



## CAMPING EDEN

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### **BOOKING CONDITIONS OF BUNGALOWS**

- The maximum capacity of the bungalows is limited, for security reasons, so that strictly prohibit that more people stay, not even if paying for their stay. Children under 3 years old compute as half person.
- Strictly prohibit the keeping of animals on the site by users of the bungalows, so you will not be allowed or even his presence on the terraces of the bungalows.
- Breach of any of these 2 points will mean immediate expulsion from the bungalow and campsite of all members of stay in the bungalow, which not gives rather to claim any compensation mode or any other kind.
- The occupants of the bungalow will always be the same and can not be interchanged with other people, but may be extended to the maximum number permitted if, upon arrival is not the amount.
- It shall provide documentation of each of the occupants of the bungalow (joint owners), if no able because are minors, will be filled in a form with name and photograph of the child.
- According to season and proximity to the arrival date, will require a minimum of nights to accept a reservation.
- Depending on which dates, reserves below a minimum number of nights are not entitled to the choice of accommodations, so you will be assigned the type of accommodation depending on availability.
- In no case, we assign the number of bungalow prior to your arrival, although if you request one of them in particular, we'll try (no guarantee) to meet your demand within the possibilities offered by the planning.
- On arrival must post a bond of 300 €, (or to sign an authorization for an eventual charge on a bank card) in respect of possible damage to the property and/or dirt and disarray when the eviction, the amount will be recovered after visual verification of a proper eviction.
- The eviction after the time agreed upon will carry the extra payment of 1 night price on the date of departure, that which not give the possibility of the enjoyment of that day and must leave immediately the bungalow.
- By reserving, the company is authorized to enforce the law of forced evictions and/or access to the interior of the bungalow if should be required for any reason (exit after the agreed date or time, expulsion, no presence of occupants during a long time, to observe the state of the bungalow where they suspect improper or inappropriate use, etc.).
- The voluntary evacuation prior to the date of departure means the loss of all rights, and, obviously, the payback of the made payment.

- When leaving the bungalow, it must be in order of acceptable journal and all its utensils and appliances clean and tidy.
- Each of the occupiers must also comply with all rules of the campsite.
- The holder of the reserve is required to ensure compliance with all rules and make them known to members of the stay.
- The bungalow can be occupied at any time from the opening of reception (08:00 am.), however, if the bungalow has been occupied until that day or any other reason prevents it, the occupation of the bungalow may be delayed until 04:00 pm. May, in any case, use the camping facilities.
- The eviction of the bungalow must be made before 10:00 am. of the day of departure, may be occupied without extra charge until later (maximum 12:00 hs.) only with the permission in writing (not verbal) by the reception staff. In case of eviction of the bungalow within the established schedule, users of the bungalow will be entitled to use camping facilities until 08:00 pm. of the day.

## **BOOKING PROCEDURES**

### **1. REQUEST**

- Applications will be held through the form to this effect exists in our web <http://www.camping-eden.com> or by telephone calling to +34 964 480 444 or +34 964 480 562.
- Must facilitate the following (use only for contacts regarding the booking, and billing):
  - Name of holder of the reserve
  - Full address (address, zip code and town)
  - Contact telephone number, and email address.
  - Passport number
  - Name of the co-holders
  - Dates of arrival and departure.
- The application must indicate your preferred kind of accommodation.

### **2. CONFIRMATION**

- After the reservation request, if availability permits such reservation, and booking form were properly completed, you will receive a letter announcing the pre-reservation and in what will be asked for an advance payment as payment on account of stay, which should make it effective within the period of time is granted.
- At amount actually received, will be sent a letter confirming your booking, which will cite the most important points such as the arrival and departure dates, amount advanced, the total amount of stay, etc., understanding that they are under requested if not communicate otherwise within 24 hours following (confirmations via postal mail, extending the period to 5 days).

### **3. PAYMENTS / PREPAYMENTS**

- For bookings of less than 300 € of value, and/or with less than 30 days before the date of arrival, you must pay the full amount of your stay in advance and within the deadline set for every occasion. Failure to make payment within the prescribed period, it will automatically cancel the booking without requiring any notice.
- Payments on account or in advance may be made via bank transfer to our account whose number will be provided after the booking form (in this case the transfer must reflect the name of the payee, and the number of reservation) or via electronic payment by phone providing us the 16 digit of the credit card, its expiration date and validation.
- The remaining amount was left outstanding, will be paid inevitably before handing over the keys of the bungalow.

#### **4. CHANGES**

- The changes of dates and/or kind of accommodations may be made only if the schedule provides that opportunity, in no case the company is obliged to meet that request.

#### **5. CANCELLATIONS**

- The company reserves the right to retain, as compensation, the following amounts:
  - a) 10% of the amount advanced, when the cancellation is made with an advance of more than 30 days to the fixed day for the occupation of the accommodation.
  - b) 50% of the amount advanced, when the cancellation is made with an advance between of more than 7 and 30 days to the fixed day for the occupation of the accommodation.
  - c) 100% of the amount advanced, when the cancellation is made with an advance of 7 or less days to the fixed day for the occupation of the accommodation.
- In either case all costs by processing and management of the cancellation are borne by the customer.
- Refund of such amounts could be considered only, provided at the discretion of the company, in case that the occupation of bungalow by another customer on the dates booked, finally done.
- Cancellations will be handled only in written form, signed and carried out by the same holder of the reserve, or made from the email address of contact provided by him, having to contain, always and in all cases, the name and Passport number of the payee, and dates and number of the booking. Take as the date of cancellation, the date of receipt of the written.
- If to scheduled arrival date aren't arrived, the reservation will be cancelled at 12:00 pm. (midday) the following day, provided it has not written news or sufficient guarantees of your presence even if it had made payment of the full stay in advance.
- The force majeure is attributable only to the stay's holder and those registered as co-holders, to a maximum of 1 degree of consanguinity (children (sons or daughters,

parents, siblings). Only be admitted as co-holders to those who were introduced in the booking request form.

*\*Will get the consideration of force majeure, deaths or serious accidents suffered by a family member in the first degree relatives (children, parents, siblings) of any member of your stay. The likely costs incurred by the repayment shall be charged to the customer.*

*Any erroneous interpretation of this document, because the translation, will be resolved according to the Spanish version.*

***PLEASE NOTE: The current legislation on prices and tourist accommodation bookings, can require ADVANCE PAYMENT of the services provided and may use any generally accepted methods of payment, including credit cards.***