

GENERAL CONTRACTING CONDITIONS OF VERNEDA CAMPING MOUNTAIN RESORT FOR STAYS

The Client, at the moment of making the reservation, acquires the commitment to read these conditions, being the payment of the reservation and of the total of the contracted stay a sign of acceptance of these and of the rules of the internal regime of the campsite.

The customer accepts that they are aware of the characteristics of the accommodation or pitch booked, as well as the characteristics and opening seasons of the campsite's services. The customer acknowledges that they have requested and obtained all the information necessary to make the booking, and that they are responsible for the choice of their accommodation or pitch. Therefore, Verneda Camping Mountain Resort cannot be held responsible.

BUNGALOWS:

- To formalize a reservation at Verneda Camping Mountain Resort is necessary to advance 40% of the total amount of the stay by credit or debit card. The rest of the payment will be paid at the reception upon arrival or a few days before the arrival date through the online check-in system. For reservations made the day before arrival, the advance must be 100% of the amount.
- The price of your accommodation includes bed and bath linen for your stay. **The price also includes 1 vehicle.** In summer, if you need heating, please note that there is a supplement depending on the accommodation.
- The accommodation will be available **from 5 p.m.** on the contracted day of arrival.
- Departure must be **before 11 am** on the last contracted day. The accommodation must be left in good condition: garbage removed, without waste or damage and with the furniture in its original position.
- **EARLY AND LATE CHECK OUT:** This may be possible **subject to availability**, if requested the day before the check-out or check-in date. It costs **30€** and allows you to extend your arrival time to **12:00 noon** in case of early check in; and in late check out it allows you to extend your departure time until **17h.**
- One pet is allowed per accommodation (except for the HUMARAU accommodation) on condition that it is never left alone inside the accommodation and is always kept on a leash on the Verneda Camping Mountain Resort premises. **Pets are subject to a supplement.**
- We would appreciate it if you could check that everything is correct inside the accommodation. If this is not the case, the client must inform reception so that it can be rectified. Vehicles may not be parked outside the designated parking areas.
- Verneda Camping Mountain Resort reserves the right to make, at the check in online or at the reception desk, a security deposit of **150 €, only by credit card, as a guarantee against any damages that may be caused.** After the check-out on the day of departure and once the guest has checked out at reception, if applicable, the €150 will be released between 2 and 7 days after the check-out date. The customer will be sent the proof of the release to the email provided. The accommodation must be returned in the same



✉ info@campingverneda.com

☎ (+34) 973 641 024

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conditions in which it was found, with the kitchenware clean and collected and the trash deposited in the containers for this purpose. If this is not the case, we reserve the right to deduct €60 from the deposit.

- **Smoking is prohibited inside the accommodation.** If the smell of tobacco is detected inside the accommodation, **€60** will be deducted.

- **The assignment of a specific number of accommodation does not imply any kind of obligation on the part of Verneda Camping Mountain Resort.** The Management reserves the right to modify the assigned accommodation.

- The maximum capacity of the accommodation may not be exceeded under any circumstances. However, the management reserves the right to increase the price of the stay if the capacity of the accommodation in question is exceeded.

CAMPING:

- To formalize the reservation of a pitch at the Verneda Camping Mountain Resort it is necessary to advance 100€ by credit or debit card. In star season, the requested deposit will be 50% of the amount of your stay. For reservations made one day before the arrival date, the advance must be 100% of the amount.

- The reserved pitch will be available **from 1pm** on the contracted day of arrival.

- Departure must take place **before 12:00 noon** on the last day of the contracted day. The pitch must be left in good condition: without any element or residue on the ground.

- The price of the **pitch includes** (1 vehicle + 1 tent or 1 caravan) or (1 motorhome). The maximum capacity par pitch is of 4/5 people. Any other element will be considered as an extra and will have to be paid according to the current rates. Two campervans are not allowed on the same pitch.

- Pets are allowed on the plots on condition that they are never left alone on the plot and that they are always kept on a leash while walking around the facilities, respecting other visitors.

- It is not allowed to place plastic/awnings on the ground that prevent the grass from breathing. Let's take care of the grass!

- **The assignment of a specific pitch does not imply any kind of obligation on the part of Verneda Camping Mountain Resort.** The Management reserves the right to modify the assigned pitch.

PRICES AND PAYMENT METHODS:

- Prices may vary until the moment of confirmation of the reservation. **No modification will be applied to the prices once the reservation is confirmed**, as long as the initial conditions are maintained.

- However **prices including taxes and charges may vary** if there is an increase in any of these.

- **The final price of the stay is subject to the initially contracted concepts.** Any modification of these (dates, occupants, extras), can suppose a variation of the price.

- The promotions and discounts published on the website or any other media of the establishment will not be applicable to bookings made prior to the start date of the promotion.



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CONDITIONS OF MODIFICATION / CANCELLATION OF THE RESERVATION

- **The reservation can only be managed by the owner.** The procedures or changes related to the reservation must be requested in writing to info@campingverneda.com. Their acceptance will be evaluated by the Reservation Center, which will duly communicate the resolution of the same. Acceptance of all requests is not guaranteed.
- In case of change of dates, the applicable price will be the one in force at the time of the modification. Any modification will entail the recalculation of the amount of the deposit.
- **Modifications received 15 days or less in advance will not be accepted.** If the planning at that time does not allow the change or modification, **they cannot be managed even if they are within the term.**
- **Cancellations received within the deadlines indicated below will receive a full refund of the deposit, minus a cancellation fee of €35.**
- In case of no-show on the day of arrival, the reservation will be held until the balance of the amount paid on account is exhausted, and for a maximum of 48 hours. After this period, the reservation will be cancelled, leaving the accommodation/pitch at the disposal of the establishment for resale.
- **Late arrival and/or early departure does not entitle to a discount or refund.**
- In case of **NO SHOW** after 10 pm, the reservation will be cancelled without prior written notice from the customer. In this case, the Camping reserves the right to resell the accommodation/plot in question.
- For each booking and modification, a confirmation document will be issued which will replace (if any) the previous document. **It is the responsibility of the holder to verify the information** and, in case of error, to notify immediately in writing to info@campingverneda.com.

CANCELLATION DEADLINES BUNGALOWS:

Low season:

7 days before arrival date, 100% refund of the advanced amount minus 35€ for management fees.
Less than 7 days: loss of the advanced amount.

Mid season and winter:

15 days before the arrival date, 100% refund of the advanced amount minus 35€ for management fees.
Less than 15 days: loss of the advanced amount.



High season:

30 days before the arrival date, 100% refund of the advanced amount minus 35€ for management fees.
Less than 30 days: loss of the advanced amount.

PITCHES:

Low and mid season:

2 days before the arrival date, refund of 100% of the advanced amount minus 35€ for management fees.
Less than 2 days: loss of the advanced amount.

High and star season

15 days before the arrival date, refund of 100% of the advanced amount minus 35€ for management fees.
Less than 15 days: loss of the advanced amount.

A **cancellation insurance** can be contracted if you book **30 days in advance**, which allows you to recover the advanced payment and establishes guarantees for cases of force majeure. Consult here the guarantees of this insurance.

VISITS:

- A visit is considered to be any registration of a person not declared in the reservation once the check-in has been completed.
- Any stay longer than 2 hours will be considered a visit. In this case, a fee must be paid at the reception desk. This fee allows access to certain services.
- For security and privacy reasons, all visitors must register at the reception desk accompanied by one of the occupants of the contract who authorizes them.
- Visiting hours are from 09h to 20h.

OTHER:

- **The payment of the reservation confirmation will be a sign of acceptance of the general conditions.** The Management reserves the right to modify the schedules of the services during the season, as well as to proceed to the closing of facilities or activities for reasons of force majeure, maintenance, meteorology or others without previous notice. Any service that the campsite provides without being required by the current tourist regulations, are absolutely voluntary and can be modified or canceled at any time.



- The information offered through the corporate website of Verneda Camping Mountain Resort is for guidance purposes only and has no content or contractual value.
- Pets shall carry appropriate identification
- Verneda Camping Mountain Resort is not responsible for damage, loss or theft of personal belongings.
- Lost objects are kept for a maximum of 15 days. The customer is responsible for arranging collection by the carrier.
- It is strictly forbidden to make a barbecue outside of the enabled areas for safety reasons, to avoid disturbing other campers and to protect the environment. Please use the designated barbecue areas and respect other campers.
- It is not allowed to charge electric cars on the pitches or in the accommodations.
- The access to the camping services rest conditioned to the check-in and check-out times.

In application of the provisions of articles 25 and 26 of Decree 159/2012, of November 20, who has made the reservation, expressly declares to have read and previously known the booking conditions of your stay and its cancellation, so that they are part of the contracting agreement reached, which is ratified with the acceptance of these.

VALID FROM 20/10/2023

