GENERAL BOOKING AND STAY CONDITIONS

Booking, Payment and Cancellation Conditions – Pitches

1. Payment Conditions

- **Bookings made more than 30 days in advance:** At the time of confirming the booking, a deposit of €20 must be paid. You will subsequently receive an email containing a link to access your booking and pay the remaining balance for your stay. The outstanding balance must be paid no later than 30 days before the arrival date. If the outstanding amount is not received within this period, the booking will be cancelled.
- **Bookings made 30 days or less in advance:** The full amount of the stay must be paid at the time of confirming the booking.

2. Cancellation Policy

- **Cancellation by the customer:** Amounts paid by the customer are non-refundable.
- **Cancellation by the campsite:** The campsite reserves the right to cancel the booking within a maximum period of 72 hours from the time of confirmation.

Booking, Payment and Cancellation Conditions – Bungalows

1. Payment Conditions

- **Bookings made more than 30 days in advance:** At the time of confirming the booking, a deposit of €150 must be paid. You will subsequently receive an email containing a link to access your booking and pay the remaining balance for your stay. The outstanding balance must be paid no later than 30 days before the arrival date. If the outstanding amount is not received within this period, the booking will be cancelled.
- **Bookings made 30 days or less in advance:** The full amount of the stay must be paid at the time of confirming the booking.

2. Cancellation Policy

- **Cancellation by the customer:** Amounts paid by the customer are non-refundable.
- **Cancellation by the campsite:** The campsite reserves the right to cancel the booking within a maximum period of 72 hours from the time of confirmation.

3. Security Deposit

- At check-in, a €200 security deposit must be paid by credit card to cover any potential damage.

GENERAL BOOKING AND STAY CONDITIONS

1. FAILURE TO ARRIVE ON THE ARRIVAL DATE

If the person named on the booking does not arrive at the campsite within 24 hours of the scheduled arrival date and has not previously notified the campsite of this circumstance in writing at info@campingbarcelona.com, the booking will be automatically cancelled and the amount paid will be forfeited, with no right to a refund.

In this case, Camping Barcelona reserves the right to make the reserved bungalow or pitch available to other customers.

2. EARLY DEPARTURE

If the customer leaves the accommodation or pitch before the scheduled departure date, they will not be entitled to any refund or financial compensation for unused nights.

3. ALLOCATION OF PITCHES AND BUNGALOWS

- The campsite will allocate pitches and bungalows according to availability and organisational requirements, always respecting the category booked.
- When making the booking, customers may indicate their preferences regarding the location and characteristics of the accommodation, such as shade, sunshine or sea views. The campsite will do its best to accommodate these preferences, subject to availability.
- Although it is not possible to guarantee a specific pitch or bungalow number or a particular area within the campsite, we strive to offer our customers the option that best suits their preferences and the available options.
- The allocated pitch or bungalow number will be communicated upon arrival at the campsite.
- In certain circumstances, Camping Barcelona may offer customers accommodation in a higher category than the one booked, at no additional cost. If customers prefer to keep the category originally booked or accept a lower category, no refund or financial compensation will be provided for the difference in category.
- Two Standard pitches with 16 amps and a water connection combined are equivalent to one PLUS pitch.

4. BOOKING MODIFICATIONS

Modification requests: If customers need to make any changes to their booking, they may submit a written request by emailing info@campingbarcelona.com. All requests will be assessed according to availability, and any change will only be valid once written confirmation has been received from Camping Barcelona. Date changes are only permitted within the same season.

- **Standard Pitches:** A reduction in the length of stay or a change of dates may be requested, provided that the request is made at least 30 calendar days before the arrival date.
- **Plus and Americana Pitches:** A reduction in the length of stay or a change of dates may be requested, provided that the request is made at least 30 calendar days before the arrival date. In all cases, a minimum stay of 4 nights must be respected during July and August.
- **Bungalows:** A reduction in the length of stay or a change of dates may be requested, provided that the request is made at least 30 calendar days before the arrival date. In all cases, the established minimum stay must be respected: 4 nights during the general season and 7 nights during July and August. In July and August, arrivals and departures are only permitted on Saturdays and/or Wednesdays.

5. ARRIVAL AND DEPARTURE TIMES (CHECK-IN AND CHECK-OUT)

- **Pitches:** arrival from 12:00 noon and departure before 12:00 noon.
- **Bungalows:** arrival from 17:00 (5:00 p.m.) and departure before 12:00 noon.

The established times must be respected to ensure the proper organisation and preparation of the accommodation. If customers arrive after reception hours, the security team will carry out an express check-in.

6. SPECIFIC CONDITIONS FOR BUNGALOWS

- **Bed linen and towels:** For your comfort, the price of the stay includes bed linen, pillows and towels. Replacement of these items is not included during the stay, but you may request it if needed, subject to the following additional charges:
  - Towel replacement: €10 per bungalow.

  - Bed sheet replacement: €10 per bungalow.
- **Departure conditions:** On the day of departure, customers must vacate the bungalow before 12:00 noon, leaving it clean, tidy and in the same condition in which they found it.

7. GROUP POLICY

- Camping Barcelona is a family-oriented establishment.
- Groups that do not consist of a single family unit or an equivalent group must disclose this when requesting a booking and obtain the prior, express and written authorisation of the campsite reception. Bookings made by groups without such authorisation may be cancelled, and access to the campsite may be denied.

8. GENERAL RULES FOR STAYS

- The person named on the booking must be over 18 years of age. Bookings made by minors are not accepted, even if they have authorisation from their parents or legal guardians.
- Bookings are personal and non-transferable. Check-in using a passport whose details do not match those registered in the booking is not permitted. If a discrepancy is detected, the booking will be cancelled. Changes to the list of registered guests are not permitted during the stay. Anyone not registered upon arrival will be considered a visitor and must pay the applicable fee.
- The maximum occupancy of each pitch and/or bungalow is 6 people, including adults, children and babies.
- Once the stay has begun, early departure will not entitle customers to any refund or discount.
- During check-in, the person named on the booking and all accompanying guests aged 16 or over must present an original, valid identity document.
- The person named on the booking is responsible for providing the information required to register all accompanying guests correctly.

9. RULES OF CONDUCT

To ensure an enjoyable stay for everyone, we appreciate your cooperation in respecting the campsite's internal rules, following our staff's instructions and helping to maintain the peace and well-being of other guests.

In the event of a breach of the rules, failure to follow staff instructions or behaviour that seriously disrupts communal living, the campsite may take appropriate measures, including expulsion, without refunding the amounts paid, where applicable in accordance with the relevant regulations.

The campsite's internal regulations are available at reception for you to consult at any time.

10. LIABILITY AND PERSONAL BELONGINGS

At Camping Barcelona, we work to maintain our facilities in good condition in terms of safety and upkeep, in order to ensure the well-being and comfort of all our guests.

We recommend that you take care of your personal belongings, as the campsite cannot be held responsible for their loss, theft or damage, or for incidents arising from weather conditions or causes beyond its control, without prejudice to any liabilities imposed by law.

Thank you for your understanding and cooperation.

11. SPECIFIC RULES FOR PITCHES

Each pitch is designed to provide a comfortable stay and allows the following occupancy options:

- One motorhome, with the option of adding a small tent.
- One caravan and one car, with the option of adding a small tent.
- Several tents and one car.

12. PET POLICY 🐾

- **Registration and fee:** If you are travelling with a pet, please inform us during check-in. The applicable fee must be paid.
- **Breeds and characteristics:** For safety reasons, dogs classified as potentially dangerous (PPP), as well as dogs displaying characteristics similar to those covered by this classification, are not permitted.
- **Cleaning and care of shared spaces:** Please always clean up after your pets and keep the areas they use clean.
- **Pet-friendly areas:** Your pets are welcome in the restaurant, beach club, pool bar and chill-out area. In addition, pets may travel free of charge on the campsite bus service to Barcelona and Mataró.

- **Restricted-access areas:** For hygiene and safety reasons, dogs are not permitted in the bathrooms or within the swimming pool enclosure. However, you can enjoy their company at the pool bar and on the beds in the chill-out area.
- **Supervision and responsibility:** To ensure their safety and the well-being of everyone, pets must never be left alone. They must be properly restrained and supervised by their owners, who are responsible for their behaviour and for any damage they may cause.

13. VISITOR POLICY

- **Registration at reception:** All visitors must register at reception upon arrival.
- **Accompanied access:** Family members and friends must enter the campsite accompanied by the person responsible for the stay.
- **Visitor fees:** The following fees must be paid to use the facilities:
  - Adults: €9 per person + tourist tax.
  - Children aged 4 to 15: €8 per person.
  - Dogs: €2 per pet.
  - Cars: €9 per vehicle.
  - Motorcycles: €8 per motorcycle.
- Visitors' vehicles are not permitted inside the campsite and must be parked in the designated visitor car park.
- The person responsible for the stay must inform visitors of the campsite rules and ensure that they comply with them.

14. RATES AND TAXES

- Published rates include value added tax (VAT).
- Where applicable, the tourist tax will be clearly indicated in the booking quotation.
- If legal changes occur in the applicable taxes or fees, the amounts may be updated in accordance with the regulations in force, including for bookings that have already been confirmed.

15. DATA PROTECTION

- The personal data provided will be processed in accordance with Regulation (EU) 2016/679, the General Data Protection Regulation (GDPR). Camping Barcelona is the data controller. The data will be used exclusively to manage the booking and will not be disclosed to third parties, except where required by law.