Campsite Terms and Conditions

Please read these Terms & Conditions carefully as by booking and paying for your stay you are deemed to have accepted them. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

1. Information about us and how to contact us:

1.1. Who we are: We are TSAM Ltd., fully owned by the Scout Association of Malta. Company registration number is C71793 and registered address is Island Headquarters, Congreve-Bernard Memorial Hall, E.S. Tonna Square, Floriana FRN1480. VAT number: MT 2302-9809.

1.2. Where we are: Ghajn Tuffieha Scout Campsite, address: Triq In-Nahhalija, Ghajn Tuffieha, Mellieha, MLH5500. Google location: W8PW+F3V, Mellieha. Website: http://campsite.mt .

1.3. How to contact us: You can contact us by email at bookings@campsite.mt or calling the Reception Office at +356 20991526.

1.4. How we may contact you: If we have to contact you, we will do so at the email address or telephone number you provided at the time of booking. It is best if we have a mobile number in case we have to contact you before, enroute to or whilst at the campsite.

2. Definitions:

2.1. "Terms": these Terms and Conditions.

2.2. "Accommodation": means camping pitch and/or any other facility allotted to the booking.

2.3. "Site": means the Campsite.

2.4. "You" or "your" means the person named in the booking confirmation.

2.5. "We", "us" or "our" means TSAM Ltd., Island Headquarters, Congreve-Bernard Memorial Hall, E.S. Tonna Square, Floriana FRN1480.

2.6. "Booking": A reservation request submitted to Us.

2.7. "Website" means http://campsite.mt .

2.8. "Writing", "written": When we use these words in this Terms, this includes emails.

3. Contract:

3.1. We reserve the right to change these Terms and Conditions at any time. Any such changes will take effect immediately when posted on the website or otherwise brought to your attention. It is your responsibility to read the Terms each time you submit a booking request. By submitting a booking request you are agreeing to having read and accepted to be bound by the last set of Terms.

3.2. These Terms, including Campsite rules, access to the Campsite and our pricelist set out the entire agreement between you and TSAM Ltd. for the supply of our services to you. Only these terms shall apply to our contract with you.

3.3. Please check that the details in your booking are complete and accurate before you submit your booking.

3.4. The contract is only effective once the transaction has been approved via email, the required payment has been received and confirmation has been sent to you via email. To facilitate operations, it is advised that you provide us with proof of payment once done.

4. Bookings:

4.1. You can book online through our website https://campsite.mt or in person (walk-in).
4.2. Bookings cannot be made for more than 10 days/9 nights. A person or persons may not stay onsite longer than 10 consecutive days. Please contact us beforehand for longer stays.
4.3. We reserve the right to accept or decline bookings entirely at our discretion.
4.4. You are the person named on the booking and on the confirmation email.
4.5. You, as the person making the booking, will be responsible for all members of your party.
4.6. You, as the person in charge of your party, must be at least 18 years old at the time of booking. Children under the age of 18 must be accompanied by an adult.
4.7. We can only discuss your booking (including any changes) with you. We cannot discuss the booking with another member of your party unless you give express consent for us to do so.
4.8. Bookings are not transferable to another party.

5. Prices:

5.1. Latest prices are listed on our website at the page "Standard Prices" https://campsite.mt/550-2/
5.2. VAT is to be added to the listed prices. VAT current prevailing rates are 7% and 18%.
5.3. Minimum stay applies to certain accommodation. Please check the "Standard Prices" page on our website https://campsite.mt/550-2/
5.4. Prices do not include any additional service, feature and facilities unless expressly stated. These will be charged separately.
5.5. The prices are on a nightly rate unless otherwise stated.
5.6. Promotional offers are subject to availability and will only be applied if they are valid and quoted in the original booking. Promotional offers cannot be combined, nor can they be used retrospectively on already approved bookings. We reserve the right to change or withdraw a promotional offer at any time by amending or removing details of these offers from our website and/or facebook page.

6. Payment:

6.1. The booking is considered secure and confirmed only after the payment of the deposit has been made.
6.2. The deposit is non-refundable is non-refundable if "Cancellation" procedures are not followed. Please refer to clause 7 below.
6.3. The payment methods accepted for deposits, as indicated in the "awaiting deposit" email, are link payments (PayPal – credit/debit card) and bank transfer
6.4. To facilitate operations, it is advised that you provide us with proof of payment to enable us to update the booking status to "confirmed".
6.5. The remaining balance has to be paid at the Reception office upon check-in. Credit/debit cards is preferred.

7. Cancellation/postponement/booking amendments:

7.1. In the event that you have to cancel/postpone, our cancellation/postponement policy is: "If you cancel/postpone the booking by 14:00 at least five (5) working days before the start of the stay, the deposit can be transferred to another booking provided that the booking is made by the same person within a 6-month period from the cancellation/postponement date".

7.2. No refunds will be given and/or transferred for no shows and/or cancellations/postponement notified after the aforementioned time limit.

7.3. Booking cancellation/postponement and amendments must be notified in writing at least 5 working days before the start of the stay.

7.4. The deposit paid for a cancelled/postponed booking can be transferred to a future booking. Failure to check-in on the rescheduled booking or pursuant to a further cancellation/postponement, even if notified by 14:00 five working days before the start of the stay, will result in the loss of the deposit. No further re-bookings will be allowed and any deposit/payment will be forfeited.

7.5. We will not issue any refund for any unused camping nights. Booking amendments requested by you due to inclement weather, transportation failure, non-arrival of party members, illness, late arrival, early departure are not eligible for any refunds whatsoever.

7.6. We strongly recommend that you arrange everything needed for insurance to cover potential loss, damage or injury. If you choose not to, then you accept responsibility for any loss, damage or injury you may incur.

8. Ghajn Tuffieha Scout Campsite rules:

8.1. You, together with all members of your booking, are required to comply with the following rules.

8.2. You, as the person named on the booking, are required to inform all members of your booking about the following rules.

8.3. We reserve the right of admission. We only accept responsible guests who are respectful of the property, other campers and the environment.

8.4. Check-in/out times:

8.4.1. Check-in: between 08:30 and 16:30. Late arrivals must be agreed in advance.

8.4.2. Check-out: by 16:00 of the departure day.

8.5. General rules of the site:

8.5.1. You can enter the Campsite through automated barriers (see section 9 "Access to the Campsite").

8.5.2. You must keep to the 5 km/h speed limit on our site for your own and others safety.

8.5.3. The campsite is a motor vehicles free place. Motor vehicles are only allowed for un/loading operations.

8.5.4. Only motor vehicles equipped for camping or used for sleeping will be allowed on the plot. Such vehicles must be declared and in included in the booking.

8.5.5. All motor vehicles must be parked in the parking, at owner's risk, soon after the equipment is loaded or unloaded.

8.5.6. Parking fee for campers' motor vehicles is € 1.00 x vehicle x day.

8.5.7. Fee for lost tickets is € 15.00

8.6. Standards of Behavior:

By making a booking with us, you have entered into a contract by which you undertake, on behalf of yourself and the people in your party, including any visitors, to adopt the following standards of behavior:

8.6.1. Smocking is NOT allowed in any part of the blocks.

8.6.2. Kitchen utensils must NOT be washed in the sinks of the toilet/shower blocks.

8.6.3. Any damage or breakage to any part of the building or contents must be reported to the campsite staff and may be chargeable.

8.6.4. Missing keys must be reported immediately. A replacement cost for the lock will be charged.

8.6.5. No naked flames or stoves are to be used in the toilet/shower block.

8.6.6. No animals allowed inside the toilet/shower block.

8.6.7. The Campsite does not provide toilet paper.

8.6.8. Care must be taken not to damage trees and shrubs. Charges will be imposed to individuals causing damages.

8.6.9. Rubble walls must NOT be dismantled. Standing on or climbing over the rubble walls is not permitted. Charges will be imposed on individuals causing damages.

8.6.10. Any left-over wood brought to the campsite must be removed from the plot by the campers and stored in the appropriate area near the containers.

8.6.11. Open fires lit on the plot are not permissible. A fire drum (supplied by campers) must be used. However, this must be placed at a safe distance from trees, shrubs and rubble walls and should be not higher than 50 cm.

8.6.12. Any waste/recycling must be disposed in the indicated areas in the skips/recycling bins provided.

8.7. Noise and behavior:

8.7.1. Campers must respect each other at all times.

8.7.2. The organization of unauthorized gatherings/parties is strictly prohibited.

8.7.3. Loud music is not allowed. Music players/radios must be kept at a reasonable volume.

8.7.4. A general quiet time starts at 23:00 and lasts till 07:00 of the following morning. During this timeframe no activities are permitted and there must be no loud or disruptive noise. Any campers not abiding by this rule will be asked to leave immediately.

8.7.5. No fireworks, drones, Chinese lanterns, air-guns or weapons are allowed on site.

8.8. Children and pets:

8.8.1. Children must be supervised at all times.

8.8.2. Campers are responsible for the wellbeing and safety of children in their care.

8.8.3. Pets are welcome and free of charge.

8.8.4. Dogs must be kept under control and on a leash at all times.

8.8.5. Dogs' mess must be cleared up by dogs' owner and disposed in the appropriate skips.

8.9. Marketing/photography: During your stay at the Ghajn Tuffieha Scout Campsite, members of our staff may take promotional photos of guests enjoying themselves for our website and social media. We never reveal the name of any guests, however, if you would NOT like you or any of your family members to be displayed in any Ghajn Tuffieha Scout promotional material, please let us know.

8.10. **Incident/accident/complaint procedure:** Any incidents, accidents or complaints are to be reported to the Campsite Staff at the Reception Office or by calling 99839983.

8.11. **Fines & Penalties**: If for any reason, Security Personnel are called in to handle any emergencies or disturbances that arise as a direct result of campers actions, a fine of € 150.00 will be applicable. This must be paid on site before checking-out.

9. Access to the Campsite:

9.1. Access to the campsite is through the TSAM Ltd. Parking area.

9.2. Access cards will be provided upon check-in against the payment of a refundable security deposit as follows:

9.2.1. One "campsite access card" for each booking will be given. Vehicles equipped for camping or used for sleeping and in any case included in the booking have the right to their own "campsite access card". Extra "campsite access cards" CANNOT be given.

9.2.2. "Car park access cards" will be given according to the number of parking tickets purchased. The number of cards cannot exceed the number of people camping.

9.2.3. Both campsite and car park cards are regulated by an anti-pass back feature to prevent misuse of the access control system and establishes a specific sequence in which cards must be used in order for the system to grant access/exit.

9.2.4. The anti-pass back feature requires that for every use of a ticket at the "in" reader there must be corresponding use at the "out" reader before it can be used at the "in" reader again (sequence in-out-in-out).

9.2.5. Any attempts to use the card a second time in the same direction would create a wrong sequence (out-out or in-in) which is a violation of the anti-pass back feature, and entry or exit to/from the car park would be denied.

9.2.6. While Campsite staff can help you in leaving the Campsite, they are not authorized to open the car park barriers to anyone who may end up stuck in the car park due to the aforementioned reasons. If this happens, the only solution to go out is to buy a lost ticket from car park pay machines.

9.3. The amount of the refundable security deposit may vary depending on the number of cards provided and in any case is from a minimum of € 20.00 (minimum amount payable for a card) up to € 80.00. A deposit receipt is issued.

9.4. The refundable security deposit will be returned once all the provided cards are returned together with the deposit receipt.

9.5. A charge of € 20.00 for each damaged/broken/lost card applies.

10. Liability:

10.1. Nothing in this Terms and Conditions limits or attempts to limit our liability for death or personal injury caused by our negligence or for fraud or fraudulent misrepresentation, or for any other matter of which it would be illegal or unlawful for us to exclude or attempt to exclude our liability.

10.2. TSAM Ltd. will not be held responsible or liable for the loss or damage that is as a direct and foreseeable result or our failure or gross negligence.

10.3. We shall not be responsible for any losses that you suffer that are not foreseeable when the contract was formed, not caused by any breach by us, business losses or losses to non-consumers.

10.4. Where we are responsible for your loss, our maximum liability shall be no more than the full amount paid by you in respect of the corresponding booking.

11. Events beyond our control – Adverse Weather Conditions:

11.1. We do not accept responsibility for anything that adversely affects your stay that is outside our control. We advise you to have suitable travel/holiday insurance.

11.2. An event outside our control means any act or event that is beyond our reasonable control. These circumstances are known as "Force Majeure" and include, but not limited to, adverse weather conditions, flooding, fire, natural disaster, war, pandemics and all other similar events outside our control.

11.3. We will endeavour to solve any problems caused as a result of such circumstances, but shall be under no obligation to do so and shall not be liable to you for any losses or additional expenses caused by a Force Majeure event.

12. Data protection:

12.1. We only use your personal information in accordance with the General Data Protection Regulation (GDPR). Please take the time to read this, as it includes important terms, which apply to you. You can find this information on the following link: https://idpc.org.mt/for-individuals/

12.2. Any data collected during the course of making bookings or dealing with enquiries are dealt with in strict confidence and stored safely. Your data will never be sold. We keep your contact email addresses on file for a period of 2 years. By accepting these terms and conditions you consent to receiving communications from us in relation to your booking.

13. Jurisdiction:

Any dispute under this agreement shall be interpreted in accordance with Maltese law and any dispute shall be referred to the jurisdiction of the Maltese courts.

27th March 2025