



Tarragona, October 20, 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 restriction or confinement that prevents your arrival at the campsite, either in your area or in ours.
- Justifiable COVID-19 infection of the reservation holder or of any registered companion, or also in the case of being in quarantine.

If desired, you will be able also to opt for modifying your booking dates using the down payment for a future stay during 2021 or 2022.

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