

# LA MARINA CAMPING & RESORTS TERMS AND CONTRACT CONDITIONS

## **BUNGALOWS**

- The access of animals will be only allowed in bungalow Levante at Camping Devesa Gardens. Both La Marina Camping & Resort and Camping Aranjuez do not allow animals in their bungalows.
- Clients will pay 50% of the total price, free of charges, as a deposit to secure the reservation and the rest upon arrival.
- A 60€ deposit cash will be required at Check-in time as a guarantee against any damage that could be caused to the inventoried items. We will refund the deposit at Check-out time, after the bungalow is checked by the person in charge.
- Accommodation will be available from 17:00 on the arrival date. The reception team will hand the keys before the official entry time only when the accommodation is ready. Check-in can be done upon arrival and from that time clients will be able to use our facilities.
- Check-out must be done before 12:00, leaving the accommodation in good condition: garbage removed, dishes washed or in washing process in the dishwasher and all the furniture left as it was found at entry time.
- The reservation will be kept until 12:00 of the following day of scheduled arrival. From this moment and if the client has not contacted the campsite, the reservation will be cancelled and the advance will be kept by the company.
- The specific bungalow number will not be assigned in advance. Any preferences will be considered and made upon availability.

## **PITCHES**

- Pitches will be available from 12:00 on scheduled day of arrival.
- An advance of 100€ to complete a reservation will be required. An advance of 50€ will be required at Devesa Gardens and Camping Aranjuez.
- Clients staying in La Marina Resort will be required to pay 90% of the total amount at Check-in time). The difference will be paid at Check-out time. Clients staying in Devesa Gardens or Camping Aranjuez will pay the total amount at Check-out time. Except long-term clients +90 days
- The reservation will be kept until 12:00 of the following day of scheduled arrival. From this moment and if the client has not contacted the campsite, the reservation will be cancelled and the down payment will be kept by the company.

- Check-out must be done before 12:00, leaving the pitch in good condition: without any objects left on the ground or hanging between the trees.
- Pitches have a maximum capacity of 6 people (including children).
- Dog owners will have the vaccination card up to date and dogs will need to have the mandatory pet microchip. The non-accreditation in some justified case, will entail the restriction of access to the facilities.
- A reservation will be confirmed when the payment of the requested advance is made by the payment methods stated on the website.
- When making a reservation, the final price refers to the details provided by the client. Any change in the details regarding dates or any other priced element will change the total price of the stay.

#### **BOOKING MODIFICATIONS AND CANCELLATIONS POLICY**

- Any change or cancellation of a confirmed reservation must be requested in writing and signed by the person who made the booking or by an authorised person. This request shall be sent by email to:  
La Marina Camping & Resort: [info@lamarinaresort.com](mailto:info@lamarinaresort.com)  
Devesa Gardens Camping & Resort: [info@devesagardens.com](mailto:info@devesagardens.com)  
Aranjuez Camping & Bungalows: [info@campingaranjuez.com](mailto:info@campingaranjuez.com)
- When cancelling a booking more than 30 days in advance, 90% of the deposit will be refunded.
- When cancelling a booking 30 or less days in advance, 50% of the deposit will be refunded.
- When cancelling a booking 7 or less days in advance, the deposit will be non-refundable.
- A modification which involves a change in the stay length or a substantial change in the reservation arrival and leaving dates, may imply a different tariff or change in price. The final price applied will be the price informed at the time the modification is done.
- The customer's refusal to exhaust the time of stay by hiring a plot will not entitle to any refund or compensation of the price paid as long as it does not meet the minimum stay stipulated at the time of booking. In the case of bungalows, no refund will be made.

## **OTHERS**

- Wearing an identification wrist band will be mandatory whilst using the campsite facilities in order to guarantee the access control. Showing the identification wrist band will be required during the full length of your stay.
- La Marina Resorts' management is not liable for any loss or theft of any objects that can happen on our premises. For this reason, safety deposit boxes are available for rent.
- The management reserves its right to change opening times during the season, as well as to close certain facilities due to maintenance.
- The customers' lost objects in any of our establishments will only be returned to them at their request and expenses.
- During your stay, there might be ongoing pest control procedures. In this case, you will be informed by the front desk.
- The management will not be liable for any possible incidents due to another clients' malpractice, such as driving on non-designated paths or using objects in a non-considerate way.
- La Marina Camping & Resorts' team edits the website's contents with maximum diligence. However, for reasons outside the company's control, it is possible that a typing error may occur or that an information item is not updated at the time of the user's search. For this reason, the management states that the references (pictures and descriptions) to products and services, as well as set prices and conditions, are just illustrative; they are not considered contractual and are not binding until the moment of express confirmation of an enquiry. If a user decides to make a booking based on false information on our website, the management will inform them, and they will have the right to terminate the contract without any cost.
- When booking, the customer is committed to reading these general terms and conditions. The down payment and the payment of total amount of the booked stay will mean that the terms and conditions of booking, as well as the norms in La Marina Camping & Resorts, are accepted.

**The customer states they have deliberately read and previously known the booking and cancelling conditions. They are a part of the reached booking agreement, which is confirmed by their acceptance.**

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**VALID FROM 01/03/19**