



# GENERAL CONDITIONS FOR BOOKINGS

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## GENERAL CONDITIONS FOR BOOKINGS:

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. We are a **family friendly camping**, so for coming as a group, you must have the express permission from the reception. Guests who do not travel as a family need to indicate it in their booking request, otherwise the bookings department can declare the reservation invalid and can also refuse the access to the premises.
3. The **deposit** required and the terms of cancellation can vary depending on the season and the number of previous visits. In the pre-booking, that it is not binding for the client or the reservation is indicated in detail.
4. By paying the deposit of the pre-reservation, the guest accepts **the booking conditions** and the general conditions as well as the campsite's rules and regulations, both available on our website.
5. 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.
6. It is not possible to book **an specific number of accommodation**, neither two or more accommodations together or by side. On your arrival we will indicate you your accommodation. 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 can not 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.
7. **The campsite cannot guarantee** shadow on the plot, even if these places are located in an area with trees and the customer explicitly asks for it. Neither can guarantee a ground with grass or separation by hedges. The sizes of the different types of plots are a mere average estimation and they are not binding.
8. The **accommodation occupancy** mustn't exceed, in any case, the number of occupants provided for the type of accommodation booked. A baby or a child counts as a whole person.

9. 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 of time, depositing the required identification documents and paying the visitor's fee.  
Visitors shall be responsible for obeying these regulations. For each visitor that not has been registered at the main reception, will be billed to the family visited.
10. It is admitted **one vehicle** for accommodation included in the price. All supplementary vehicles must be registered the according to tariff has been paid. It has to be parked in the inside parking.
11. The **cancellations and/or modifications** must be reported in writing by fax + 34 972 816 662 or email:[info@valldaro.com](mailto:info@valldaro.com) . The booking 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. There will also be a deduction of 30€ as a cancellation fee. You can also save the full amount for a booking for another period or for the following season.
12. Camping Valldaro 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 campsite Valldaro will inform him and he will have the possibility to cancel the contract without any cost.

#### **SPECIFIC CONDITIONS FOR PLOTS:**

##### **Bookings for the high season (from 13/07 to 23/08):**

The pre-reservation will be kept only 15 days. It will not be definitive until we have received the corresponding deposit of 50€ in a Pocket plot, 100€ in a Standard plot and 150€ in a Premium plot. The payment of the total amount of the stay will be the day of the departure at the reception. On arrival, we will ask you for a credit card as a guarantee (there will be no additional charge). If you do not have any credit card, you will have to pay the stay in advance.

**CANCELLATION CONDITIONS:** 2 weeks before or more, 75% will be returned. 2 weeks or less, nothing will be returned.

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

Banco Santander: ES90 0075 0200 05 060 13698 29 – BIC: BSCHEMM

Or

Banco Sabadell: ES96 0081 0157 7100 0426 0030 – 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 13/07 and from 23/08 until 27/09):**

The payment of the total amount of the stay will be the day of the departure at the reception. On arrival, we will ask you for a credit card as a guarantee (there will be no additional charge). If you do not have any credit card, you will have to pay the stay in advance.

The reservation of the plot will be kept until 8 p.m. of the same day of your arrival, being cancelled after 8 p.m. unless prior written notice of late arrival has been given. The occupancy may not exceed, in any case, 6 people per pitch Standard and Premium, and 2 people for the Pocket pitch. The check out is at 12 p.m. If you ask for and we have availability, there is the possibility to have a Late Check out until 18 p.m., with an extra charge (not available from 22/06 until 01/06).

Remember that dogs declared as a dangerous breed or crossings of these (you can check the [official list](#)) 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.

**SPECIFIC CONDITIONS FOR BUNGALOWS/MOBILE HOMES/TENDES FUN:**

**BOOKINGS FOR MORE THAN 4 NIGHTS (during July and August will be weekly rentals, except in the case of the Tendes Fun that will always be minimum 4 nights).**

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 his arrival.

The check-in is at 4 p.m. and the check-out at 11 a.m. (from 22/06 until 10/09, the rest of the months the check in will be at 2 p.m. and the check-out at 12 a.m.). This is the time that we guarantee that all our accommodations will be ready. If you wish to arrive before, you will be able to use all our facilities while waiting. We inform you that the cleanings are made according to the internal organization and not according to the order of arrival of customers. The day of the departure, you will have to release the accommodation before 11 a.m., but you can also stay at the camping and enjoy our facilities until 4 p.m. In low season, it could be more flexibility but it may only be requested and received confirmation at the reception of the campsite.

The prices are for all people we have indicated as a maximum in each accommodation, and they are also for one vehicle. On your arrival, you will have to deliver 100€ 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€ 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).

### **WEEKEND BOOKINGS IN MEDIUM AND LOW SEASON (minimum 2 nights).**

The payment of the total amount of the stay will be made the same day of your arrival. The check-in is at 2 p.m. and the check-out at 12 a.m. The prices are for all people we have indicated as a maximum in each accommodation, and they are also for one vehicle. On your arrival, you will have to deliver 100€ 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€ 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).

### **EASTER BOOKINGS (minimum 2 nights) and long weekends:**

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 the day of his arrival. The check-in is at 2 p.m. and the check-out at 12 a.m. (from 22/06 to 10/09 the check-in is at 4 p.m. and the check-out at 11 a.m.). The prices are for all people we have indicated as a maximum in each accommodation, and they are also for one vehicle. On your arrival, you will have to deliver 100€ 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€ 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).

**YOU HAVE TO BRING** the bed linen, towels and dish cloths, except in the [Bungalows Cavall Bernat](#) that the price includes the bed linen and towels.

It is possible to rent bed linen, towels, barbecue, cots and seats for children, and it must be requested the time you make the booking.

You can download the full inventory of each accommodation from the accommodation section on this [website](#).

**CANCELLATION CONDITIONS:** 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. We will charge also 30€ for cancellation fees.

### **"MIDWEEK" OFFER:**

**Offer for stays of 4 nights from Monday to Friday.** A cheaper rate, but that requires the payment of the 40% of the total amount 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.

**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.

**ACCOUNT NUMBER FOR TRANSFERS:**

Banco Santander: ES90 0075 0200 05 060 13698 29 – BIC: BSCHESTM

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Banco Sabadell: ES96 0081 0157 7100 0426 0030 – 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.

DOGS AND OTHER ANIMALS ARE NOT ALLOWED IN THE ACCOMMODATION NEITHER ITS SURROUNDINGS, except in the [Bungalows Thalassa](#) with authorization from the Front Desk. Check the regulations [here](#).

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