

## **BOOKING CONDITIONS AND CANCELLATION POLICY**

Camping CalpeMar operates with flexible rates. This means that prices may vary for the Cima or Mirador rates at the discretion of the campsite. However, we always honour the prices of previously confirmed bookings.

### **Rates information:**

For pricing purposes, anyone aged 13 or over is considered an adult.

The price of the Plot includes: 2 people + 1 caravan + 1 vehicle or tent + electricity supply (10 AMP) + water and drainage on the plot, hot water in showers. Electricity charged separately: €/kWh according to the current year's rate. For extra people and/or vehicles, please check our plot pricing details. If you are staying on a plot with your pet, please note that by checking in, you confirm that your pet complies with all current health regulations. You are also required to keep your pet on a lead at all times, without exception. You must take your pet outside the campsite for its toileting needs. Pets are strictly not allowed in the toilets, swimming pool, or bar/café areas at any time.

The price of the Bungalows is based on the rate arranged at the time of booking and may vary depending on the season and the number of guests. The maximum occupancy is 4 people. Pets are not allowed in this type of accommodation.

To secure the booking and to verify the card payment method provided by the customer, the payment system will charge an authorisation operation of €0.05. This amount will be returned after 7 days to the same account. If the card details are incorrect, we will attempt to contact the customer. If we do not receive the correct payment details within 24 hours, the campsite reserves the right to cancel the booking without prior notice, without liability for any resulting costs.

*In the event of a technical issue or website malfunction displaying incorrect prices or availability, the campsite reserves the right to decline the booking. In such cases, we will notify the customer within 96 hours.*

### **Payment on arrival:**

Upon arrival at Camping CalpeMar, you will need to present your invoice and pay the full amount. The payment for your booking will be processed on the day of arrival, during check-in. On your arrival at the campsite, the Reception team will provide you with more information about the credit policy.

Your bank card details are to guarantee your booking, unless stated otherwise. You will pay for your stay upon arrival at the campsite. Cash payments may not exceed €999.99, in accordance with Article 18 of Law 11/2021 of 9 July on tax fraud prevention and the implementation of Directive (EU) 2016/1164 of 12 October 2016. An exception applies if the payer is a natural person (not a legal entity) and has tax residency outside Spain (proof required), in which case the limit is €10,000.

We accept payments with the following credit cards: VISA, 4B, MasterCard and Maestro. We do not accept: American Express.

Bookings are subject to the provisions of Royal Decree 10/2021, regulating tourist accommodation in the Valencian Community (available for consultation at [https://dogv.gva.es/portal/ficha\\_disposicion\\_pc.jsp?sig=001092/2021&L=1](https://dogv.gva.es/portal/ficha_disposicion_pc.jsp?sig=001092/2021&L=1)), except for the terms agreed upon in this document, with a reduction in cancellation fees being established compared to those stipulated in the decree.

The images of the plots and/or bungalows may not always match the final accommodation assigned.

The check-in time for the **plots** will be from 1:00 to 9:00 pm, although we will facilitate the entrance earlier if there is availability.

The check-in time for the **bungalows** will be from 3:00 to 9:00 pm, although we will facilitate earlier check-in if there is availability.

The check-out time for both plots and bungalows will be between 8 am and 12pm, with the possibility of late check-out until 8 pm, subject to request and availability at Reception, and an extra supplement (to be consulted at the reception desk).

To **cancel or modify your booking**: send an email (with delivery confirmation) to [info@campingcalpemar.com](mailto:info@campingcalpemar.com) an email request is sufficient for cancellation as long as it has been received in due time and form, in accordance with our cancellation policy. Date changes may result in rate adjustments, which will be confirmed before the amendment is made.

**Cancellation policy:**

- Bookings cancelled 15 days or more before arrival: free of charge.
- Bookings cancelled between 14 and 8 days prior to arrival: 50% of the total booking fee.
- Bookings cancelled 7 days or less prior to arrival, or no-show: 100% of the total cost of the booking.