

GENERAL BOOKING CONDITIONS

CAMPING & RESORT SANGULÍ SALOU

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CAMPING & RESORT SANGULÍ SALOU GENERAL TERMS AND CONDITIONS FOR 2023 ACCOMMODATION CONTRACTS

RESORT

- Accommodations will be ready to access **from 4 pm** on the day of your scheduled arrival.
- **Check-out must be completed before 11 am** on the scheduled day. The accommodation must be left in good conditions: rubbish removed, without any waste or damage and the furniture must be in its original position.
- Domestic animals **are not allowed** in any accommodation. **Dogs are only accepted in the Masai Pet-Friendly lodges.** Dog owners must show, upon arrival, an up-to-date vaccination certificate and a document proving that dogs have been micro chipped.

CAMPING

- Access to the contracted pitch will be **from 1 pm** on the day of your scheduled arrival.
- **Check-out must be completed before 12 am** on the scheduled day. The pitch must be left in good conditions: without any waste on the ground.
- Access to pick up caravans will only be given to the company **Carvisa**.
- **Maximum occupancy per pitch is 6 people** (underage children included)
- **Domestic dogs are allowed in the campsite area.** Dog owners must show, upon arrival, an up-to-date vaccination certificate and a document proving that dogs have been micro chipped.

GUARANTEE FOR THE CAMPING MADE BY GUESTS

- Camping & Resort Sangulí Salou reserves the right to request, upon arrival, a 100€ card payment as a security deposit to cover for any damages that may occur. The corresponding refund (if applicable) will be issued within 2 and 7 natural days after the check-out date.

PRICES AND PAYMENT METHODS

- Prices may vary until the confirmation of your reservation is completed. Any changes on the price will be duly informed. **No modification will be applied to prices once the reservation is confirmed**, provided that the initial conditions are maintained.
- Reservations must be paid in Euros by credit card (Visa, Mastercard or Eurocard). As an exception you can pay in cash or with a Maestro card at Reception.
- **The final price of the accommodation is subject to the initial contracted services.** Any modification (dates, number of guests, extras) may entitle a modification in the final price.
- Down payments for the reservations will be:
 - For reservations made more than 7 days before the arrival date **25% of the total amount**.
 - For reservations made 7 days or less before the arrival date **100% of the total amount**
- **The remaining amount and the tourist tax will be paid upon arrival** at the Reception or prior to arrival using the online *check-in* system.

CONDITIONS TO MODIFY / CANCEL A RESERVATION

- Reservations can only be managed by the holder of the reservation. **Modifications or changes regarding a reservation must be requested in writing** using the form available at <https://www.sangulisalou.com/en/my-booking/>. The request will be assessed by the Booking Center, that will **duly communicate its resolution. Acceptance of all the requests is not guaranteed.**
- For modifications in the dates, the price that will be given will be the current one at the time of the modification.
- Any modification will entail the recalculation of the down payment.
- Should the modification entitle a **reduction of the price of the accommodation initially booked, 50€ for modification expenses will be charged.**
- Modifications received 15 days or less in advance **will not be accepted.**
- Cancellations received **more than 30 days before** the arrival date will entitle a full refund of the down payment minus **50€ for cancellation expenses.**
- Cancellations received **30 days or less** prior to the arrival date **will not entitle any refund of the down payment.**

- If you fail to arrive on the scheduled date of arrival, the reservation will be kept until the balance of the down payment covers for the reservation and for a maximum of 48 hours. After this deadline, the reservation will be cancelled, and the accommodation will be put on sale again.
- Late arrivals and/or early departures are not entitled to a discount or refund.
- **The date of receipt of the completed form** will determine the calculation of the amount to be refunded.

OTHERS

- **Opening date** is 31st of March 2023 and **closing date** is 29th of October 2023.
- The reservation **will be considered confirmed once the payment** of the confirmation amount **is done**.
- For every procedure (new reservation, modification, etc.) a new document will be generated that will replace a previous document (if there was any). **It is the guest's responsibility to verify the information** and, if there is a mistake, to immediately inform the Booking Center.
- **The appointment of a specific accommodation/pitch number does not entitle any kind of responsibility on Camping & Resort Sangulí Salou.** Management of Camping & Resort Sangulí Salou reserves the right to modify the assigned accommodation.
- In the case of booking without choosing a specific accommodation/pitch number, you will be informed at the time of check-in.
- Management reserves the right to modify opening times and schedules during the season and to close facilities without prior notice.
- The information provided on Camping & Resort Sangulí Salou's corporate website is for illustrative purposes, it does not have any contractual or binding value. If a customer had made the decision to make a reservation based on imprecise information published on the website, Camping & Resort Sangulí Salou will notify the customer and he will have the right to cancel the reservation without incurring any costs.
- It is **mandatory to always wear the identification wristband** inside the facilities to guarantee access control. In the case of pets, they must carry the corresponding identification.

In compliance with the conditions established in articles 25 and 26 of the Decree 159/2012, of 20th of November, the person who has made the reservation expressly states that has read and been previously informed of the reservation and cancellation terms and conditions, which are part of the agreement reached and are accepted and confirmed thereof.

VALID FROM 02/11/2022

CAMPING & RESORT SANGULÍ SALOU GENERAL TERMS AND CONDITIONS FOR 2024 ACCOMMODATION CONTRACTS

RESORT

- Accommodations will be ready to access **from 4 pm** on the day of your scheduled arrival.
- **Check-out must be completed before 11 am** on the scheduled day. The accommodation must be left in good conditions: rubbish removed, without any waste or damage and the furniture must be in its original position.
- Domestic animals **are not allowed** in any accommodation. **Dogs are only accepted in the Masai, Samburu and Villa Paradise Pet-Friendly accommodations.** Dog owners must show, upon arrival, an up-to-date vaccination certificate and a document proving that dogs have been micro chipped.

CAMPING

- Access to the contracted pitch will be **from 1 pm** on the day of your scheduled arrival.
- **Check-out must be completed before 12 am** on the scheduled day. The pitch must be left in good conditions: without any waste on the ground.
- Access to pick up caravans will only be given to the company **Carvisa**.
- **Maximum occupancy per pitch is 6 people** (underage children included)
- **Domestic dogs are allowed in the campsite area.** Dog owners must show, upon arrival, an up-to-date vaccination certificate and a document proving that dogs have been micro chipped.

GUARANTEE FOR THE CAMPING MADE BY GUESTS

- Camping & Resort Sangulí Salou reserves the right to request, upon arrival, a 100€ card payment as a security deposit to cover for any damages that may occur. The corresponding refund (if applicable) will be issued within 2 and 7 natural days after the check-out date.

PRICES AND PAYMENT METHODS

- Prices may vary until the confirmation of your reservation is completed. Any changes on the price will be duly informed. **No modification will be applied to prices once the reservation is confirmed**, provided that the initial conditions are maintained.
- Reservations must be paid in Euros by credit card (Visa, Mastercard or Eurocard). As an exception you can pay in cash or with a Maestro card at Reception.
- **The final price of the accommodation is subject to the initial contracted services.** Any modification (dates, number of guests, extras) may entitle a modification in the final price.
- Down payments for the reservations will be:
 - For reservations made more than 7 days before the arrival date **25% of the total amount**.
 - For reservations made 7 days or less before the arrival date **100% of the total amount**
- **The remaining amount and the tourist tax will be paid upon arrival** at the Reception or prior to arrival using the online *check-in* system.

CONDITIONS TO MODIFY / CANCEL A RESERVATION

- Reservations can only be managed by the holder of the reservation. **Modifications or changes regarding a reservation must be requested in writing** using the form available at <https://www.sangulisalou.com/en/my-booking/>. The request will be assessed by the Booking Center, that will **duly communicate its resolution. Acceptance of all the requests is not guaranteed.**
- For modifications in the dates, the price that will be given will be the current one at the time of the modification.
- Any modification will entail the recalculation of the down payment.
- Should the modification entitle a **reduction of the price of the accommodation initially booked, 50€ for modification expenses will be charged.**
- Modifications received 15 days or less in advance **will not be accepted.**
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- Cancellations received **30 days or less** prior to the arrival date **will not entitle any refund of the down payment.**

- If you fail to arrive on the scheduled date of arrival, the reservation will be kept until the balance of the down payment covers for the reservation and for a maximum of 48 hours. After this deadline, the reservation will be cancelled, and the accommodation will be put on sale again.
- Late arrivals and/or early departures are not entitled to a discount or refund.
- **The date of receipt of the completed form** will determine the calculation of the amount to be refunded.

OTHERS

- **Opening date** is 22nd of March 2024 and **closing date** is 03rd of November 2024.
- The reservation **will be considered confirmed once the payment** of the confirmation amount **is done**.
- For every procedure (new reservation, modification, etc.) a new document will be generated that will replace a previous document (if there was any). **It is the guest's responsibility to verify the information** and, if there is a mistake, to immediately inform the Booking Center.
- **The appointment of a specific accommodation/pitch number does not entitle any kind of responsibility on Camping & Resort Sangulí Salou.** Management of Camping & Resort Sangulí Salou reserves the right to modify the assigned accommodation.
- In the case of booking without choosing a specific accommodation/pitch number, you will be informed at the time of check-in.
- Management reserves the right to modify opening times and schedules during the season and to close facilities without prior notice.
- The information provided on Camping & Resort Sangulí Salou's corporate website is for illustrative purposes, it does not have any contractual or binding value. If a customer had made the decision to make a reservation based on imprecise information published on the website, Camping & Resort Sangulí Salou will notify the customer and he will have the right to cancel the reservation without incurring any costs.
- It is **mandatory to always wear the identification wristband** inside the facilities to guarantee access control. In the case of pets, they must carry the corresponding identification.

In compliance with the conditions established in articles 25 and 26 of the Decree 159/2012, of 20th of November, the person who has made the reservation expressly states that has read and been previously informed of the reservation and cancellation terms and conditions, which are part of the agreement reached and are accepted and confirmed thereof.

VALID FROM 01/03/2023