

PAYMENT TERMS

Camping pitch bookings:

To confirm the booking, only a payment of 10 euros is required. 15 days before your arrival, the balance of the stay will be debited from your credit card. If you make a booking less than 15 days before the scheduled arrival date, you will need to pay for the whole amount of the stay to confirm the booking.

Bungalow bookings:

To confirm the booking, only a payment of 150 euros is required, and 15 days before your arrival, the balance of the stay will be charged to your credit card. If you make a booking less than 15 days before the scheduled arrival date, you will need to pay for the entire stay to confirm the booking.

All payments will be made using the credit card details you gave in the booking process, or by bank transfer if you prefer (in that case, the booking will only be confirmed after we have received your bank transfer).

CANCELLATION POLICY

No refund of payments will be made, under any circumstances. However, in you were not able to come and enjoy your holiday because of COVID19-related government restrictions, you would not lose the payments made: you will be able to set new dates to enjoy your holiday, without a deadline to make your decision.

FACILITIES AND SERVICES

The Campsite reserves the right to close some facilities or suspend some services depending on the occupation, or for extraordinary reasons or technical reasons, without the customer being entitled to any refund or compensation.

However, the campsite offers the "exceptional" discount at the time of the booking. The exceptional discount is the discount that the campsite offers in advance in case it has to close a service due to the direct or indirect cause of the covid-19.

Examples of indirect cause: The lack of guests due to the existence of "quarantines" or recommendations not to travel. Delay in fixing a deteriorated object due to the lack of stock of material derived from supply or transport problems, etc.

COVID-19 MEASURES



CAMPSITE RULES

- 1 Follow the instructions on the information posters.
- 2 Keep the capacity is mandatory in the indicated areas.
- 3 Respect the rules of physical distancing. Keep the safety distance of 2 meters between each other.
- 4 The use of personal protective equipment is mandatory in the indicated areas.
- 5 Avoid crowds. More than 10 people meetings outside the camping area are prohibited.
- 6 The community services / bathrooms will be for the exclusive use of customers who do not have these services on their plots.
- 7 Respect the maintenance and cleaning staff. Facilitate all cleaning and maintenance tasks. A distance of 2m must be kept at all times and, in case it is not possible, a surgical mask must be used.
- 8 It is forbidden to enter the campsite areas while disinfection work is being carried out.
- 9 Online procedures and payments have priority. Avoid making cash payments and do all possible procedures online.
- 10 Prioritize telephone contact with reception and avoid the trip.
- 11 If you have compatible symptoms with SARS-CoV-2 disease at the time of your arrival, you will not be able to access the campsite.
- 12 If you do not feel well or have compatible symptoms with SARS-CoV-2 disease, contact with reception and they will inform you about how to act. Do not go around the campsite facilities.
- 13 Old personal protective equipment will be thrown, inside properly sealed bags, in the trash.
- 14 Visitors are not allowed at the campsite without the express permission of the management.

NON-COMPLIANCE WITH THE COVID-19 SAFETY REGULATIONS, AS WELL AS THAT OF THE INTERNAL REGULATIONS, MAY RESULT IN THE EXPULSION OF THE CAMPSITE FOR THE OWNER OF THE ACCOMMODATION AND ITS COMPANIONS WITHOUT ANY RIGHT TO RETURN AND / OR COMPENSATION.



PREVENTION MEASURES



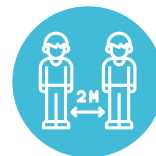
WASH YOUR HANDS FREQUENTLY with soap and water or disinfect-with hydroalcoholic solution.



COVER YOUR NOSE OR MOUTH when coughing or sneezing with your elbow or a tissue and throw it in the appropriate trash.



USE PERSONAL PROTECTIVE EQUIPMENT when necessary. Avoid wearing gloves if they are not needed.



MAINTAIN A PHYSICAL DISTANCE OF TWO METERS. Avoid contact with people when they sneeze, cough, or have a fever.



DISINFECTION REINFORCEMENT Make cleaning jobs easier.



MAKE A GOOD USE OF THE GARBAGE BINS



DO NOT OCCUPY THE TABLE without being informed that it has been previously disinfected.



ACT WITH RESPECT AND EMPATHY TOWARDS OTHER PEOPLE



IF YOU HAVE SYMPTOMS DO NOT LEAVE YOUR ACCOMMODATION. Notify reception. They will inform you of the procedures.



DO NOT TOUCH YOUR EYES, NOSE AND MOUTH WITH DIRTY HANDS



USE DISPOSABLE TISSUES



DO NOT SHARE food, utensils, or other objects without carefully cleaning them.



SECURITY MEASURES



INDIVIDUAL PROTECTION Use personal protective equipment when necessary.



WASH YOUR HANDS Wash your hands frequently.



DISINFECT YOUR HANDS Disinfect your hands.



USE OF GLOVES Use gloves only in the spaces indicated.



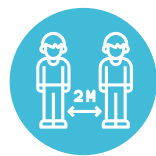
CUSTOMER SERVICE Wait your turn keeping your safety distance.



WE RECOMMEND PAYING BY CARD



GUIDELINES Cover yourself with your elbow when you cough or sneeze.



MINIMUM DISTANCE keep a safe distance from customers and employees.



DISINFECTION REINFORCEMENT Make cleaning jobs easier.



MINIMUM DISTANCE Respect the capacity indicated in the different areas of the campsite.



PHYSICAL DISTANCE Avoid handshakes, hugs and kisses.



AVOID AGGLOMERATIONS Avoid crowds in common areas.