



Tarragona, July 13, 2020

Dear clients,

In order to enjoy a comfortable and safe stay with us, we would like to recommend you to read the following guide which includes all the campsite's current regulations and measures during your holidays.

<http://www.laspalmeras.com/wp-content/uploads/medidas-sanitarias-dossier-eng-2007.pdf>

Furthermore, we would also like to inform you that due to the extraordinary situation we are living the following special booking conditions apply:

The current booking conditions are maintained and the following is added:

The current reservation may be cancelled free of charge from 15 days up to 2 days before arrival if any of the circumstances derived from the situation created by the COVID-19, from the health or mobility point of view, persists 15 days before the arrival date.

The following circumstances will give rise to a free cancellation:

- Mobility restrictions that prevent you from travelling to the campsite.
- Confinement that prevents you from leaving your town or region.
- Justifiable COVID-19 infection of yourself or someone in your family or friend's circle whom you have had close contact with.
- Confinement within the region of the campsite (Tarragona) that prevents you from spending your stay with us.

If desired, you may also opt for modifying your booking dates using the down payment for a future stay during 2020 or 2021.

If you wish to contact us, please prioritize doing so through our email [laspalmeras@laspalmeras.com](mailto:laspalmeras@laspalmeras.com). You can also contact us from Monday to Sunday from 9 a.m. to 7 p.m. to our usual telephone number +34 977 20 80 81.

Hoping that you will cope as well as possible with these difficult days, that you and your families are in good health and wishing to see you again soon at the campsite, we send you best regards,

Your CAMPING LAS PALMERAS Team