



## GENERAL CONTRACTUAL CONDITIONS FOR THE 2023 STAYS

At the time of confirming the reservation, the customer declares to have read and accepted the general conditions of contract, being the down payment a sign of acceptance of the same, as well as the internal regulations of the campsite which is available in the following link: <https://www.laspalmeras.com/wp-content/uploads/normativa-camping-gb.pdf>

### GENERAL

- **Confirmation of the reservation.**

To confirm the booking of a bungalow a deposit of 25% of the total amount must be paid. This deposit will be deducted from the final invoice.

- **Presentation of the booking**

Upon arrival, you will be asked to show this confirmation as well as your and your companion's original identity cards or passports in order to facilitate the check-in process and the collection of the tourist tax.

- **Nominative reservation**

The reservation is only valid for those persons actually registered in it; it is personal and therefore not transferable. Any modification to the identity of these persons shall be communicated to and accepted by the reception.

### BUNGALOWS AND GLAMPINGS

- **Accommodation capacity**

Each booking entitles to one accommodation, whose capacity is 4 people for the Coco Premium (2 adults + 2 children); 4/5 people for the Lodges, bungalows Pool Suite, Forest Suite and Beach Club; 2 adults + 3 children for the bungalows Forest; 4/6 persons for the bungalows Beach Premium Cangrejo/Caracola, Cangrejo/Estrella/Caracola, Park, Park&Pet and Tropical; and 4/7 people for the Luxetents, including children and babies.

Under no circumstances will there be accepted more than 4 adults per accommodation.

Each accommodation includes one parking lot for one vehicle, Luxetents include two parking lots, one of them in exterior visitor parking.

- **Schedules**

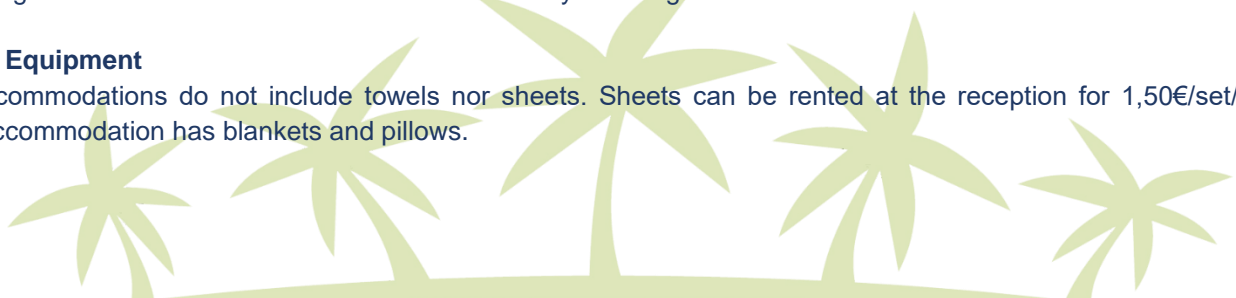
The reception reserves the right to assign the accommodation upon arrival, unless otherwise agreed. The right of occupation of the accommodation begins at **17.00 hours on the day of arrival** and ends at **12.00 hours on the day of departure**.

- **Delivery of keys, bill and deposit**

The keys will be delivered once the total amount of the invoice has been paid plus a **DEPOSIT of 100€ by card** (80€ for possible damage and 20€ for cleaning). The deposit will be returned at the end of the stay, provided that there is no damage and the accommodation is left in satisfactory cleaning conditions.

- **Equipment**

The accommodations do not include towels nor sheets. Sheets can be rented at the reception for 1,50€/set/night. Each accommodation has blankets and pillows.



- **Pets**

Pets are forbidden in all accommodations, excepting of one pet each in the bungalows Park&Pet and Tropical, provided that it remains attached and accompanied by a person at all times. Previous notification of the breed of the animal is required. Access is prohibited to breeds that are considered dangerous or have similar physical features to those breeds that are considered dangerous.

The municipal regulations forbid the presence of dogs on the beach from 1<sup>st</sup> April until 15<sup>th</sup> October.

- **Features Bungalows Beach**

Not all "Beach" bungalows have sea views.

## **PLOTS**

- **Accommodation capacity**

Each booking entitles to a single plot with a maximum capacity of 6 people (including children and babies), one caravan, motorhome or tent and one car. Driving and parking is not allowed in the bungalow zone.

- **Assignment plot and schedules**

The plot will be assigned at the time of arrival at the campsite, unless otherwise agreed. The campsite reserves the right to change the accommodation if circumstances so require. The plot may be occupied from **14.00 h of the arrival day** and the client must be left before **12.00 h on the day of departure**.

- **Windbreaks**

Windbreaks shall be limited to the maximum; only those authorized by the reception of the camping can be installed. They must have their own anchors and not need iron bars or ropes tied to trees or other furniture for installation. They must have a horizontal metal support with round tips on the top and should be light colored and unlined.

- **Pets**

It is allowed to register one pet per plot, provided that the animal remains tied and accompanied by a person at all times. Previous notification of the breed of the animal is required. Access is prohibited to breeds that are considered dangerous or have similar physical features to those breeds that are considered dangerous.

The municipal regulations prohibit the presence of dogs on the beach from 1<sup>st</sup> April until 15<sup>th</sup> October.

- **Height motorhomes**

To access the campsite the vehicle mustn't exceed 3.50 meters in height.

## **CONDITIONS OF MODIFICATION / CANCELLATION OF THE RESERVATION**

- **Modifications**

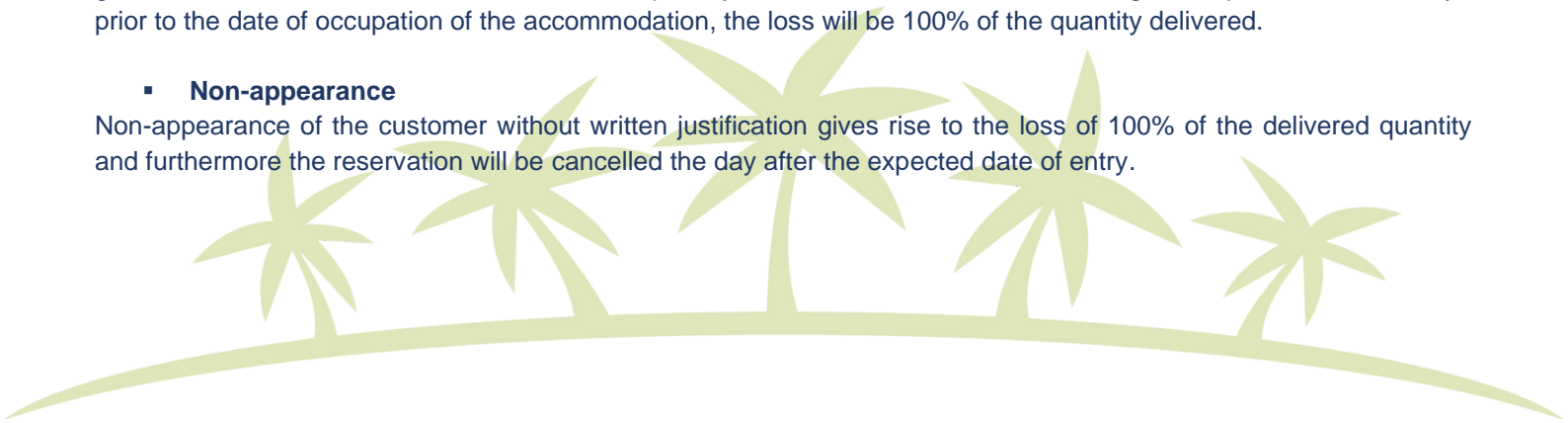
Any modification must be communicated in writing to [laspalmeras@laspalmeras.com](mailto:laspalmeras@laspalmeras.com). Reservation modifications will be accepted provided that the reservation conditions existing at the time of the modification are respected and comply with the optimization of the occupation of the campsite. Modifications within 15 days prior to the arrival date will not be accepted.

- **Cancellations**

Any cancellation must be notified in writing to [laspalmeras@laspalmeras.com](mailto:laspalmeras@laspalmeras.com). The cancellation of the reservation gives rise to the loss of 50% of the delivered quantity. If the cancellation of the booking takes place within 15 days prior to the date of occupation of the accommodation, the loss will be 100% of the quantity delivered.

- **Non-appearance**

Non-appearance of the customer without written justification gives rise to the loss of 100% of the delivered quantity and furthermore the reservation will be cancelled the day after the expected date of entry.



- **Early departure**

**Bungalows / Glamping:** If once arrived at the campsite, the customer anticipates his departure to the date specified in the reservation, he/she shall pay 100% of the amount contracted from the departure date until the date specified in the reservation.

**Plots:** If once arrived at the campsite, the customer anticipates his departure to the date specified in the reservation, he/she shall pay 50% of the amount contracted from the departure date until the date specified in the reservation.

