General conditions Camping del Mar

GENERAL ASPECTS:

- To book, you must make the prepayment via bank transfer or credit card payment.

- We do not reserve a specific accommodation number. The number of the pitch, bungalow, tent or mobile home is assigned by the campsite upon arrival.

- The reservation is subject to acceptance or rejection by the campsite within the next 48 hours, even if you have paid the prepayment of the total amount in advance. In case of rejection of a booking with the prepayment, we will refund the money immediately.

- We never accept bookings with persons under 21 years of age who are not accompanied by their parents or legal guardians.

- Visitors: every visitor must report to the reception desk before entering. Those visitors who stay inside for more than one hour or use a service must pay the admission ticket. If the visitor fails to make payment, the cost of admission will be charged to the customer. (Subject to possible restrictions by Covid)

- Entry and registration: all guests must show their ID card or passport.

- Quiet hours: the quiet hours are from 00:00 to 07:00. During these hours, no vehicle may drive, enter or leave the campground.

- Vehicles: access to the campground is limited to one vehicle per customer.

- Rules: customers agree and commit to respect and follow the campground rules.

EXCLUSIVE CONDITIONS FOR PITCHES:

- The customer respects the boundaries of the pitch and may not exceed them under any circumstances.

- Pets are allowed, except those of a dangerous breed. It is mandatory to keep them on a leash at all times and to clean up their droppings.

- The vehicle must be parked within the limits of the pitch.

SPECIFIC CONDITIONS FOR ACCOMMODATIONS:

- The customer must pay 100 euros as a deposit. This deposit will be refunded upon departure, at the time of returning the keys and is subject to the inspection of the inventory and the general cleaning state of the accommodation.

- Guests are not allowed to exceed the maximum occupancy of the accommodation. Children and babies of any age must be counted in the maximum occupancy quota.

- The vehicle must be parked in the area designated as a parking lot for the accommodation.

- It is not allowed to pitch a tent next to the bungalow.

- Animals are not allowed.

SPECIFIC TERMS AND CONDITIONS OF THE SELECTED RATE:

- The reservation requires an advance payment of 25%.

- The maximum time to make this payment is 5 days from the time of reservation.

- The rest must be paid upon arrival.

CHECK-IN: starting at 4:00 p.m.

- If your arrival will be after 9 p.m., you must notify us in advance by email or phone.

- If the customer has not called or arrived by 12:00 of the next day of his booked arrival date, the customer loses all rights to the reservation and the amount of the prepayment.

- You can check the possibility of arrival before the official hour of entry, depending on the level of occupancy (valid only during the low season).

CHECK-OUT: between 8:00 a.m. and 12:00 p.m. (pitches) / between 8:00 a.m. and 10:00 a.m. (accommodations)

- If you wish to check out before 8:00 a.m., you must notify the front desk the day before.

- In case of delayed departure, the campsite may charge an extra night.

- You can inquire about the possibility of late check-out, depending on the level of occupancy (only during low season).

MODIFICATION OR CANCELLATION\*:

- Change of reservation is allowed subject to availability.

- Customer cancellations must always be made in writing and the campground will charge the following fees:

- Up to 15 days before the arrival date: refund of 100% of the deposit (fees not included).

- Between 14 and 8 days before the arrival date: refund of 50% of the deposit (charges not included).

- Between 7 and 0 days before the arrival date: we do not refund the deposit. In this case, please inquire about the possibility of changing the dates within the same season.

\*COVID clause:

If the cancellation occurs for any of the following reasons (upon presentation of proof) and the delay does not allow for full or partial refund of the deposit, a voucher will be issued for the non-refundable amount, redeemable at another date of the 2021 or 2022 season:

- Closure of Spain's borders or country of origin

- Perimeter closure (of the destination or residence) preventing access to Camping del Mar

- Infection with Covid-19 of any of the persons participating in the reservation that requires you to remain quarantined

- Direct contact of any of the persons participating in the reservation with a person infected with Covid-19 that requires a preventive quarantine

- Cancellation of the flight or means of transportation that makes it impossible to make the trip, in the case of travel by a means of transportation other than your own

- Obligation to remain quarantined by legal requirement upon arrival at the destination in the case of travel to the area where Camping del Mar is located.