

BOOKING CONDITIONS FOR PITCHES:



We recommend that you carefully complete your reservation via our website. It is also possible to reserve directly via email (info@campinglaguna.com).

You can make the deposit by bank transfer or credit card (*payment by credit card only possible when booking directly online via our website*). The amount of the deposit is €100.00 per reserved pitch.

After the amount of the down payment has been made via our website, you will automatically receive a confirmation via email. If you pay by bank transfer, Camping Laguna will send you a reservation document by email after receiving the amount in our account. The amount paid will be fully deducted from the final invoice of your stay.

Stay Modifications: The contracted period may only be modified following a written request via email and subsequent express confirmation from our Reception. Please note that, in the event of any modification, Camping Laguna reserves the right to change the pitch number initially assigned.

Modification Deadlines for July and August: For bookings with an arrival date in July or August, the deadline for any modification is **March 1st**. After this date, the full amount for the days originally booked must be paid. If the guest is unable to adapt to the reserved dates, the booking may be cancelled in accordance with our cancellation policy.

Payment of your Stay: The total amount of the stay must be paid in full upon arrival at the campsite. To speed up your check-in process, we recommend making advance payments (either partial or total) via bank transfer. If required, our reception team can provide a pro-forma invoice detailing all the items in your reservation.

For the pitch that is not occupied on the expected day of arrival, an amount of €50.00 will be charged. The reservation will be canceled if the guest has not occupied the pitch before 2:00 PM of the day following the expected day of arrival.

General rules:

- The price per pitch is per night and includes 1 vehicle + 1 tent or caravan + 1 electrical connection OR 1 motorhome + 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 invoice of your stay.
- The final price includes the pitch or bungalow, the previously indicated number of people, and the applicable VAT according to current regulations. **The tourist tax, governed by legislation, is not included in the price**, and will be calculated separately based on the number of adults staying. Please note that both the amount of the tourist tax and the VAT percentage may vary according to the legal provisions in force, and such changes will be reflected in the total price of your stay.
- Our aim is always to offer you the possibility of booking a specific place, and we can do this in a high proportion of cases. However, our booking department reserves the right to change the number of the pitch assigned if needed, while informing the client of this change as promptly as possible.

- The pitch booked can be occupied from 2.00 PM onwards on the arrival day and must be vacated by 12.00 midday on the departure day.
- Dogs are welcome on pitches (*not in our Bungalows*) at Camping Laguna, but the owner must respect the interior rules of the campsite regarding dogs (*there is a brochure available at reception*). Only two (2) dogs per pitch are allowed. Failure to observe these rules may result in the expulsion of the campsite.

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 of the reservation deposit.*

The reservations canceled with arrival dates in the other months (*outside 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.

BOOKING CONDITIONS FOR BUNGALOWS

We recommend that you carefully complete your reservation via our website. It is also possible to reserve directly via email (info@campinglaguna.com).

You can make the deposit by bank transfer or credit card (*payment by credit card only possible when booking directly online via our website*). The amount of this deposit is:

- 25% of the total booking price of the stay in the low season.
- €500 per booking for a stay in July or August.

After the amount of the down payment has been made via our website, you will automatically receive a confirmation via email. If you pay by bank transfer, Camping Laguna will send you a reservation document by email after receiving the amount in our account. The amount paid will be fully deducted from the final invoice of your stay.

Upon arrival at the campsite, you must pay the total amount of the stay and **a deposit of €100.00 (cash only)**. The campsite management reserves the right to use this deposit to pay for any damage caused. This deposit will be returned to you on the day of your departure, after an inspection has been carried out.

Bungalows that are not occupied on the day of scheduled arrival will incur a surcharge corresponding to the nightly rate (depending on the bungalow model). The reservation will be canceled if the guest has not occupied the bungalow before 2:00 PM of the day after the expected day of arrival.

General rules:

- The price per bungalow is per night and includes a stay for 2, 4, 5 or 6 people (*depending on the model*) and one vehicle. Any extras must be added to the final invoice.
- The final price includes the pitch or bungalow, the previously indicated number of people, and the applicable VAT according to current regulations. **The tourist tax, governed by legislation, is not included in the price**, and will be calculated separately based on the number of adults staying. Please note that both the amount of the tourist tax and the VAT percentage may vary according to the legal provisions in force, and such changes will be reflected in the total price of your stay.
- A supplement will be charged on single 1-night stays in the low or mid-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 and the expulsion of the campsite.
- The bungalows are available from 2:00 PM on the day of arrival and must be vacated before 10:00 AM on the day of departure.
- The bungalows are fully equipped (*you can view the inventory of the relevant model on our website*). **They come with bed linen (blankets available at reception, not during the summer months), but do not have towels.**

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 € of the reservation deposit.*

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 purchasing an optional cancellation insurance policy for stays in July and August at the time of booking your bungalow with our partner insurance company, Grupo Catalana Occidente (*see the corresponding terms and conditions below*).



POLICY COVER SUMMERY

Temporary Insurance Policy for Reservation Cancellation Costs

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 sister's 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 hospitalization 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.

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 doesn't cover persons aged over 70.

This policy has a waiting period of 30 days.

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.