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## **GENERAL CONDITIONS FOR BOOKINGS 2020:**

1. Bookings are personal and non-transferable and they are considered valid once you have received the confirmation from the Campsite. The day of your arrival, at the front desk, you will have to show **the identity document** (current and original) of all the people who will stay at the Campsite.
2. The **deposit** required and the **cancellation conditions** can vary depending on the season. In the pre-reservation, which it is not binding for the client, or the reservation is indicated in detail.
3. By paying the deposit of the pre-reservation or once the confirmation by the Reservations Department has been obtained, the guest **accepts** the booking conditions and the general conditions as well as the campsite's rules and regulations, both available on our website.
4. If the guest wants **to modify his reservation (with a writing request)**, the Campsite, subject to availability, will try to deal with this request. Only the changes that the Campsite has confirmed by writing will have validity.
5. It is not possible to book **a specific number of accommodation**, either two or more accommodations together. Obviously, if you have any preferences or requests, you can communicate it by writing to the Reservations Department, and we will consider your requests. We cannot guarantee or confirm any request, but do not doubt that we will try to please you as much as possible. Only on the day of your arrival you will be informed about your location. Changes will not be accepted on the day of arrival. The reservation only ensures that you will have a place in case of the Campsite is full.
6. The **sizes** of the different types of plots are a mere average estimation and they are not binding.
7. The **accommodation occupancy** mustn't exceed, in any case, the number of occupants provided for the type of accommodation booked. For reasons of security and insurance it is completely prohibited to exceed the number of occupants planned for the type of accommodation reserved.
8. Persons not staying at the Campsite will not be allowed to enter. Under exceptional circumstances, campers may obtain permission to bring family members and/or friends onto the premises for limited period, presenting the required identification documents and paying the visitor's fee. Visitors shall be responsible for obeying these regulations. For each visitor that has not been registered at the main reception, will be billed to the family visited.
9. It is admitted **one vehicle** for accommodation included in the price. This vehicle must be registered upon arrival. It is admitted registering a second vehicle (except from 12/07 to 23/08 that only one vehicle will be admitted), paying the corresponding fee.
10. The **cancellations and/or modifications** must be reported in writing by email: [info@interpals.com](mailto:info@interpals.com). The Reservations Department have to confirm the change by email so that the change is effective. In the email you must indicate the reason for the cancellation and the IBAN number of your account in order to give you back the corresponding amount according to the terms of cancellation established.
11. Camping Interpals edits **the contents of the website** with the highest diligence possible, but it might be the case that, for reasons beyond the company, any type or any data or information could not updated in time to be consulted by the user. For this reason, the Campsite, states that the references (images

and descriptions) of products and services as well as the prices and stipulated conditions are a mere indicative function and are not binding until the request confirmation. If any user had made the hiring decision based on erroneous information published on the website, the Camping Interpals will inform him and he will have the possibility to cancel the contract without any cost.

#### **SPECIFIC CONDITIONS FOR PITCHES:**

##### **Bookings for the high season (from 12/07 to 23/08):**

- a) **Standard Pitches:** For reservations of 2 nights or more, the pre-reservation will only be maintained for 15 days from the date of the reservation request. The reservation will not be formalized until a deposit of 100 Euros is made, which will be borne by the total amount of the stay. Once the deposit is received, the availability and the reservation will be confirmed by the Campsite. For one-night reservations of this type of plots, no deposit will be required for the formalization of the reservation.
- b) **Pocket Pitches:** no deposit will be required for the formalization of the reservation.

The payment of the total amount of the stay will be the day before or the same day of your departure at the Reception.

The occupancy may not exceed, in any case, 6 people per Standard pitch and 4 people for the Pocket pitch.

Arrival and departure time is 12 pm. The reservation will be automatically canceled if the reserved pitch is not occupied the day of the arrival or the next day before 12 pm, except if it's previously communicated to the Campsite. In particular, when it comes to the reservation of Standard pitches that take place after the arrival date reserved, the unoccupied days must be paid according to the current rate.

#### **CANCELLATION CONDITIONS FOR PITCHES:**

- 2 weeks before or more before arrival we will return 75% of the Deposit.
- Less than 2 weeks before arrival nothing will be returned.

#### **ACCOUNT NUMBER FOR TRANSFERS:**

Banco Santander **ES46 0075 0200 07 0601242580 – BIC: BSCHESMM**

Or

Banco Sabadell **ES24 0081 0157 73 0001499153 – BIC: BSABESBB**

When you make the payment, **do not forget to indicate the name and surname of the holder of the reservation and the reservation number.**

REMEMBER THAT WE DO NOT ACCEPT CHEQUES OR EUROCHEQUES.

##### **Bookings in the middle and low season (from 03/04 until 12/07 and from 23/08 until 20/09):**

Standard and Pocket pitches reservations are admitted. However, no deposit will be required for the formalization of the reservation.

The payment of the total amount of the stay will be the day before or the same day of the departure at the Reception.

The occupancy may not exceed, in any case, 6 people per Standard pitch and 4 people for the Pocket pitch. Arrival and departure time is 12 pm. Upon request and subject to availability there will be the possibility of late check out until 6 pm. The reservation of the plot will be kept until 8 pm of the day of your arrival, and it will be cancelled after this time if we do not receive any notification from you.

**Others:** Remember that dogs declared as a dangerous breed or crossings of these (you can check the official list in our website) are not allowed. The rest of the dogs, are only allowed to enter to the Campsite if you have the vaccination record and the insurance up to date. You have to show it on your arrival.

### **BLACK FRIDAY OFFER:**

Offer valid from November 22th to December 2nd 2019 for reservations made through our website. Minimum 3 nights of stay from July 1st to July 17th 2020. Offer not cumulative. It applies the cancellation conditions of the general conditions for bookings of this document. In case of having reservations prior to the offer, these can not be modified at the price of this offer. In any case, the reservation must be cancelled and make the new reservation, subject to availability.

### **SPECIFIC CONDITIONS FOR BUNGALOWS AND TENTS**

The prices are for all people (including children and babies) we have indicated as a maximum in each accommodation, and they are also for one vehicle.

The check-in is at 2 pm and the check-out at 10 am. This is the time when we guarantee that all our accommodations will be ready. If you want to arrive before, you can use all our facilities while waiting.

The day of the departure, you will have to release the accommodation before 10 am. In low season, it could be more flexibility but it may only be requested and received confirmation at the Reception of the Campsite.

On your arrival, you will have to deliver 50 Euros deposit as a guarantee for any damages and it will be returned on your departure once we have made the general review and inventory. If we consider appropriate, we will discount 50 Euros for the cleaning of the accommodation (on your arrival, your accommodation will be clean, on the departure you must leave it in the same state).

### **BOOKINGS FOR MORE THAN 4 NIGHTS (during July and August will be weekly rentals):**

The pre-reservation will be kept only 15 days. It will not be definitive until we have received the corresponding deposit (40% of the total amount) and have received the confirmation of the Campsite. The rest of the amount will have to be paid 30 days before the arrival.

### **WEEKEND BOOKINGS IN MEDIUM AND LOW SEASON (minimum 2 nights of stay, except from 03/04 till 29/05 that we accept 1 night reservations):**

The pre-reservation will be kept only 15 days. It will not be definitive until we have received the payment of the 100% of the total of the stay and have received the confirmation of the Campsite.

### **EASTER RESERVATIONS (minimum 3 nights) AND LONG WEEKENDS (minimum 2 nights):**

The pre-reservation will be kept only 15 days. It will not be definitive until we have received the payment of the 100% of the total of the stay and have received the confirmation of the Campsite.

**Important:** If the reservation is made before 15 days of the arrival date, in any of the periods mentioned above, the pre-reservation will be kept only 5 days. It will not be definitive until we have received the payment of 100% of the total of the stay and have received the confirmation of the Campsite.

### **NON-REFUNDABLE RATE:**

A cheaper rate, but that requires full payment at the time of booking and **does not allow modification or cancellation under any circumstances**. Any amount paid in this rate cannot be claimed. Not combinable with other offers.

### **BLACK FRIDAY OFFER:**

Offer valid from November 22th to December 2nd 2019 for reservations made through our website. Minimum 3 nights of stay from July 1st to July 17th 2020. Payment 100% in advance before arrival. Offer not cumulative. It applies the cancellation conditions of the general conditions for bookings of this document. In case of having reservations prior to the offer, these can not be modified at the price of this offer. In any case, the reservation must be cancelled and make the new reservation, subject to availability.

### **SPRING OFFER 2020:**

Offer valid for reservations made before 5th of April and for stays between 3rd of April and 19th of June, 2020! Except Easter week (09/4-13/4) and May (30/4-03/5 & 29/5-01/6). Minimum 2 nights of stay in Bungalows & Canada Tents. **100% advanced payment before arrival. Non-refundable Offer.** In case of cancellation or no show the amount paid will not be refunded. In case of having prior reservations to this offer, they cannot be modified with the price of the offer. In any case, you have to cancel the reservation and make the reservation again based on availability. Not combinable with other offers.

### **JULY OFFER 2020:**

Offer valid for reservations made before 19th of June and for stays between 1<sup>st</sup> of July and 26th of July, 2020! Minimum 5 nights of stay in Bungalows & Canada Tents. In case of having prior reservations to this offer, they cannot be modified with the price of the offer. In any case, you have to cancel the reservation and make the reservation again based on availability. Not combinable with other offers.

**YOU HAVE TO BRING** the bed linen, towels and dish cloths.

It is possible to rent bed linen, towels, cots and seats for children, and it must be requested the time you make the booking. Otherwise, we cannot guarantee.

You can download the full inventory of each accommodation from the accommodation section on this website.

### **CANCELLATION CONDITIONS FOR BUNGALOWS AND TENTS:**

- 6 weeks before or more, 75% will be returned.
- Between 5 and 2 weeks, 50% will be returned.
- 2 weeks or less, nothing will be returned.

**ACCOUNT NUMBER FOR TRANSFERS:**

Banco Santander **ES46 0075 0200 07 0601242580 – BIC: BSCHESMM**

Or

Banco Sabadell **ES24 0081 0157 73 0001499153 – BIC: BSABESBB**

When you make the payment, **do not forget to indicate the name and surname of the holder of the reservation and the reservation number.**

REMEMBER THAT WE DO NOT ACCEPT CHEQUES OR EUROCHEQUES.

ANIMALS ARE NOT ALLOWED IN THE ACCOMMODATION NEITHER ITS SURROUNDINGS.

***\*\*\* If Camping Interpals makes an exception in any of these conditions, it will be valid only if it had been explicitly confirmed by writing.***