



BOOKING CONDITIONS

Once we receive your booking request we will confirm the availability. In case of acceptance of your pre-booking, you will be informed on how to proceed with the down payment (40% of the total invoice) in order to confirm the reservation. This amount will be deducted from the total invoice of your stay.

The remaining amount should be paid through the check-in express form, which you will receive via email **five days prior to your arrival** or upon arrival at the reception. In the case of lodgings, a €100 refundable deposit will be added to the invoice.

Eurocamping has the right to cancel any reservation at arrival if proven that the details given in the booking form are incorrect or false.

Group reservations are only possible on 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 cancel it.

All requests to modify an existing reservation must be requested by email to info@euro-camping.com. All changes related to arrival and departure dates will be taken as a new booking request and will be subject to availability. From the 11th of 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. Any modifications on the arrival date must be notified at least 7 days prior to the booked arrival date, otherwise they won't be accepted.

All booking extras can only be cancelled by written notice prior to the arrival date. Eurocamping cannot guarantee shade even if the pitch is located in a shaded area and the customer has explicitly requested it.

GENERAL CONDITIONS

Guests are obliged to comply with Eurocamping's Internal Regulations, whose purpose is to create the best conditions to respectfully live together in Eurocamping.

[\(http://www.euro-camping.com/en/useful-information/conditions-responsabilities/\)](http://www.euro-camping.com/en/useful-information/conditions-responsabilities/)

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CANCELLATION TERMS

- If the reservation is cancelled more than 45 days before the arrival date: no cancellation costs.
- If the reservation is cancelled within 45 and 30 days before the arrival date: 50% of the down payment.
- If the reservation is cancelled less than 30 days before the arrival date: 100% of the down payment.

We highly recommend to purchase a cancellation insurance to cover any possible misfortunes.

ACCOMMODATIONS

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

Co-travellers may be added during the stay without exceeding the maximum capacity of the accommodation. Once these are registered, there are no changes of companions allowed during the stay. It will not be allowed either to add any companions who are already registered in any other pitch or bungalow of the campsite, even if there is space left in the accommodation.

The arrival time is at **5:00 pm.** and departure needs to be before **11:00 am.** Once the accommodation is vacated, you must abandon the campsite facilities. In low season, we might be more flexible with check-in and check-out times subject to availability. You can only request and receive confirmation about departure times directly at the reception.

The arrival and departure dates of the confirmed booking must be respected. The booking 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 paid amount will be lost, unless Eurocamping has been informed of the delay beforehand by written notice. **In the case of arriving later or leaving before the booked dates, the nights not spent are non-refundable.**

A refundable safety deposit of €100 (preferably by card) is required. This will be paid, together with the remaining amount of the invoice, through the check-in express form or upon arrival.

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

Pets are not allowed in our accommodations.

CAMPING PITCHES

The stay cannot exceed a period of 5 weeks and the maximum capacity for our pitches is 6 people. **A baby or a child count as a person.**

Our pitches are intended to accommodate one main camping unit per pitch (caravan, motorhome, van, or tent).

It is permitted to set up one or two additional tents, provided that the pitch limits and the maximum allowed number of people are not exceeded.

Under no circumstances can we guarantee that there will be enough space for one or more additional tents in addition to the main camping unit.

Companions must be notified at the time of booking or before arrival at the campsite and no changes can be made during check-in or during the stay. They will be billed from the first contracted day of the main stay to the last, regardless of whether they physically stay overnight.

It will only be allowed to add companions with shorter stays than the main stay when they will stay **for at least 9 consecutive nights** and be part from the same family unit, and as long as it has been notified at the time of sending the booking or prior to the arrival date of the main residence at the campsite. These companions should spend physically the nights at the campsite, and it's not possible to pay for 9 nights and stay less. Upon departure, **they must hand in their identification bracelet in person at the reception.** Otherwise, their stay will be billed up to the departure date of the main booking.

It is not allowed to change companions during the stay. Any person who joins later than the initial date of the stay is considered a visitor. Pitches are at your disposal on the day of arrival from **1:00 pm.** and must be vacated on the day of departure before **12:00 pm.** Once the pitch is vacated, you must leave the campsite facilities.

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The confirmed arrival and departure dates and times must always be respected. In case of delay in arrival, pitches will be held until noon on the following day. After these 23 hours the reservation will be cancelled and the paid amount will be lost, unless Eurocamping has been informed of the delay beforehand by written notice.

In case of arrival after or departure before the dates confirmed in the booking, the amount of the lost nights is non-refundable and the client loses all rights to the use of the pitch.

In low season, in the event of an early departure, a refund will only be granted in cases of permanent departure from the campsite. A temporary departure from the facilities with the intention of returning later or on the same day will under no circumstances be considered as a permanent departure.

MY PLACE

It is possible to book a specific pitch or accommodation number by purchasing the MyPlace service. This service is irrevocable and non-refundable; therefore, it will not be possible to cancel it once it has been confirmed. No changes will be accepted upon arrival. Eurocamping has the right, even after choosing MyPlace, to allocate its guests wherever it can be more suitable due to unforeseen circumstances. In this case, there would be a full refund of the total cost of this service. If you have not purchased MyPlace we would like to remind you that you can also give your preferences, however, they will not be guaranteed.

MyPlace selection procedure

At the time of making the booking, the client will indicate the plots of his preference.

The reservations department will then confirm whether the requested plot is available and, if not, will propose some similar alternatives that will already be reserved or in the event that there are none, the service will be cancelled.

Therefore, the customer is responsible for confirming the alternative or cancelling the MyPlace service, in the event that the proposed alternative is not of his liking.

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VISITORS

Visits are not allowed during the high season (13/7 - 21/8) due to the capacity of the campsite.

Any person who is not part of the main stay is considered a visitor.

The booking holder must receive their visits at the reception upon arrival and ensure that they are properly registered. For this, it will be necessary to present the respective identity documents and pay the corresponding fee.

Visitors are allowed to spend the night at the campsite, always taking into account the maximum capacity of the pitch/accommodation.

In order to guarantee a peaceful environment between customers, we would like to point out that the facilities of the accommodations with private pool are exclusively for the customers who are staying there, for this reason its use is not allowed for other people staying at the campsite or to external visits that exceed the maximum capacity allowed for the accommodation. For the same reason, only guests staying in these areas and private accommodations are allowed to access.