

Terms and Conditions

Kampaoh Santillana del Mar

20th June 2024

1 Object

Through this contract, you agree to formalize the reservation on the terms indicated below, as well as the specific conditions of the contracted offer, which will be attached to this agreement as an integral part of it. Any future modifications to these terms and conditions will be considered an annex to this contract.

Through this contract, you agree to formalize the reservation for your stay at Camping Santillana del Mar, in the "Kampaoh" tent mode during the specified dates.

2 Kampaoh Agency

Kampaoh Travel Agency SL, trading as Kampaoh Agency (hereinafter "Kampaoh Agency"), a company with its registered address at Calle Red Cinco, 49 - Industrial Estate La Red, Alcalá de Guadaira (Seville), ZIP code 41500, with Tax ID Number (C.I.F.) B10705440 and

registered in the Commercial Register of Seville, Volume 6,330, Folio 113, Sheet SE-112,736, is the organizer of the trip and the entity through which you are contracting the agreed services specified in the specific conditions.

If you wish to contact us, you can do so at:

- Email: ayuda@kampaoh.com
- Contact phone: +34 955 252 440

3 Specific Conditions

3.1 The Camping

The Camping Santillana del Mar is owned by Camino A Soria SL with its address at Calle Arna, 104, Somo, España with Tax ID Number (C.I.F.) B88151634 and registered in the Mercantile Registry of Cantabria with license 61144.

By formalizing this reservation, you are contracting with the camping site for a pitch as part of a combined trip managed by Kampaoh Travel Agency.

3.2 Kampaoh Tents

Akampao Movment SL (hereinafter "Kampaoh") is a company with its registered address in Alcalá de Guadaíra, at Calle La Red Cinco, 49, ZIP code 41500, with Tax ID Number (C.I.F.) B90309212 and registered in the Commercial Register of Madrid, Volume 37,637, Folio 92, Section 8, Sheet M-670608.

Kampaoh is authorized by the Camping site to install and rent its accommodations in "Kampaoh" tent

mode. By formalizing this reservation, you are contracting with Kampaoh for the use and enjoyment, during the duration of the reservation, of a "Kampaoh" type tent equipped on the camping pitch described above as part of the combined trip.

3.3 Legal Framework

These conditions are subject to the provisions of Royal Legislative Decree 1/2007, of November 16, which approves the consolidated text of the General Law for the Defense of Consumers and Users and other complementary laws, and will be incorporated into travel or stay contracts accepted by the customer, along with the specific conditions stated in the travel documentation.

3.4 Price

The agreed price includes the contracted services and specified add-ons in the contracted offer, as well as the applicable VAT (or equivalent tax, if applicable).

After the contract is concluded, the price can only be modified, both upward and downward, due to changes in the level of taxes or fees on travel services included in the contract, imposed by third parties not directly involved in the execution of the trip, including tourist taxes, landing fees, embarkation or disembarkation fees at ports and airports, if applicable.

If the trip or stay is contracted as a result of a special offer at a different price from the generally advertised one, the services will be exclusively those detailed in that special offer. The price exclusively covers the contracted services. It does not include,

among others: taxes, local taxes, or charges to be paid by the customer at the destination, such as tourist taxes, hotel taxes, ecological fees, etc., food, beverages, etc. It also does not include visits, excursions, or tips.

3.5 Arrival / Departure Policies

Camping Santillana del Mar has the following check-in/check-out times and policies:

- Arrival: Between 15:00 and 21:00.
- Departure: By 11:00.
- No Show: All customers must check-in between 15:00 and 21:00 on the day of the reserved stay's start. In case the customer cannot arrive within the indicated timeframe, they must notify the Kampaoh tent manager in advance, providing information about when they expect to arrive at the campsite.

If the customer notifies their delay, the Kampaoh tent manager will attempt to facilitate their check-in outside of the established hours, whenever possible.

If the customer does not notify the Kampaoh tent manager during the specified check-in hours, their reservation will be canceled the day following their check-in at 11:00, following the "cancellation" procedure.

3.6 Payment Conditions

A 50% payment of the total amount will be made when making the reservation. This payment will be made by card, either through the website or by phone. The customer authorizes this charge by accepting the current conditions. The remaining amount will be charged to the customer within 48 hours before their check-in using the same payment method used for the reservation. The customer authorizes this charge by accepting the current conditions. If the payment cannot be processed using the payment method registered by the customer, they must provide an alternative payment method before check-in. The customer will not be allowed to check-in without prior payment of the total amounts established in their reservation. In case of a customer no-show, Kampaoh Agency will retain 100% of the reservation amount as a penalty.

3.7 Parking

Reservations include one parking space. This space will not be next to the tent and will be assigned based on availability.

Each parking space can accommodate one car or two motorcycles. If you wish to request an additional parking space, you must inform the campsite upon arrival. There will be an extra cost and availability cannot be guaranteed until check-in.

The location of your reserved parking space will depend on the occupancy of the plots and the type of accommodation chosen, always within the camping area or camping parking area.

The parking space included in your reservation may not be marked, and it is the responsibility of the

campsite to organize customer cars.

3.8 Pets

The conditions for bringing pets to this campground are detailed below:

- Only two dogs weighing up to 10 kilograms each, or one dog weighing up to 30 kilograms, are allowed per reservation.
- It is mandatory to comply with the legal requirements and rules of the campground.
- Dogs must always be kept on a leash within the campsite and during walks around the campground.
- Pets are not allowed to be left alone in the tent.
- It is essential for pets to have their documentation, indicating their breed and vaccination records.
- Pets do not have access to the campground's common facilities.
- Pet food must always be kept in a sealed container or packaging.
- Lack of civility from owners and pets may result in warnings or even expulsion from the campground.

3.9 Quiet Hours

The campsite's quiet hours are from midnight to 8:00 AM. Specific restrictions within this timeframe can be inquired about during the check-in process at the campsite reception.

4 General Conditions

By booking your reservation, you are accepting, in addition to the specific conditions of your reservation, the following General Conditions. In case of discrepancies between the specific conditions of your reservation and these general conditions, the specific conditions of your reservation will prevail.

4.1 Cancellation Policy

At any time before the start of the combined trip, the traveler may terminate the contract with the consequences described below.

If the customer decides to cancel their trip, the cancellation policy contracted in their reservation will apply.

When there is less time left according to the cancellation policy for the scheduled trip, the customer may cancel it, but Kampaoh Agency will retain 100% of the amount paid by the customer as a penalty for the cancellation.

However, notwithstanding the above paragraph, when there are unavoidable and extraordinary circumstances at the destination or in the vicinity that significantly affect the execution of the trip or the transport of passengers to the destination, the traveler has the right to terminate the contract before its commencement without paying any penalty. In this case, the traveler is entitled to a full refund of any payments made, but not to additional compensation.

The organizer may cancel the contract and refund the traveler the full amount they have paid, but will not be liable for any additional compensation if it is

unable to execute the contract due to unavoidable and extraordinary circumstances and notifies the traveler without undue delay before the start of the trip.

In the case of contracts concluded online, by phone, or through other electronic means, the traveler has a period of fourteen days to exercise their right of withdrawal from the combined travel contract, without the need for justification, provided it is within the time frames established in the contracted cancellation policy.

For bookings of longer stays exceeding 20 nights, these will be considered non-refundable regardless of the remaining days until check-in and may be subject to supplements and special conditions.

4.2 Reservation Modification Policy

According to the general terms of this contract, outside of the contracted cancellation policy, it will only be possible to extend the reservation (never reduce it), provided there is availability. Otherwise, during this period, the customer may choose to cancel without a penalty.

The cancellation and modification policy contracted will be applied in cases where possible, with the Kampaoh tent manager reserving the right to approve or disapprove the modification based on availability. Withdrawal during this period will have the consequences indicated in the previous clause.

The traveler may transfer the combined travel contract to a person who meets all the applicable conditions of the contract by notifying Kampaoh Agency in writing with reasonable notice of at least seven natural days before the start of the combined trip.

The transferor and the transferee will be jointly responsible to the Agency for the outstanding amount of the travel price as well as any commission or surcharge and additional costs of the transfer. Kampaoh Agency will inform the transferor of the actual costs of the transfer. Such costs must be reasonable and, in any case, not exceed the actual costs incurred by the organizer and the retailer due to the transfer. Kampaoh Agency will provide the transferor with evidence of the commissions, surcharges, or other additional costs arising from the transfer requested by the customer.

4.3 Specific Policy for Groups

Reservations of more than 1 tent, made by the same holder or different holders but belonging to the same group, must be communicated by the Customer to Kampaoh Agency as "group reservations" and are subject to approval by Kampaoh. The lack of information on the part of the customer to Kampaoh at the time of making the reservation, indicating that it is a group reservation, regardless of whether they have been made by one or several holders, will allow Kampaoh Agency, once this circumstance is known, to proceed with their cancellation, refunding the deposit paid without compensation for the Customer, taking into account the customer's non-compliance in not communicating that the reservation or reservations corresponded to a group and therefore not having obtained prior authorization from Kampaoh.

4.4 Children

- Children aged 0 to 3 years are completely free (maximum one baby per bed).
- Children aged 4 to 13 years should be marked as "Children" and take advantage of the existing discounts.

4.5 Reservations by Minors

Minors under 18 years of age must always be accompanied by their parents or legal guardians. Otherwise, access to the campsite will not be allowed, and the total amount of the reservation will be forfeited.

4.6 Pets

We do not accept pets. If there are any specific options for pets at a particular destination, this option will be explicitly shown during the booking process.

4.7 Extra Bed Linen

Please note that each bed is for 2 people in most cases.

When you access your tent, you will find clean bed linen and towels. This bed linen and towels will not be changed for stays of less than 4 nights.

The change of extra bed linen will have an additional cost of €6 per bed per day (includes a sheet, duvet cover, and pillowcase).

The change of extra bath towels will have an additional cost of €2.50 per towel per change.

If you want a change of bed linen, extra cleaning, or replacement of clean towels for stays of 4 nights or more (free of charge), you must proactively inform the Kampaoh tent manager at least 24 hours in advance, as it will not be done routinely, only upon the guest's request.

4.8 Campsite Rules and Coexistence

Kampaoh tents are primarily intended for families, couples, and individuals who want to rest and enjoy a few quiet vacation days. Customers must respect the general rules of coexistence and the specific rules of the campsite, allowing the proper rest and enjoyment of the facilities by other campsite users. Without prejudice to the above, the following are some prohibited behaviors during your stay, which are listed in an illustrative, non-limiting manner: parties are strictly prohibited (especially bachelor/bachelorette parties), making disruptive noises, causing disturbances and, in general, engaging in any act that disturbs or inconveniences other campsite guests. The use of sound and/or television equipment or similar devices that may cause disturbances to other customers, especially in the camping area, is not allowed. Complete silence must be maintained in the camping area and its surroundings during the hours established by the campsite's internal regulations.

Groups of friends whose goal is to "party" at the campsite are prohibited, and the right of admission is reserved for any group, whether booked jointly or separately. Entry to the campsite may be denied, and the entire reservation amount will be forfeited as a penalty. For the groups that are admitted, retentions

or charges may be applied to the card or cards used for the purchase to cover any penalties for non-compliance, to which they expressly consent in this act, in accordance with the terms of the "Non-Compliance with Campsite Rules" section. These amounts are independent of the deposit specified in the "Deposit" section.

4.9 Coexistence with the Natural Environment

Many of our campsites are in natural environments, which makes it necessary to respect the natural environment where the accommodation takes place, as well as its flora and fauna. It is quite common for elements of its fauna, such as ants or other insects, to enter the tent, as it is not hermetically sealed. In these cases, the customer should inform the Kampaoh tent manager to perform a cleaning and prepare the tent for the customer's stay. As part of the natural environment where the activity takes place, no claims will be accepted for finding insects in the tent, as indicated here, the Kampaoh tent manager will clean the tent in extreme cases (infestations), without being able to guarantee that isolated insects or other small animals do not exist inside the tent.

We also remind you of the possible limitations imposed by fire regulations. In certain campsites and at certain times, the use of fires is prohibited, including charcoal barbecues, hookahs, tobacco, etc. In these cases, the campsite and the Kampaoh tent manager will simply enforce the applicable laws, obliging compliance with them. In case of non-compliance, the customer may be expelled from the campsite, with

the consequent loss of the reservation amount. Regardless of the penalty for non-compliance with the agreed obligations, the Customer will be responsible for damages, penalties, or other damages caused by their actions or negligent behavior. Charges may be applied to cover the result of damages and losses (in addition to those already indicated in the "Deposit" section). In case of damages, additional charges may also be applied (in addition to those already indicated in the "Deposit" section).

4.10 The Pitch and the Tent

The customer is responsible for the security of their belongings. Kampaoh is not responsible for any possible theft, loss, damage, or loss of personal items during the reservation dates. It is recommended not to leave valuables unattended in the campsite facilities, especially in public places or other common areas of the campsite. It is also recommended to properly lock the tent when leaving.

4.11 The Pitch and the Tent

In the reserved pitch, you will find the Kampaoh tent you have booked or, in exceptional cases, a higher-grade model than the one reserved.

The following rules, which are listed in an illustrative, non-limiting manner, must be strictly followed:

- Smoking or generating unpleasant odors inside the tent is not allowed. If this occurs, it may be considered damage to the tent, and the measures indicated in the "Deposit" section may be applied.

- The tent is delivered to the customer in a clean condition, and the customer must return it in the best possible condition. If the tent is returned with excessive dirt (food, papers, seeds, mud, etc.), it will be considered damage to the tent, and the measures indicated in the "Deposit" section may be applied.
- Taking furniture or mattresses outside of the tent is not allowed. In case of non-compliance, it may be considered damage to the items involved, and the measures indicated in the "Deposit" section may be applied.
- Installing other types of tents, shades, umbrellas, canopies, or any similar items on the pitch is not allowed.

Failure to comply with these rules may result in expulsion from the campsite, with the loss of the entire reservation amount as a penalty.

4.12 Deposit

Clarification: *The regulations in this section are intended to take decisive action in the event of uncivilized behavior, something that unfortunately occurs sometimes when customers do not respect the furniture and services offered.*

The customer expressly authorizes the Kampaoh tent manager to make a retention or charge on the card used for the purchase, as a deposit or security, in an amount of up to €200 per person, to cover any damage, defects, disorders, or disturbances caused by the Kampaoh tent guest.

This charge will ONLY be made definitively in the event that one of the described situations occurs. This means that if no damage or defects occur, or if no violations occur that result in a penalty in accordance with the provisions of these terms or the specific conditions of the reservation, not a single euro will be taken from your card. Security deposits are not automatically charged definitively, as the Kampaoh tent manager will first contact the guest to detail the damage or penalties that apply and request reimbursement of the corresponding amount for repair or replacement of the damaged item or, if applicable, payment of the penalty. If not, the charge of the pre-authorized deposit will be made definitively. The Kampaoh tent manager may definitively charge a portion or the entire deposit to the card within 15 days after the departure date (including the departure date). If the value of the damage and/or applicable penalties exceeds the amount of the deposit, the customer will be obligated to pay the remaining amount to cover the total cost of the damage and applicable penalties. By accepting these terms, the customer agrees that these charges will be made on the same card or another card used for previous payments, and that the Kampaoh tent manager will make this charge from the moment the damage or violations and applicable penalties are reported in accordance with these terms.

The reference costs for damage to the main items used by the customer are as follows:

- Tent: from €20 to €10,000 depending on the type of tent and the damage caused.
- Tent cleaning: from €30 to €200 depending on the type of tent and the level of dirt.

- Mattress: up to €300
- Bed linen: up to €45
- Bath towels and bathrobes: up to €45
- Bed structure: up to €250
- Table: up to €100
- Chair: up to €90
- Picnic table: up to €250
- Chest: up to €150
- Hammock: up to €150
- Coat rack: up to €155
- Electrical appliances: up to €400
- Lighting fixtures: up to €50
- Rug: up to €150
- Mirror: up to €35
- Decorative items: up to €25
- Beach cooler: up to €35
- Padlock: up to €4
- Other furniture items: from €20 to €10,000 depending on the type of tent and the damage caused.

These amounts include expenses related to the management and transportation of the replacement item.

4.13 Non-Compliance with Camping Rules

The customer provides their consent and authorizes that, in case of such non-compliance, the resulting amount of the mentioned penalty be charged to the same card or another card on which the customer has previously made payments.

The customer expressly consents that the manager of "Kampaoh" or any employee of the camping may record in video or photograph what has occurred. These data will only be used if required by the customer or by the competent authorities in accordance with current legislation and will be retained for the maximum periods legally established.

The manager of "Kampaoh" or any camping employee will request the customer or any person staying in accordance with the reservation made by the customer to cease the disruptive behavior, and irrespective of the application of the aforementioned penalty, in the event that the Customer or any person accommodated under the reservation made does not cease the disruptive behavior immediately, the "Kampaoh" tent manager or any camping employee will be authorized to expel such customers from the premises, which will also result in the loss of the total amount of the reservation.

Furthermore, the manager of "Kampaoh Agencia" may call the police in cases where it is considered appropriate, or in cases where customers refuse to leave the camping despite their non-compliance.

We take this measure as a last resort in the case of potential customers who disturb others in a carefree manner. Any damage or imperfection will be charged separately, as described in the "Deposit" section.

4.14 Resolution of Incidents

For the resolution of any incident related to the facilities or your accommodation, the following means are at your disposal:

- Resolution by a member of the "Kampaoh" team directly at the camping site.
- Through our email: ayuda@kampaoh.com.
- By phone at: (+34) 955 252 440.

4.15 Claims Processing

The customer is informed that, in the event of wishing to file a claim, they can contact Kampaoh Agencia de Viajes S.L. at the following email address: ayuda@kampaoh.com or by postal mail to Calle La Red Cinco, 49 – Polígono Industrial La Red, Alcalá de Guadaíra (Sevilla), Postal Code 41500.

Likewise, and in compliance with the provisions of Article 40 of Law 7/2017 on alternative dispute resolution for consumer disputes, it is informed that Kampaoh Agencia de Viajes S.L. is not affiliated with any organization and/or entity for the alternative resolution of such disputes. Notwithstanding the above, if you disagree with the solution adopted by us regarding your claim, you may contact the Consumer Arbitration Board of your respective Autonomous Community and/or Municipality, as well as the Directorate-General for Tourism. In any case, it is informed that Kampaoh Agencia de Viajes S.L. will not participate in the arbitration procedure before the aforementioned entities.

It is also informed that the limitation period for filing claims under Royal Legislative Decree 1/2007, of November 16, approving the consolidated text of the General Law for the Defense of Consumers and Users and other complementary laws, is two years.

5 Traveler Information

Kampaoh Agencia is responsible for the proper execution of the travel services included in the contract, in accordance with Article 161 of the consolidated text of the General Law for the Defense of Consumers and Users and other complementary laws, approved by Royal Legislative Decree 1/2007, of November 16, and is obliged to provide assistance if the traveler is in difficulty in accordance with Article 163.2 of the same legal text. A reasonable surcharge may be invoiced for such assistance if the difficulty has been intentionally caused or is due to the traveler's negligence.

In the event of contracting a combination of travel services, it will be considered a package trip within the meaning of the consolidated text of the General Law for the Defense of Consumers and Users and other complementary laws, approved by Royal Legislative Decree 1/2007, of November 16.

Therefore, you will enjoy all the rights that apply within the framework of the EU to package travel. The company Kampaoh Agencia de Viajes S.L. will be fully responsible for the proper execution of the package trip as a whole.

Furthermore, as required by law, the aforementioned company is covered by a guarantee to refund the payments made by you. For more information

on your main rights under the consolidated text of the General Law for the Defense of Consumers and Users and other complementary laws, approved by Royal Legislative Decree 1/2007, of November 16, you can access the following link: [link](#).

The Organizer is not responsible for changes of address of the campings and accommodations contained in the information, as well as the repercussions or changes that this may entail, which, if affecting the contracted service, will be communicated to the customer in advance of the trip.

The information we provide about the camping is based on the information provided by the camping itself and verified by the Kampaoh Agencia team. Although we try to provide the most accurate information possible, we cannot guarantee that all information is exact. In particular, we are not responsible for typographical or manifest errors, nor for temporary and/or partial server interruptions, due to crashes, repairs, maintenance, and the like.

In order to complete and secure your reservation, the use of a correct email address is necessary. We are not responsible and have no obligation to verify any errors or typos in the email address, phone number, or credit card number provided by the customer that are inaccurate or erroneous.

In the event of direct damages attributable to our breach or breaches of the services agreed upon in these terms and conditions, our liability will be limited to the amount paid as a reservation, unless a different obligation is explicitly established by law. Neither Kampaoh Agencia nor the Camping, nor Kampaoh will be responsible for any cancellations, strikes, force majeure, or other extraordinary acts beyond their control.

6 Other Customer Obligations

The traveler must promptly inform Kampaoh Agencia, taking into account the circumstances of each case, of any non-compliance observed during the execution of a travel service included in the contract.

If you are not a resident in the country where the accommodation is located, please remember to check the updated requirements regarding passport and visa, as well as health procedures for your stay in the country. We recommend that you access official information, including, among others, information from the Ministry of Foreign Affairs and review any updates before your trip. Costs for these concepts will be the sole responsibility of the customer. We provide two useful links for your reference:

- Immigration
- Health Alerts

7 Data Protection and Privacy Policy

The data controller in relation to the reservation made is Kampaoh Agencia de viajes SL trading as Kampaoh Agencia, a company with its registered office at Calle Red Cinco, 49 – Polígono Industrial La Red, Alcalá de Guadaíra (Seville), Postal Code 41500, with Tax Identification Number (CIF) B10705440 and registered in the Commercial Register of Seville under volume 6,330, Folio 113, Sheet SE-112,736. Contact email: protecciondedatos@kampaoh.com.

- **Data Controller:**
Kampaoh Agencia de Viajes S.L., with registered office in Alcalá de Guadaíra (Seville) Calle Red Cinco, 49 – Polígono Industrial La Red, Postal Code 41500, with CIF B10705440.
- **Purpose of Data Processing:**
Management and administration of the reservation and requested services; Customer service communications and services; Management and resolution of complaints, claims, and inquiries; Customer and User management; Management of social networks; Communication, if necessary, to public authorities, of data required by legal obligation or court order; Conducting market studies or obtaining User opinions for quality and service improvement purposes; Offering authorized products and services.
- **Data and Information We Collect:**
The processing of personal data (identifying and contact information) that you may have provided

to us is intended to fulfill your request in order to provide you with the information you request, as well as to manage your reservation request. We will ask for at least your name and email address. Depending on the reservation you make, we may also ask for your address, phone number, payment information, date of birth, location, names of the people who will be enjoying the services you reserve with you, and any preferences or special needs you may have related to your reservation. In cases where expressly indicated, voice and/or image may be recorded, and telephone and/or video conversations may be kept for the purpose of verifying the contractual relationship and maintaining service quality. To identify you for reservation purposes or when it is possible to check in online, we may also ask for information from your identification document (passport, National ID Document or similar) as well as a driver's license. If you contact us or the accommodation or service provider through us, through customer service or otherwise (chatbot, social media, etc.), we will collect information you provide in those communications to process the request or resolve the issue you raise. This also applies when you contact us to give us your opinion. In case you write a comment to share your experience on our Website, we will collect the information you include along with the name you display and your photo, if included. If you participate in sweepstakes, promotions, or referral programs, you will also provide data that we will process for the indicated purpose. If you provide us with third-party data because the reservation

is intended for the use of other people in addition to or instead of you, it is your responsibility, at the time of providing such data, to ensure that the data subjects have consented to your providing them and have understood and accepted our privacy policy. When using the Website, we may automatically collect data related to your use of the Website, such as your IP address, unique identification devices, location, time zone, and other data collected through cookies, as stated in the Cookie Policy. Please refer to our Cookie Policy published on the Website for more information. We may also receive information from our partners and providers, which we will combine with the data you have provided or will provide us for reservation administration and management. To keep accounts, meet our obligations to collaborating campsites and other service providers, properly manage payments and refunds, we may have access to information regarding payments made by the customer who has made a reservation through the Website: date and time of payment, country, currency used, amount paid, and a User identifier allowing identification. If you do not complete the questions marked with an asterisk when making a web reservation or do not accept such questions when contacted by phone or other means, Kampaoh cannot accept or process the service or query made.

- **To Whom Can Data Be Disclosed?**

To Akampao Movment S.L. and other companies of the Kampaoh group for the proper provision of the service and in compliance with le-

gal obligations, to law enforcement agencies, judges and courts, and to other entities or public administrations as required by law.

- **How Long Are Data Retained?**
Data will be retained for the time necessary to fulfill the purpose for which they were collected and for as long as potential liabilities may arise in relation to such data.
- **What Rights Do You Have as a User?**
You can contact Kampaoh Agencia de Viajes S.L. and request the exercise of your rights, which may consist of access to personal data, rectification of inaccurate data, or request for their deletion when they are no longer necessary, request the limitation of processing, data portability, the right to object, or the withdrawal of consent, by postal mail to the following address: Alcalá de Guadaira (Seville) Calle Red Cinco, 49 – Polígono Industrial La Red, Postal Code 41500. You can also exercise your rights by sending an email to the following address: protecciondedatos@kampaoh.com.
- **Additional Information:**
Please read the detailed information about our Privacy Policy carefully.

In accordance with the provisions of Organic Law 3/2018, of December 5, on the Protection of Personal Data and the Guarantee of Digital Rights, as well as Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 (GDPR) and other current legislation on the protection of personal data, the data voluntarily provided will be in-

cluded in a file owned by Kampaoh Agencia de Viajes S.L.

The processing of the data is intended to process your request and manage the reservation. To do this, we will share your data with Akampao Movment S.L. and with the other companies of the Kampaoh group participating in the reservation or service provision, as well as with our collaborators and service providers when necessary or appropriate to offer you the best service, especially with the campsite for which the reservation has been made, which you expressly authorize. In addition to your data, we may request the data of the people traveling with you or other people for whom accommodation has been reserved. It is your responsibility, at the time of providing such data, to ensure that the individuals are aware of it and have expressly accepted this Data Protection and Privacy Policy. The data may also be used to send electronic newsletters or information from Kampaoh that may be of interest to you.

By uploading photos or other images to our system, or by submitting comments, you guarantee that they are truthful and that you own the rights to such photos or images, and you agree and consent that Kampaoh may use them on its websites, applications, and promotional materials, as well as in other publications it deems appropriate, granting a non-exclusive, universal, irrevocable, and permanent right to use, reproduce, display, and communicate such photos or images. The customer uploading such photos/images also accepts responsibility for claims made by third parties regarding such content and guarantees that they do not contain any viruses, infected files, pornographic, illegal, obscene, racist or xenophobic material, offensive, objectionable, or inappropriate con-

tent, and that they do not infringe intellectual property or privacy rights of third parties. Considering the above, Kampaoh reserves the right to delete any photo/image or comment without prior notice.

You may exercise your rights of access, rectification, deletion, portability, limitation of processing, and objection ("ARCO rights") by means of a written and signed request indicating your name and surname and the rights you wish to exercise, and which you must send along with a copy of your identity document or passport by email to protecciondedatos@kampaoh.com or by postal mail to Akampao Agencia de Viajes S.L., Alcalá de Guadaíra (Seville) Calle Red Cinco, 49 – Polígono Industrial La Red, Postal Code 41500. You may also request the deletion of your personal data (right to be forgotten) in cases established by law, taking reasonable measures to remove links to such personal data or any copies or replicas thereof. You also have the right to limit the processing of your personal data and the right to request the portability of your data.

Please read the privacy and cookies policy of the group at the following link: Click [HERE](#)

<https://es.kampaoh.com/camping-sin-lios/aviso-legal-condiciones-de-uso-y-politica-de-privacidad-cookies/>

8 Intellectual Property

Kampaoh Agencia is the owner or has the corresponding licenses, as the case may be, for the exploitation rights of intellectual and industrial property of its website, including all the content offered therein (including, but not limited to: images, sound, audio, video, software or texts; trademarks or logos, color

combinations, structure and design, selection of materials used, access and use, etc.). The access and/or use of the website by the user shall not imply, under any circumstances, the waiver, transfer, license, or partial or total assignment of the aforementioned rights by Kampaoh. References to trademarks or trade names or other distinctive signs, whether owned by Kampaoh or third parties, imply the prohibition of their use without the consent of their legitimate owner.

All intellectual and industrial property rights over the contents of the website, as well as this document, are reserved, and, in particular, the reproduction, distribution, and public communication, including the modality of making them available, of all or part of the contents of the website or this document, for commercial purposes, on any medium and by any technical means, without the prior written authorization of Kampaoh, are expressly prohibited. The customer agrees to respect the intellectual and industrial property rights owned by Kampaoh Agencia. You may view the elements of the website and, if you print them, copy them and/or store them on your computer's hard drive or any other physical medium, but you are not allowed to use them for any purpose other than personal and private use. The customer shall refrain from deleting, altering, or manipulating any indications of copyright or other elements that serve to identify the rights holders, as well as any protection device or security system installed on the pages of Kampaoh.

9 Responsibilities

The information we provide about the campsite is based on the information provided by the campsite itself and verified by the Kampaoh Agencia team. Although we strive to provide the most accurate information possible, we cannot guarantee that all information is accurate. In particular, we are not responsible for typographical or manifest errors, nor for temporary and/or partial server interruptions due to outages, repairs, maintenance, and the like.

In order to complete and secure your reservation, it is necessary to use a correct email address. We are not responsible and have no obligation to verify any inaccuracies or errors in the email address, phone number, or credit card number provided by the customer.

In the event of direct damages attributable to our failure to comply with the services agreed upon in these conditions, our liability shall be limited to the amount paid for the reservation, unless a different obligation is explicitly established by law. Neither Kampaoh Agencia nor the campsite shall be responsible for any cancellations, strikes, force majeure, or other extraordinary acts beyond their control.