

GENERAL TERMS AND CONDITIONS FOR STAYS AT VERNEDA CAMPING MOUNTAIN RESORT

By confirming the reservation, the customer declares to have read, understood and accepted these General Terms and Conditions, as well as the internal regulations of the campsite. Payment of the reservation constitutes full acceptance of these conditions and of [the internal rules](#).

The customer acknowledges that is aware of the characteristics of the booked accommodation or pitch, as well as opening periods and services availability. The customer is responsible for their choice; therefore, Verneda Camping Mountain Resort cannot be held liable.

BUNGALOWS

- To confirm a reservation, a payment of **40% of the total stay** is required by credit or debit card. The remaining balance must be paid upon arrival at reception or a few days before arrival via online check-in. Reservations made one day before arrival require **100% prepayment**.
- Price includes **bed linen, towels**, and **one vehicle** per accommodation. During summer, **heating carries a supplement** that depends on the unit.
- Check-in: from **16:30 h** on the day of arrival.
- Check-out: **before 11:00 h** on the departure day, leaving the accommodation clean, undamaged, and with furniture in its original position.
- **Early Check-in / Late Check-out**: Subject to availability and under request the day before. Supplement of **30€**. Early check-in allows arrival from **12:00 h**; late check-out extends departure until **18:00 h**.
- **Pets**: One pet allowed per accommodation (except **Humarau**) they can never be left alone inside and must always be kept on a leash in the campsite. Animals are subject to a supplement.
- Customer must immediately report any issues inside the accommodation to reception. Vehicles must only be parked in assigned areas.
- A **150€ security deposit** will be pre-authorized by credit card during online check-in or on arrival, covering damages, key loss, smelling from smoking inside, improper behaviour, or poor cleaning. After the inspection on departure and check-out, the amount will be released within **2-7 days**. If cleaning is inadequate, a **60€ fee** will be deducted.
- **Smoking is prohibited** inside accommodation. A **60€ penalty** applies if breached.
- Verneda Camping Mountain Resort reserves the right to change the assigned unit for operational reasons.
- Maximum occupancy cannot be exceeded. However, Camping Verneda has the right to charge a supplement if there's any additional persons.
- **Charging electric or plug-in hybrid vehicles from the accommodation power supply is not permitted.**



CAMPING PITCHES

- Reservation requires **100€ deposit** by credit/debit card. In **high star season**, 50% of the stay is required. One-day-prior reservations require **100% payment**.
- Check-in: from **13:00 h**
- Check-out: **before 12:00 h** leaving the pitch clean and free of items or waste.
- Price includes **1 camping unit**: (1 vehicle + 1 tent or 1 caravan) OR (1 motorhome). Max. **4/5 persons** per pitch. Everything must remain **within the limits** of the assigned pitch.
- **Two camper vehicles are not allowed** on the same pitch.
- Pitch changes require **prior authorization** from reception.
- **Charging electric or plug-in hybrid vehicles from the accommodation power supply is not permitted.**
- Pets allowed if never left alone and always **on a leash**.
- Ground-covering plastics or tarps that damage grass **are not permitted**.
- Assigned pitch may be changed by management if necessary.

PRICES & PAYMENT FORMS

- Prices may vary until reservation confirmation. Once confirmed, **prices will remain unchanged if conditions do not change**.
- Prices include applicable taxes at booking time. **Legal tax changes** may adjust the final price.
- Changes to dates, occupants, or items/services may generate a **price recalculation** under the current rate.
- Promotions or discounts cannot be applied to previously confirmed bookings.

MODIFICATION & CANCELLATION POLICY

- Only the **reservation holder** can request changes, **in writing** to: info@campingverneda.com
Approval is subject to availability; not all requests can be guaranteed.
- Modifications will change the price according to the **current rate** at the time of the request. It won't be possible to apply any offers made after the reservation.
- Modifications **15 days or less** before arrival **are not accepted**. Any modifications are subject to availability and planning, if it is not possible they won't be accepted even if they're done before 15 days.
- All cancellations incur a **35€ administrative fee**.
- Late arrival or early departure are **not subject to refunds**.
- **No-Show** after **20:00 h** on arrival day without written notice makes the reservation cancelled and the campsite has the right to resell the bungalow/pitch.
- **Non-refundable rate** bookings don't accept any **changes, cancellations or vouchers** permitted under any circumstances.
- A new confirmation document will be issued after every accepted change. The holder must review it and notify errors immediately.
- Right of withdrawal does not apply as per **Spanish consumer regulations for tourism services**.



CANCELLATION DEADLINES FOR BUNGALOWS

Low season:

7 days before the arrival: 100% refund of the pre-payment minus 35€ fees.

Between 7 to 5 days previous to the arrival: Creation of a voucher for the 100% of the payment made for a future stay the same year, subject to rate and availability (see the conditions down).

Less than 4 days: No refund

Mid season:

15 days before the arrival: 100% refund of the pre-payment minus 35€ fees.

Between 15 to 8 days previous to the arrival: Creation of a voucher for the 75% of the payment made for a future stay the same year, subject to rate and availability (see the conditions down).

Less than 7 days: No refund

High season:

30 days before the arrival: 100% refund of the pre-payment minus 35€ fees.

Between 30 to 16 days previous to the arrival: Creation of a voucher for the 50% of the payment made for a future stay the same year, subject to rate and availability (see the conditions down).

Less than 15 days: No refund

THE NON-REFUNDABLE RATE ADMITS NO CHANGES, MODIFICATION OR CANCELLATION AND WON'T ALLOW REUNDS OR VOUCHER CREATION UNDER ANY CIRCUMSTANCE.

We recommend a refundable rate or the contraction of a cancellation insurance available for reservations made more than 30 days prior to arrival. This insurance allows protection against justified force majeure, check the **condicions** of the insurance [here](#).

CANCELLATION DEADLINES FOR PITCHES

Low and mid season:


2 days prior the arrival, refund of the 100% pre-payment minus 35€ fee. Less than 2 days: no refund.


High and star season:

15 days prior the arrival, refund of the 100% pre-payment minus 35€ fee. Less than 2 days: no refund.


We recommend a refundable rate or the contraction of a cancellation insurance available for reservations made more than 30 days prior to arrival. This insurance allows protection against justified force majeure, check the **condicions** of the insurance [here](#).



 info@campingverneda.com

 (+34) 973 641 024

 www.campingverneda.com

 Ctra. N-230 Km. 17125537 Pont d'Arròs (Lleida)

VOUCHER CONDITIONS

- The voucher is personal and non-transferable. To apply it to a new booking you'll need to arrange it directly with our cancellation department, by sending an e-mail to info@campingverneda.com.
- The booking with a voucher must be made under the specified conditions at the same e-mail and respecting the deadline.
- When using the voucher the new reservation will be non-refundable. If there's any change on the rate or the price, the client must pay the supplement to guarantee the new booking.
- Once applied, the voucher will be used in its totally. Not being able to use it partially or a refund of the non-used part.
- The vouchers cannot be accumulated with other discount or promotions.
- If it is not used during the stipulated time, there's no economic compensation.
- Los bonos no son acumulables ni compatibles con **otras promociones, descuentos o tarifas especiales**.
- The voucher does not entitle the holder to financial compensation if it is not used within the period of validity.

VISITORS

- Any person not staying at the campsite will be considered a visitor and must pay the corresponding fee at reception for any stay longer than **2 hours**.
- For security and privacy reasons, all visitors must register at reception accompanied by one of the occupants named on the contract who authorises them.
- **Visitors must provide identification** upon arrival at reception for security reasons.
- Visiting hours are from 9 a.m. to 8 p.m.
- Management may deny access to visitors when the permitted capacity is exceeded or for security reasons.

PARKING

- The entrance car park belongs to the campsite and is for the exclusive use of guests staying at the campsite or using the restaurant, supermarket, swimming pool or reception services.
- Its use is limited solely to the time necessary to make purchases, carry out administrative tasks or temporarily access the facilities.
- It is not permitted to use this car park to park vehicles during your stay or after check-out. Once your stay has ended, the vehicle must leave the campsite premises immediately.
- Guests' second vehicles must be parked outside the Verneda Campsite premises.
- The campsite reserves the right to restrict access, remove unauthorised vehicles or apply the corresponding charge for misuse of the car park, without prior notice.






OTHERS

- **Payment of the booking confirmation will be taken as acceptance of the general terms and conditions.**
- The invoice holder will be responsible for their conduct and that of their companions during their stay.
- Management reserves the right to modify service schedules during the season, as well as to close facilities or activities due to force majeure, maintenance, weather conditions or other reasons without prior notice. Any service provided by the campsite that is not required by current tourism regulations is entirely voluntary and may therefore be modified or cancelled at any time.
- The information provided on the Verneda Camping Mountain Resort corporate website is for guidance only and has no contractual content or value.
- Pets must be accompanied at all times, wear the appropriate identification and be kept on a leash on the premises of Camping Verneda. Failure to comply with the pet regulations may result in expulsion from the premises without the right to a refund.
- Verneda Camping Mountain Resort is not responsible for damage or loss resulting from theft, weather conditions, power cuts or incidents beyond its control.
- Lost property will be kept for a maximum of 15 days. The customer is responsible for arranging collection by the carrier.
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- Barbecues are strictly prohibited outside designated areas for safety reasons, to avoid disturbing other campers and to protect the environment. Please use the designated barbecue areas and respect other campers.
- The use of electrical sockets or outlets for charging electric or plug-in hybrid vehicles is not permitted.
- The participation of minors in CHILDREN'S ENTERTAINMENT activities requires the signature of a parental authorisation form. However, if a minor attends these activities without prior authorisation, it will be understood that their parent or legal guardian gives their consent, in accordance with the booking conditions. You can sign the authorisation form by [clicking here](#).
- Access to the campsite's services is subject to the check-in and check-out times for the accommodation.

In accordance with the provisions of Articles 25 and 26 of Decree 159/2012, of 20 November, the person who has made the reservation expressly states that they have read and understood the booking conditions for their stay and cancellation policy, which form part of the contract agreement reached, and which are ratified by their acceptance.

VALID FROM 26/10/2025



 info@campingverneda.com
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