

CONTRACT

- The reservation is confirmed with a down payment of 40% of the total amount of the stay. The remaining amount must be paid at the time of registration, either through the online check-in system or on the day of arrival.
- There will be no discount or refund in case of late arrival or early departure of the reserved days in the reservation contract.
- If you do not show up without notifying us, your reservation will be canceled 48 hours after the estimated arrival date without the deposit being refunded.
- A fee may be claimed as a warranty against any damage and defects in the accommodations. This amount will be refunded no later than 7 days after departure if the accommodation is in good condition and has no damage.
- Camping Valldaro reserves the right to cancel within a period of 48 hours, from when the reservation is made, as well as to modify the conditions set out herein if required. The right is also reserved at any time to change the type of accommodation reserved for an equivalent or higher category.
- Minors are not allowed to stay without a parent or legal guardian. It implies the automatic cancellation of the reservation.

CONTRACT MODIFICATIONS:

Any modification (dates, type of accommodation or number of occupants) to be made to the original contract must be requested by email so that the Booking Department can evaluate whether to authorize the change and will only be confirmed by email, in addition to carrying a administration fee of 25 €. Not all requests are guaranteed to be accepted. It is advisable to make a new reservation online for a change of accommodation or dates in order to ensure availability. It is not allowed to change the dates of the reservation less than 14 days before the arrival date.

CANCELLATION OF CONTRACT:

If the cancellation request takes place before 14 days of the arrival date mentioned in the contract, you will receive a refund of the amount paid except € 30 of cancellation fee, but if it is received less than 14 days in advance, 40% of the total amount of the stay will not be refunded.

The cancellation of your reservation must be requested in writing by e-mail to: info@valldaro.com, with the subject ""Cancellation + reservation number"" and stating the reasons. Cancellations are under no circumstances accepted or processed by telephone. For security and data protection reasons, only cancellations will be accepted that come from the same email with which the reservation was made.

ACCOMMODATION

- Bed linen and towels are included. A change is offered for stays of more than 7 nights.
- Dogs are not allowed in the accommodations or in the bungalows and glamping areas, except in the case of the Bungalows Thalassa (see dog regulations).
- One vehicle is allowed per accommodation included in the price. There is no possibility to rent an additional car.

OCCUPATION:

Occupancy may not exceed the maximum number of persons indicated in the description of the accommodation. For safety and insurance reasons, it is absolutely forbidden to exceed the number of persons indicated for the type of accommodation booked. A baby or child counts as a whole person.

The maximum number of wristbands you may receive may not exceed the total capacity of the contracted accommodation.

Accompanying persons will be billed from the first contracted day to the last, regardless of whether they physically stay overnight.

No change of companions is allowed during the stay.

VISITORS:

Visitors are not allowed, but we do offer the option of reserving day passes only through the online reservation system and these are limited in availability, depending on occupancy.

ASSIGNMENT OF ACCOMMODATION:

The accommodation number is assigned by the reservations department based on availability and internal organization. Only on the day of arrival, if the accommodation is clean, you will be informed of your accommodation number.

On arrival or during the stay, Camping Valldaro does not undertake to change the number and/or type of accommodation. In any case, it will be subject to availability and internal organization and entails, apart from the difference in rate, an additional cost of €50.

ARRIVAL AND DEPARTURE TIMES:

The accommodation will be available from 5:00PM on the contracted day of arrival. For reservations made on the same day of entry, the delivery of the accommodation at the indicated time is not guaranteed and the delivery time may be delayed depending on the situation. Arrival at the Camping is allowed from 1:00PM and you can use all our facilities while waiting for the accommodation to be ready. Arrivals after 9:00PM must be pre-registered through our online check-in.

The accommodation must be vacated by 10:00AM on the last contracted day and in good condition (rubbish removed, with no waste or damage and furniture placed in its original position) and free of personal belongings. If you wish, you can continue to enjoy our facilities and services for up to 13:00PM.

OTHER

In high season, all the facilities and services of Camping Valldaro are at your disposal, both without and for a fee. In low season, and according to the rates, both can be reduced to more limited hours or even closed. Camping Valldaro reserves the right to modify schedules or close facilities during the season without prior notice.

For security and data protection reasons, inquiries and procedures must be submitted from the same email address specified in the reservation. In addition, we recommend that you add us to your contacts to ensure that you receive our informative emails, or check your ""spam box"" regularly.