

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 make 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 is to be paid through the check-in express form, which you will receive via email some days prior to your arrival. 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 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 cancel it.

All requests to modify an existing reservation must be informed by email to info@eurocamping.com. All changes related to arrival and departure dates will be taken as a new booking request and will thus be 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. Any modifications on the arrival date must be notified at least 7 days before the reserved arrival date.

All booked extras can only be suppressed by written notice in advance to the arrival date.

It is possible to book a certain 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 the service. If you have not purchased *MyPlace* we would like to remind you that you can also give your preferences they will not be guaranteed.

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

- **Camping pitches**

The maximum capacity of camping pitches is 6 people. **A baby or a child counts equally as a person.**

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 am.**

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 payed amount will be lost, unless Eurocamping has been informed of the delay beforehand by written notice.

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

- **Accommodations**

For safety reasons, it is completely forbidden to exceed the maximum capacity of the booked accommodation. **A baby or a child counts equally. Pets are not allowed in accommodations.**

The arrival time is at **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 times under availability. You can only request and receive confirmation about departure times 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 payed 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 not refundable.

A 100€ refundable safety deposit is requested. This will be paid, together with the remaining amount of the invoice, through the check-in express form.

From **14/05/2021 to 12/07/2021** and from **23/08/2021 to 19/09/2021:** Minimum stay of 2 nights. Arrival and departure dates: Free (subject to possible changes).

From **12/07/2021 until 23/08/2021:** Minimum stay of 7 nights. Arrival-departure dates: Friday-Friday, Saturday-Saturday, Sunday-Sunday or Monday-Monday (subject to possible changes).

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

In order to ensure our guests' tranquillity, we would like to remind you that Xalets Confort Plus and Best Village are exclusive private complexes. Therefore, other guests or visitors who exceed the maximum capacity of the accommodation are not allowed to access or use their private facilities.

CANCELLATION TERMS

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

- 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.

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

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.

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

COVID-19 EXCEPTIONAL TERMS

In order to transmit you some reassurance in this uncertain times, Eurocamping has adapted its cancellation terms to the current situation. The total payed amount will be refunded if you are affected by one of the following scenarios:

- Mobility restrictions
- Lock-down
- Covid-19 positive case within your travel companions or when having been a direct contact of a Covid-19 positive person. Certifying documentation must be provided in both cases.

Eurocamping