

CONTRACT

- The reservation is confirmed with a deposit of 40% of the total amount of the stay. The remaining amount must be paid at the time of registration, either through the online system or on the day of arrival.
- If the reserved pitch is not occupied on the day of arrival or the following day before 13:00, the reservation will be automatically cancelled without the possibility of recovering the deposit, unless info@valldaro.com has been informed of this delay.
- No discount or refund will be made in case of delay on the day of arrival or early departure of the days specified in the reservation contract.
- Camping Valldaro reserves the right to cancel within 48 hours, from the time the reservation is made, and to change the conditions established here if necessary.
- 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 plot or number of occupants) to be made to the original contract must be requested by email so that Reservations can evaluate whether to authorize the change and will only be confirmed by email, in addition to entailing a management cost of 25 €. Not all requests are guaranteed to be accepted. It is advisable to make a new reservation online for a change of plot 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 € 25 of cancellation fee, but if it is received less than 14 days in advance, 20% 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.

PITCH

- The price of the pitch includes a tent, or a caravan, or a camper or a van (camper type), together with the electricity corresponding in each case to the chosen type. Additional tents (igloo type) can be placed free of charge, provided they are within the boundaries of your pitch.
- Only one vehicle is included in the price of the pitch and it must be parked within the boundaries of the pitch. No additional vehicles will be allowed.

OCCUPATION:

- Occupancy may not exceed the maximum number of persons indicated in the description of the pitch. Babies and children are counted as occupants.
- A maximum number of bracelets corresponding to the capacity can be provided.

- 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.

DOGS

Dogs of dangerous breeds are not allowed. All other dogs have access to the Camping in accordance with the Dog Ownership Regulations.

PITCH ASSIGNMENT:

The pitch number is assigned by the Booking Department according to availability and internal organization. Only on the day of your arrival you will be informed of your location.

If the pitch you have taken does not correspond to the type of pitch reserved, you will be obliged to break down and move to the corresponding pitch. Only if availability allows, you will be able to stay on the chosen pitch and regularize the corresponding payment at the reception desk.

ARRIVAL AND DEPARTURE TIMES:

The pitch will be at your disposal from 1:00 p.m. on the day of arrival, which is also the time of entry into the Camping. For arrivals after 9:00 p.m., you must register in advance through our online check-in system.

On the day of departure, the pitch must be vacated before 1:00 p.m. and you must leave the facilities at the same time. Later departure will incur the cost of an additional night. The pitch must be left in good conditions: without any material or waste on the ground.

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.