

GENERAL CONTRACTING CONDITIONS OF VERNEDA CAMPING MOUNTAIN RESORT FOR STAYS IN 2022

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.

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.
- The price of your accommodation includes bed and bath linen for your stay. 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.
- One dog 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. Dogs are subject to a supplement.
- Verneda Camping Mountain Resort reserves the right to request, at the time of entry of the accommodation, an amount of 100 € by credit card, as a guarantee against any damages that may be caused. The refund (if applicable) will be made between 2 and 7 calendar days after the departure date. The accommodation must be returned in the same conditions in which it was found, with the kitchenware clean and collected, and the garbage deposited in the containers for this purpose. Otherwise, we reserve the right to deduct 50€ from the deposit.
- 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.
- Please read the rental conditions of the accommodations. By the mere fact of booking, the customer accepts these conditions:

<https://www.campingverneda.com/uploads/media/pdf/CONTRATO%20ALQUILER%20alojamientos%20.pdf>



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. From 29/07 to 20/08, the requested deposit will be 40% of the amount of your stay.
- 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.
- Dogs 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.
- 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.
- 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.

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.
- Cancellations received within the deadlines indicated below will receive a full refund of the deposit, minus a cancellation fee of €15.



- 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.

CANCELLATION DEADLINES BUNGALOWS:

Low season:

7 days before arrival date, 100% refund of the advanced amount minus 15€ 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 15€ 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 15€ 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 15€ 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 15€ 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.

The amount of the corresponding fee that 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.

- It is mandatory to wear the identification bracelet on your wrist inside the enclosure at all times to ensure access control. In the case of pets, they must carry the corresponding identification.

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 30/10/2021

