

### **CONDITIONS FOR PITCHES:**

We recommend filling in the booking form carefully. You can also book directly by email ([info@campinglaguna.com](mailto:info@campinglaguna.com)) or telephone (00.34.972.45.05.53).

The deposit can be paid by bank transfer or by credit card. The option of payment by credit card is only available for bookings made via the website and at the time of placing the booking. The amount of this deposit is €100.

Once the amount of the deposit has been paid, Camping Laguna will confirm payment by sending a booking document. This amount will be deducted in full from the final bill for your stay.

Any pitch not occupied on the expected day of arrival will be charged the sum of €50.00. From the day after the arrival date, Reception may do what it wishes with the pitch and the booking will be considered to be cancelled.

#### **Cancellation policy:**

Canceled reservations **with an arrival in the months of July and August** have the following costs:

- Within 15 days before arrival: total loss of the reservation deposit.
- Between 16 days and the time of booking: €50.

The reservations canceled with arrival dates in the other months (not July / August) will incur a cost of €10.

The refund of the reservation amount paid will entail bank charges which the campsite will only bear in the case of bank transfers to countries within the European Union.

#### **General rules:**

- The price per pitch is per night and includes 1 vehicle, 1 tent or caravan (or a motor caravan) and 1 electrical connection. The price per person must be added to this (up to a maximum of 6 people per pitch). Any other extras must be added to the final bill.
- Our aim is always to offer you the possibility of booking a specific place, and we are able to do this in a high proportion of cases. However, our booking department reserves the right to change the number of the accommodation unit assigned, while undertaking to inform the client of this change as promptly as possible.
- The pitch booked can be occupied from 2.00pm onwards on the day of arrival and must be vacated by 12.00 midday on the day of departure.

## **CONDITIONS FOR BUNGALOWS**

We recommend filling in the booking form carefully. You can also book directly by email ([info@campinglaguna.com](mailto:info@campinglaguna.com)) or telephone (00.34.972.45.05.53).

The deposit can be paid by bank transfer or by credit card. The option of payment by credit card is only available for bookings made via the website and at the time of placing the booking. The amount of this deposit is:

- 25% of the total price of the stay in the low season.
- €500 per stay in July and August.

Once the amount of the deposit has been paid, Camping Laguna will confirm payment by sending a booking document. This amount will be deducted in full from the final bill for your stay.

On arrival at the campsite you must pay the full cost of the stay and leave a caution deposit of €100 (only cash). The campsite management reserves the right to use this caution deposit as payment for any damage caused.

Any bungalow not occupied on the expected day of arrival will be charged according to campsite rates. The booking is considered cancelled if the guest does not occupy the bungalow before 2.00pm on the day after the date of arrival.

### **Cancellation policy:**

Canceled reservations **with an arrival in the months of July and August** have the following costs:

- Within 30 days before arrival: total loss of the reservation deposit.
- Between 31 and 60 days before arrival: 50% of the reservation deposit.
- Between 61 days and the time of booking: 100 €.

The reservations canceled with arrival dates in the other months (not July / August) will incur a cost of 10 €.

The refund of the reservation amount paid will entail bank charges which the campsite will only bear in the case of bank transfers to countries within the European Union.

**We recommend you add our travel insurance against cancellation of bookings for stays in July and August at the time of your booking (see conditions in the relevant section).**

### **General rules:**

- The price per bungalow is per night and includes a stay for 2, 4 or 6 people (depending on the model) and one vehicle. Any extras must be added to the final bill.
- A supplement of €21 will be charged on 1-night stays in the low season.
- In July and August bungalows are rented for whole weeks, arrival day being Friday, Saturday, Sunday or Monday (depending on the bungalow model).

- The campsite reserves the right to change the number of the accommodation unit assigned.
- Dogs are not allowed in the bungalows. Failure to observe this rule will mean immediate cancellation of the booking.
- Bungalows will be available from 2.00pm onwards on the day of arrival and must be vacated by 10.00am on the day of departure.
- The bungalows have bed linen (blankets/sheets) and a complete kitchenware. They do not have towels.

## SUMMARY COVER OF THE POLICY

### **TEMPORARY INSURANCE POLICY FOR THE COST OF CANCELLING RESERVATIONS**

The events that will result in costs being refunded are those specified below, provided these occur after the reservation has been made and directly affect the Insured:

Cover 1: Serious illness, serious accident or death, unexpected call for surgery, complications in pregnancy or miscarriage or organ transplant appointment for the Insured, spouse, first or second degree descendants or companion registered for the reservation or medical quarantine affecting the Insured.

- The Insured, his or her spouse, first or second degree ascendants or descendants, parents, children, brothers, sisters, grandparents, grandchildren, brothers or sisters-in-law, children-in-law, parents-in-law or common law partner.
- The companion of the Insured, registered for the same reservation.

For the purposes of the insurance cover, the following definitions shall be used:

Serious illness of the Insured: alteration in health, confirmed by a medical professional, that forces the Insured to remain in bed and involves stopping any activity, professional or private.

Serious accident of the Insured: any bodily injury that results from a violent, sudden, external cause unintended by the injured party, whose consequences stop the Insured from leaving his or her habitual residence under normal circumstances.

**When the illness or accident affects any of the aforementioned persons other than the Insured, this will be understood as serious when it involves hospitalisation or risk of imminent death.**

**Any consequences of illness or accident occurring prior to the date the insurance policy was taken out or resulting from pre-existing illnesses are excluded.**

**In accordance with the terms and conditions of this insurance policy, the insured death that results in entitlement to compensation must have occurred at most 10 days before the date the journey is to begin and always after the date the policy has come into force.**

Cover 2: Serious injury as a consequence of theft, fire or other similar causes that affect the residence of the Insured.

- The habitual and/or second residence of the Insured.
- The professional premises where the Insured carries out his or her independent profession or is the direct user (manager).

And that necessarily involves the Insured being present.

Cover 3: Dismissal of the Insured from his or her employment, provided there had been no verbal or written communication at the start of the insurance policy.

Cover 4: The Insured being called as a part or member of a jury or witness in a court hearing or as a member of an electoral board.

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Cover 5: Acts of piracy in the air, on land or sea that make it impossible for the Insured to start or continue his or her journey. **All terrorist acts are excluded.**

Cover 6: Theft of documentation or luggage that makes it impossible for the Insured to start or continue his or her journey.

Cover 7: Due to a breakdown or accident involving the vehicle owned by the Insured or his or her spouse that prevents the journey from being duly started.

**This cover is limited to invoices for repairing the vehicle in excess of €600 and/or a period of repair accredited by an expert greater than 8 hours.**

Cover 9: The Insured being called to present and sign official documents, known and notified in writing after the journey has been reserved.

This policy has a waiting period of 30 days. Moreover, no cover is provided for persons aged over 70.

This leaflet is entirely for guidance purposes only and under no circumstances can it be considered as defining the cover taken out or its limits.