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PITCHES AND BUNGALOWS TERMS AND CONDITIONS

CREIXELL MEDITERRANEAN CAMPING & FAMILY RESORT.

A reservation is necessary to guarantee your stay for the requested dates. The booking confirmation will be sent by e-mail once the deposit or total payment has been received.

BOOKING REQUEST

Through the *BOOK NOW* section of our website, you can request availability for all our accommodation options, whether camping pitches or bungalows. As soon as possible, **Creixell Mediterranean Camping & Family Resort** will contact you by e-mail (please check your spam folder) to confirm or decline your request depending on availability.

- To confirm your reservation, payment by credit card is mandatory: **Non-refundable rates:** 100% of the total amount will be charged at the time of booking. **Refundable rates:** 25% of the total amount will be charged at the time of booking. The remainder will be charged 14 days before the arrival date via scheduled payment. If you book less than 14 days prior to your arrival date, 100% of the stay will be charged directly during the booking process.
- The final price of the stay is based on the services initially contracted. Any modification (dates, number of guests, extras) may result in a change in the total price.
- All prices include **10% VAT**.
- The total amount will increase due to the **tourist tax** applied under current regulations.
- Only **single-family reservations** are accepted (1 family – 1 bungalow), with no more than **2 adults** (except grandparents or first-degree relatives). **Group bookings of young people will not be accepted.**
- By accepting these General Conditions, the user expressly authorises **Creixell Mediterranean Camping & Family Resort** to automatically charge the corresponding amount for its services, and/or the charge for any damage or deterioration that the guest may have caused during their stay, using the bank card details provided at the time of booking.
  The user will be informed in advance of the exact amount to be charged.
- The user's bank card details will be stored **solely** for the purpose of charging any additional expenses incurred during the stay and not paid at the time of online check-in. Once it is confirmed that the user has paid for all services used, all bank card data will be deleted, in compliance with the applicable legal obligations. If the user makes a new booking in the future, they will need to provide their bank details again.
- The user declares that they are the holder of the bank card provided for payment and/or have been expressly authorised by the holder to use it.

CONDICIONES DE MODIFICACIÓN / CANCELACIÓN DE LA RESERVA.

- The reservation may only be managed by the person who made it.
- The cancellation policy is as follows: for refundable rates, it is possible to cancel free of charge up to 14 days before the arrival date. In case of cancellation within the 14 days prior to arrival or in case of no-show, the total amount of the stay will be charged. For non-refundable rates, cancellations or modifications are not allowed and, in case of cancellation or no-show, no refund will be made for the amount paid.
- Any change related to the reservation must be requested in writing by e-mail to info@campingcreixell.com.
- Any modification will involve the recalculation of the total amount.
- If the client does not arrive on the check-in day, the reservation will be maintained for the following 12 hours after the scheduled arrival time. The contract will then be cancelled, resulting in the loss of the amount paid. Creixell Camping & Family Resort reserves the right to rebook the accommodation.
- Late arrival and/or early departure do not entitle the client to any discount or refund.
- The campsite reserves the right to cancel any reservation whose price is affected by a technical or human error that is clearly identifiable as an unreal or manifestly disproportionate price. In such cases, the customer will be duly informed and, where possible, offered an alternative adjusted to the correct rate.

BUNGALOWS

- The accommodation will be available from 5 p.m. on the contracted day of arrival.

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The campsite opens on weekends at 5:00 PM on Friday afternoon. On long weekends and holidays (maximum of two days), it opens on the eve of the holiday at 5:00 PM.

- Check-out must be made by 11 a.m. on the contracted day of departure. The accommodation must be left in good condition: the kitchen must be clean, no damages, the refrigerator empty, rubbish removed, and the furniture placed in its original position. Otherwise, an amount of €100 will be charged as a cleaning fee.
- The maximum occupancy is the one specified for the contracted accommodation and may not be exceeded.
- The "late check-out" service can be requested on the departure day, provided it is low season and subject to availability. This service allows you to keep the accommodation (bungalow or pitch) until 7 p.m., upon payment of the applicable fee.
- The "Day Pass" service can be booked either at the time of reservation or on the departure day, depending on availability. This service allows you to remain in the campsite, without accommodation (bungalow or pitch), until 7 p.m., upon payment of the applicable fee. (For pitches, this service is only available for tents.)
- Bed linen and towels are not included (they can be rented by request at reception or through the website).
- The bungalow is equipped with a television, kitchen with utensils for 2, 4, 5 or 6 people depending on the model, refrigerator, microwave, full bathroom with toilet and shower, and a terrace with table and chairs. Barbecue not included.
- Smoking is prohibited inside the bungalow.
- No additional tents are allowed next to the bungalow.
- Only one vehicle is allowed per bungalow.
- Pets are not allowed in any accommodation, except in the "Azul" model, where the stay of one dog per bungalow is permitted, provided that it is kept on a leash, does not disturb other guests, and the corresponding health record is presented. Dogs of potentially dangerous breeds are not allowed, and pets must not be left alone in the accommodation. Only dogs that have been previously booked will be accepted.

CAMPING

- The electrical hook-up must be requested and paid for at the time of registration or booking.
- The pitch will be available from 1 p.m. on the contracted day of arrival. The campsite opens on weekends at 5:00 PM on Friday afternoon. On long weekends and holidays (maximum of two days), it opens on the eve of the holiday at 5:00 PM.
- The pitch must be vacated before 11 a.m. on the contracted day of departure. It is the client's responsibility to leave the pitch in good condition, without any objects or waste left on the ground. Otherwise, an amount of €100 will be charged as a cleaning fee.
- Reservations are for single families only (1 family – 1 pitch), with no more than 2 adults (except grandparents or first-degree relatives). Group bookings of young people will not be accepted.
- The maximum occupancy per pitch is 6 people (children under 4 years old are excluded).
- Only one vehicle is allowed per pitch, and it must be parked on the same pitch.
- The use of charcoal barbecues (never wood) is allowed, in the open air and away from any vegetation or flammable materials, and as close as possible to your own pitch or bungalow, from 12 p.m. to 4 p.m. and from 8 p.m. to 11 p.m., as long as weather conditions allow and it does not disturb other guests. Outside these hours, barbecues must be extinguished and stored inside the pitch. A bucket of water must always be placed next to the lit barbecue. Hot or burning embers must never be thrown into containers.
- The entry of a maximum of one dog per pitch is allowed, provided that it is kept on a leash and does not disturb other campers. The corresponding health record must be presented when registering the dog. The entry of dogs of dangerous breeds is prohibited. Dogs must never be left alone on the pitch. Dogs that have not been included in the reservation will not be accepted.

VISITS

- A visit is considered to be any registration of a person not declared in the reservation once it has been confirmed.
- Access to the campsite is reserved for registered guests; any other person must request entry permission at Reception. The campsite management reserves the right of admission.
- Visiting hours are from 10 a.m. to 8 p.m. at Reception.
- People from outside the campsite wishing to visit family or friends must register with an identity document and sign the entry form at Reception. In exchange, they will receive a wristband that must be returned upon departure and will be required to sign the exit document. Otherwise, it will be understood that the visit continues inside the campsite, and the corresponding cost will be charged. Visitors must pay, per person, the applicable rate, which will be informed at Reception before entering the campsite. The campsite reserves the right to prohibit visits at any time and for any reason.
- Visitors must be received at Reception by one of the members of the pitch or must be announced in advance.
- Visits to bungalows are allowed when the total number of visitors and registered guests does not exceed the maximum capacity permitted for the contracted accommodation and always with prior authorisation from Reception.

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- Visits are a courtesy extended by the management to the client or user. In no case is Creixell Camping & Family Resort obliged to allow entry, and visitors must comply with all existing campsite rules. The holder of the pitch or accommodation being visited will be directly responsible for the visitor's conduct.
- The client also assumes the commitment and responsibility to ensure that their guests respect these rules, as well as those established in the Internal Regulations of the Catalan Federation of Camping and Caravaning.
- In the event that any client refuses to provide identification or if it is confirmed that an unregistered visit has taken place, this will be grounds for expulsion of both the client and the visitor.
- The client will ultimately be responsible for the payment of any visits they have received.
- Pets are not allowed as visitors.

OTHERS

- The reservation is personal and non-transferable and will be confirmed once the deposit or full payment has been received. Only the persons registered at the time of booking will be allowed to enter the campsite.
- For each procedure (new booking, modification, etc.), a new confirmation document will be issued, replacing the previous one. It is the responsibility of the booking holder to verify the information and, in case of any error, to notify the reservations department.
- The assignment of a specific accommodation or pitch number does not imply any obligation on the part of Creixell Camping & Family Resort. The campsite management reserves the right to modify the assigned accommodation and offer another equivalent one.
- The specific accommodation or pitch number will be provided at the time of check-in.
- Restaurants, supermarkets, swimming pools, entertainment and other services may partially or completely close due to maintenance work, adverse weather conditions, or safety reasons. Such circumstances will not entitle the client to any refund of the contract amount.
- It is mandatory to wear the identification wristband at all times inside the campsite to ensure access control. A fee of €3 will be charged for each lost wristband.
- By making the payment and formalising the contract, the client is deemed to have read, understood and accepted the general regulations and booking conditions.
- Failure to comply with any campsite rule will result in the termination of the contract without any refund. Withdrawal or cancellation of the reservation: As established in the Tourism Law of Catalonia and in the Tourism Decree of the Government of Catalonia, the establishment may withdraw from or cancel the accommodation contract signed with the client, whether due to circumstances arising before the stay or during it, by exercising the right of admission. Among other reasons, and without limitation, the following cases will be taken into account:
    - Lack of respect for or non-compliance with the internal rules of the establishment.
    - Disturbing the peace or failing to observe basic rules of social coexistence, education, and respect towards other clients or the establishment's staff.
    - Clients who owe money to the establishment for previously provided services.
    - - When, at the request of the establishment, the client voluntarily or forcibly vacates the accommodation, they will not be refunded for the amount of the full days remaining to be enjoyed.

In accordance with Articles 25 and 26 of Decree 159/2012 of 20 November, the person who made the reservation expressly declares that they have read and understood in advance the booking and cancellation conditions of their stay, which form part of the contractual agreement, and confirms their acceptance of these conditions.

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