary blocks are continuous, these activities are carried out by the staff in compliance with the relevant regulations.
82. The water fittings of the sanitary blocks operate with drinking water.
83. The appropriate preparation and ongoing maintenance of the beach resort is carried out by the Campsite staff.
84. **First aid stations:** Reception, pool, beach. First aid kits are available at the first aid stations. Further medical services can be reached free of charge by telephone from the first aid stations. Emergency telephone numbers (**104: ambulance, 112: general emergency number**) are displayed in a well visible place.

### Smoking

85. Smoking is only permitted in the designated areas. Please do not smoke inside our apartments or mobile houses, in the communal areas or at the Reception.
86. 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

87. 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.
88. 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 in order to use the resulting material for marketing purposes. We make efforts that persons and things cannot be or can hardly be identified, however, we cannot avoid that completely. Therefore, the acceptance of the Rules of the Campsite constitutes you waiving any objections against such photos and recordings to be taken. Of course, you can prohibit the further use of the photos and recordings depicting you at the time 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).
89. Please note that the use of drones and other remote-controlled aircraft is not permitted at the Campsite and in its "airspace".

### First aid / medical care

90. **Medical emergency service** is available in the town of **Siófok**. At the Reception you can get further information. Our colleagues can help you with any problems that may arise.
91. **First aid boxes** are located at the Reception, by the pool and on the beach.
92. **The toll-free emergency number is: 112. Ambulance: 104.**
93. **The following are not allowed at the Campsite**
  - a. The violation of the accepted norms of camping and its **written and unwritten rules**.
  - b. Activities that are disturbing for others (sight, appearance, noise, etc.)

c. **Disturbance of quiet times**, violation of the vehicle ban.

d. Taking objects or animals into the Campsite which may **endanger** others or may disturb the holiday of others or the public taste.

e. The placement of flags, badges or other objects which may **cause offence to certain nations or persons**.

f. It is forbidden to wash cars, change engine oil and carry out similar activities at the Campsite without the permission of the Campsite management.

g. 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 requested, 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**

94. Our safe service is available at the Reception of the Campsite, the use of which 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. The Campsite cannot take any responsibility for valuables stored in the accommodation units.

95. All staff members of the Campsite are entitled to check compliance with the Rules of the Campsite and notify the guests thereof.

96. 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.

97. We always comply with the shifting statutory requirements, including regulations concerning public health and pandemic protection.

98. Should you wish to file a complaint about a 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 email sent to [reservation@mirabellacamping.hu](mailto:reservation@mirabellacamping.hu).

99. Please do not use more energy (hot water, electrical appliances, air-conditioning unit, lighting fixtures etc.) than you need.

**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