

TERMS AND CONDITIONS

Accommodations and Plots Allocation: No specific plot or accommodation number is reserved, you will be indicated which one is assigned to you upon arrival at the campsite.

Reservation Policy: When making any reservation, the client must pay 30% of the total for the reservation for FLEXIBLE rate, or 100% if he chooses the "NO REEMBOLSABLE" (Non refundable) rate.

Online Check-in: 21 days before arrival an email will be sent to formalize the Check-in Online process and the payment of the remaining, which can be formalized up to 15 days before arrival. If this reservation is not formalized within the indicated period, it will be considered cancelled with its corresponding expenses.

Cancellations: All cancellations must be formalized in writing by sending an email to pinsresort@campingelspins.es . In case you expect any refund, also send us your bank account number.

Cancellation fees for FLEXIBLE rate:

- **FREE OF CHARGE** CANCELLING UP TO 15 DAYS BEFORE THE ARRIVAL
- 100% of the total reservation when cancelling less than 14 DAYS BEFORE ARRIVAL

Reservations with a NON-REFUNDABLE rate (No reembolsable) do not have the possibility of modification or cancellation under any circumstances.

INFORMATION AND REGULATIONS

Arrival at the campsite: The client must show their ID and that of their companions when arriving at the campsite and give the deposit.

Check-in and check-out hours:

BUNGALOWS, MOBILE HOMES AND TENTS: Entry from 4 PM. and departure before 10 AM.

PLOTS: Check-in at 1 PM. and check-out before 12 PM.

Deposit payment:

BUNGALOWS, MOBILE HOMES AND TENTS: 100€. The guarantee deposit (€ 100) will be returned to the client on the day of departure as long as the cleaning and conservation status of the allotment is correct. Otherwise, the corresponding amount will be billed. This deposit is withheld from the customer's credit or debit card, or is paid in cash during the check-in process at reception.

PLOTS: 10€ as a deposit for the access card to the campsite, which will be returned when the card is returned. . This deposit is withheld from the customer's credit or debit card, or is paid in cash during the check-in process at reception.

Visitors: Any person over the age of 6 who is not listed on the stay record is considered a visitor. Visits require authorization from the campsite to access the facilities. They must identify themselves at reception and pay the corresponding visit fee per calendar day (from 8:00 a.m. to 12:00 a.m.) if they stay to sleep they must pay the amount of 2 DAYS.

VISITS FROM 10/03/2023 TO 15/6/23 AND FROM 15/9/23 TO 1/11/23 → 10,50€ / DAY / PERSON

VISITS FROM 16/6/23 TO 14/9/23 → 13,50€ / DAY / PERSON

Dogs: Dogs are only allowed on Plots and on Comfort and Comfort Garden Bungalows. The maximum number of dogs per accommodation or pitch is 2. POTENTIALLY DANGEROUS DOGS ARE NOT ALLOWED (PPP) and the client must have the vaccination file up to date when arriving at the campsite.

Vehicles: One vehicle per location is included. If the family has more than one vehicle, all registrations must be registered at reception. The vehicle must remain in its space next to the accommodation or parked within the plot. All clients can travel by bicycle, electric bicycle, skateboard or electric skateboard at a maximum of 10 km/h. It is totally forbidden to drive at more than 10 km / h, do circuits or races within the campsite. Vehicle circulation hours: it is prohibited to circulate from 12:00 a.m. to 7:00 a.m., during silence hours.

Silence hours: Silence is required at midnight. After 10 pm noise, music, voices, etc. must be moderated to not interfere with the rest of your neighbors.

Admission rights: Groups of young people or groups of minors without supervision of an adult are not accepted.

It is mandatory to follow the safety and prevention measures found throughout the campsite and to listen to the instructions of the staff.