



RESERVATIONS

CANCELLATION, CHANGE, AND EXTENSION OR CUTTING OF ITS DATES POLICY

Valid for all reservations processed from the date of publication (2025, April the 8th.)

GENERAL CONSIDERATIONS

-Any stay with a start date after the current date is considered a reservation; once 11:59 p.m. on the day before the start date, it will be considered a "Present stay" (or "No-Show," where applicable), and the provisions of this document will no longer apply.

-A handling fee will be applied to all reservations; in return, you may benefit from the provisions set forth in this document. Any reservation that, for any reason, has not paid the handling fee will be exempt from all coverage and/or benefits specified in this document in the event of cancellation requests, changes to reservation dates, and, in general, any modifications to the reservation.

- Reservations can be cancelled due to force majeure (weather alerts, accidents, death, etc.) or any other reason, and the same conditions apply. In any case, cancellation, changes on dates or categories, or extensions or reductions in reservation dates policies have specific conditions and costs depending on whether the reservation is for a pitch or a bungalow.

- Any cancellation, or any change, extension, or reduction of the reservation and/or its dates, must be communicated via email in an explicit and unequivocal manner. This means that it cannot be formulated as a question or in an ambiguous manner. It must be concise and include the stay number, the full name, and the ID number of the stay holder person.

-For calculation purposes, the cancellation date and time indicated at the time the email that was sent, will be considered the cancellation date and time. Likewise, as a general rule, the arrival date and time will be calculated as 8:00 a.m. on the day of arrival.

-Cancellations, changes, or reductions to the reservation and/or its dates will incur a penalty or additional charges (all of which are indicated throughout this document). The penalty will generally be lower the earlier the request is made from the arrival date indicated in the reservation. The penalty will be billed accordingly, and the remaining amount (if applicable) will be refunded in the same form as the payment was made. Cancellation penalties that may exceed the deposit made for the reservation will not be refunded, nor will they be charged for the outstanding amount.

-For the purposes of calculating penalties, the amount requested as a down payment for the reservation will be used as the reference value (not the amounts actually paid, as a higher amount could have been voluntarily paid). Likewise, if for any reason the full amount requested as a down payment has not been paid, and/or the reservation has not been confirmed, the amount requested will be used as the reference value.

-Booking fees are non-refundable and are not part of the down payment for the reservation, even if they were paid jointly.

-All cancellations and/or no-shows* will automatically result in the loss of all rights to the reservation and stay.

*A "No Show" is considered to occur when, by 11:59:59 PM on the day of arrival, there is no notification of any incident that would indicate arrival during the following day before noon. In the case of reservations for 1 or 2 nights, upon opening of the reception the day after the reservation start date, the stay will be considered a "No Show". In all cases of "No Shows" the reservation and stay rights will be forfeited, and the reserved plot or bungalow (with or without an assigned number) will be made available to other arrivals.

-Cancellation requests will be processed immediately, provided they are made without question (in undoubtely manner), and through the designated channel (in writing, via email, or WhatsApp).

-Requests for changes, reductions, or extensions to reservations and its dates will be processed only after the additional payments (in the event that the amount requested for the initial reservation is not sufficient to cover the amount required for the new reservation) and/or requested expenses have been made.

Please note that until the requested payment(s) have been satisfied, the availability may be reduced or exhausted, so the request for a change, extension or reduction may not be carried out.

If during this process, other reservation requests that are being confirmed prevent the requested modifications from being carried out, the company declines all responsibility for this. However, if no other option is found, the amount paid for the modification will be refunded.

-Any request for a change, extension, reduction, etc. that cannot be fulfilled will not grant any additional rights. Therefore, if it cannot be enjoyed under the conditions initially reserved, it must be cancelled upon express request (taking the latter as the date of the cancellation request, not the date of the change, reduction, or extension request).

Below you will find the following related points:

- 1) Requested down payments
- 2) Cancellations
- 3) Changes of dates
- 4) Extension of the dates of the reserved stay
- 5) Shortering the dates of the reserved stay
- 6) Change of the category of the stay

1) REQUESTED DOWN PAYMENTS

-Requested down payments for plot reservations:

-Reservations with arrival dates between July the 1st and August the 31st: €400.00, or the entire stay reserved for stays with a lower total amount.

-Reservations with arrival dates between September the 1st and June the 30th: €200.00, or the full amount of the stay reserved for stays with a lower total amount.

-Requested down payments for bungalow reservations:

-Reservations with arrival dates between July the 1st and September the 15th: €1,000.00, or the entire stay reserved for stays with a lower total amount.

-Reservations with arrival dates between September the 16th and June the 30th: €500.00, or the entire stay reserved for stays with a lower total amount.

General note: Any modification to a reservation that, if was made as a new reservation, would require a higher down payment than the initial reservation, must be paid along with any applicable fees or penalties. The Reservations Department will provide details of the amount in response to your request.

-If you wish to make advance payments greater than those requested, these will not be taken into account for the purposes of calculating penalties (the reference base will be exclusively on the amounts requested).

2) CANCELLATIONS

Cancellation of plot reservations.

-A penalty will be applied to any cancellation of a pitch reservation, which will increase depending on the proximity to the arrival date specified in the reservation.

- Any outstanding balance over and above the deposit paid for the reservation will be refunded via the same method used; if this is not possible, a bank account number will be requested to refund the balance. Any fees associated with this transaction will be borne by the customer.

-Once a cancellation request has been made, regardless of how far in advance it is made, the stay cannot be reactivated.

-Requests to cancel a pitch reservation made after 8:00 a.m. on the day prior to the arrival date will be treated as a "No-Show," and all rights to the reservation and the stay, as well as any deposit paid, will be forfeited.

-Cancellations of pitch reservations for High / Summer Season stays Any stay that begins within this period, and/or includes it, except those that begin in Low / Promotion Seasons - see the section "*Low Season / Promotion*"-).

-Cancellation requested before 8:00 a.m. on the 30th day before the arrival date (according to the reservation date):

€50,00 € penalty.

-Cancellation requested before 8:00 a.m. on the 7th day before the arrival date (according to the reservation date):

€100,00 € penalty.

- Cancellation requested before 8:00 a.m. on the penultimate day before the arrival date (according the reservation date):

€150,00 € penalty.

- Cancellation requested before 8:00 a.m. on the day prior to arrival (according to the reservation date):

€200,00 € penalty.

- Cancellation requests made after 8:00 a.m. on the day prior to arrival (according to the reservation date):

Penalty of 100% of the amount paid on account.

-Cancellations of reservations for plots for Low / Promotion Seasons stays (*excluding any stay that includes Thursday, Friday, Saturday and/or Sunday of Easter Week, December 31, and national and Valencian Community holidays and its eves, and stays between the Low /

Promotion Season and High / Summer Season with a start date of the stay in Low Season / Promotion):

-Cancellation requested before 8:00 a.m. on the 30th day before the arrival date (according to the reservation date):

€25,00 penalty.

-Cancellation requested before 8:00 a.m. on the 7th day before the arrival date (according to the reservation date):

€50,00 penalty.

-Cancellation requested before 8:00 a.m. on the penultimate day before the arrival date (according the reservation date):

€75,00 penalty.

-Cancellation requested before 8:00 a.m. on the day prior to arrival (according to the reservation date):

€100,00 penalty.

-Cancellation requests made after 8:00 a.m. on the day prior to arrival (according to the reservation date):

Penalty of 100% of the amount paid on account.

***Note:** The penalty indicated in the previous cases, for any stay that includes Thursday, Friday, Saturday and/or Sunday of Easter Week, December 31, and national and Valencian Community holidays and its eves, and stays between the Low / Promotion Season and High / Summer Season with a start date of the stay in Low / Promotion Season will be increased by an additional €25.00.

Cancellation of bungalow reservations.

-Cancellation of bungalow reservations with stay dates from January the 1st to June the 15th, from October the 1st to December the 30th, except for those that include Thursday, Friday, Saturday and/or Sunday of Holy Week, any national and/or Valencian Community holiday and its eve, and December the 31st (any reservation with a stay date between June the 16th and September the 30th, inclusive, is excluded.)

-Cancellation requested before 8:00 a.m. on the 30th day before the arrival date (according to the reservation date):

€150,00 € penalty.

-Cancellation requested before 8:00 a.m. on the 15th day before the arrival date (according to the reservation date):

€250,00 € penalty.

-Cancellation requested before 8:00 a.m. on the 7th day before the arrival date (according to the reservation date):

€350,00 € penalty.

-Cancellation requested before 8:00 a.m. on the day prior to arrival (according to the reservation date):

€450,00 € penalty.

-Cancellation requests made after 8:00 a.m. on the day prior to arrival (according to the reservation date):

Penalty of 100% of the amount paid on account.

-Cancellation of bungalow reservations with a stay date between June the 16th and September the 30th (and any reservation that includes these dates on the stay, as well as those that include Thursday, Friday, Saturday and/or Sunday of Easter Week, any national and/or Valencian Community holiday and its eve, and December 31):

***Note:** For all of the following cases, the minimum penalty amount will be €400.00; in cases where the calculated amount is less than this amount, €400,00 will be the penalty amount.*

-Cancellation requested before 8:00 a.m. on the 30th day before the arrival date (according to the reservation date):

Penalty of 50% of the amount paid on account for the reservation.

-Cancellation requested before 8:00 a.m. on the 15th day before the arrival date (according to the reservation date):

Penalty of 75% of the amount paid on account for the reservation.

-Cancellation requested before 8:00 a.m. on the 7th day before the arrival date (according to the reservation date):

Penalty of 90% of the amount paid on account for the reservation.

-Cancellation requests made after 8:00 a.m. on the day prior to arrival (according to the reservation date):

Penalty of 100% of the amount paid on account for the reservation.

3) CHANGES OF DATES

- Reservation date changes will be considered if the start and end periods (arrival and departure) fall completely outside the initial reservation dates.
- Reservation date changes can only be processed based on availability of both the dates and the venue category.
- Extensions (both to the initial and final dates, or both simultaneously) and/or reductions (within the same dates) are governed by their specific sections.

-Change of dates for plot bookings.

-Date changes to pitch reservations will incur a penalty, calculated in the same way as cancellations, with a 50% reduction in the cost.

Under no circumstances will the new start date be more than 6 months after the original start date. However, the length of the stay does not necessarily have to be identical to the initial date.

- Change of dates for bungalow bookings.

-Date changes to bungalow reservations will incur a penalty, calculated in the same way as cancellations, with a 50% reduction in the cost.

Under no circumstances will the new start date be more than 6 months after the date initially scheduled for the start of the original stay. The length of the stay does not necessarily have to be identical to the initial stay, although the minimum total cost of the new stay will be the same as the initial stay, regardless of the length and dates for which the new stay is scheduled.

4) EXTENSION OF THE DATES OF THE RESERVED STAY.

-Like pitch reservations, bungalow reservations may be extended at the client's request, subject to availability. This may be done by bringing forward the arrival date or extending it at the end of the reservation, or both simultaneously.

-To do so, the reservations department may request a down payment equal to the applicable amount as if it was made as a new one. The reservation extension will only be processed (confirmed) once this payment has been made; in the meantime, dates may be exhausted, so it is advisable to extend the reservation as soon as possible. It is recommended that you send a copy of the payment receipt as soon as possible to block availability until payment is received

5) SHORTERING THE DATES OF THE RESERVED STAY.

-Shortering the dates of a plot booking.

-Requests to shorten stays can only be processed for dates where the new arrival and/or departure date falls within the period covered by the initial reservation.

-Requests to shorten a reservation (both for arrival and departure) can only be processed up to 72 hours before 8:00 a.m. on the arrival date indicated in the reservation. A penalty of €30.00 in low season or €60.00 in high season must be paid within the maximum period indicated by the reservations department, including any stay that initially included a day within this last season. The change will only take effect upon payment. The request alone (without the aforementioned payment) will have no effect.

-Requests to reduce stays may only be processed for those whose new duration is 7 days or more. Those whose total length is expected to be shorter will be processed with an indication of the arrival date and a departure date set 7 days later.

- Shortering the dates of a bungalow booking.

-It will be handled with the same advance notice and penalty terms as bungalow date changes.

6) CAMBIOS EN LA CATEGORÍA DEL EMPLAZAMIENTO.

-Requests to change the category of a emplacement (pitch or bungalow) can only be processed based on availability at the time of the request, and both the arrival and departure dates must coincide with the initial reservation.

-Reservations whose new amount is lower than the initial amount will maintain the original stay amount.

-Reservations with a new amount higher than the initial amount will have the stay increased according to the price table in effect at the time of the change. To this end, the reservations department will request the additional amount necessary to cover the requested amount if it has not been covered by the payment requested for the initial reservation. Please note that availability may be reduced until the requested additional payment has been made.