

# CONDITIONS

## RESERVATION CONDITIONS

Once we receive your booking application, we will confirm the availability. In case of accepting your pre-booking, you will be informed of how to send the down payment (40% of the total amount) and the reservation fee, in order to confirm the reservation. This amount will be deducted from the total invoice of your stay.

**For stays in accommodations in July and August, the remaining amount must be paid 30 days before the arrival date.**

Any modifications on the arrival date must be notified at least 7 days before the reserved arrival date.

*Eurocamping* has the right to cancel any reservation at arrival if proved that the details given in the reservation form are incorrect.

Group reservations are only possible under request and they need to be previously authorised. Guests who do not travel as a family unit (or equivalent) have to indicate it clearly when making the reservation, otherwise *Eurocamping* has the right to invalidate this reservation and cancel it.

**ALL REQUESTS TO MODIFY A BOOKING MUST BE WRITTEN AND SENT BY EMAIL** to [info@euro-camping.com](mailto:info@euro-camping.com). All changes related to arrival and departure dates will be taken as a request and considered as a new booking and, will be thus, subject to availability. From 15th May onwards the second modification of an existing reservation, as well as any others that may take place, will have an extra administrative fee of 10€ each.

**A determinate accommodation or pitch number can never be reserved.** You can communicate your preferences at the moment of booking and we will try to please you as far as possible.

*Eurocamping* cannot guarantee shadow on the pitch even if it is in a shaded area and the customer has expressly requested it.

- **Camping pitches**

Pitches are at your disposal on the day of arrival from 1:00 pm. and must be left on the day of departure before 12:00 am.

The confirmed arrival and departure dates must always be respected. In case of delay in arrival, pitches will be held until 12:00 noon on the following day. After these 23 hours the reservation will be cancelled and the deposit will not be refunded unless *Eurocamping* has been informed of the delay beforehand by written notice.

**During high season the full price of the pitch has to be paid for all the reserved days, even if arriving later or leaving earlier than the confirmed days of the reservation.**

- **Accommodations**

The arrival time is **5:00 pm.** and departure needs to be before **10:00 am.** In low season, we might be more flexible with check-in and check-out time under availability. You can only request and receive confirmation about departure time directly at the reception.

The arrival and departure dates of the confirmed reservation must be respected. The reservation will be held from 5:00 pm. on the arrival day until 5:00 pm. on the following day. After these 24 hours the reservation will be cancelled and the deposit will not be refunded, unless prior written notice on late arrival has been provided.

For security reasons, it is completely forbidden to exceed the maximum capacity of the accommodation booked. **A baby or a child is equally counted as a person.**

Payment of the remaining amount of your stay and deposit must be arranged by checking-in. Deposit: **100€.**

From **10/05/2019 to 15/07/2019** and from **26/08/2019 to 22/09/2019**: Minimum stay of 2 nights. Arrival and departure dates: Free.

From **15/07/2019 until 26/08/2019**: Minimum stay of 7 nights. Arrival and departure dates: Saturday-Saturday, Sunday-Sunday or Monday-Monday.

The customer/guest will be in charge of the final cleaning of the accommodation.

**Pets are not allowed in the accommodation.**

## VISITORS

All persons not included in the main stay will be treated as visitors.

Guests will need to welcome their visitors in the reception upon their arrival and ensure that they are duly registered. An official identity document must be provided for each person and the corresponding **visitor fee** shall be paid upon registration.

The normal **guest rate** will be applied to those visitors staying four consecutive nights or more.

Visitors will be able to enjoy *Eurocamping* facilities until 6 pm. on the following day, only when the maximum capacity of the pitch / accommodation allows it.

## CANCELLATION TERMS

- If the reservation is cancelled more than 30 days before the arrival date: no cancellation costs.
- If the reservation is cancelled within 30 and 15 days before the arrival date: 50% of the deposit.
- If the reservation is cancelled less than 15 days before the arrival date: 100% of the deposit.

**In case of cancellation, the reservation administrative costs (100€) are always non-refundable.**

Do not forget to buy a cancellation insurance to cover any possible misfortunes.