

CONDICIONES DE ESTANCIA

BUNGALOWS

- Check-in: 17:00h.
- Check-out: 11:00h.
- Late check-out: Departure at 18h with an additional cost. Can be arranged upon departure, subject to availability, and only in low season.
- Accommodation equipment: It is not allowed to place the bungalow furniture outside.
- Bed linens and towels are included in all accommodations. Kitchen towels and tablecloths are not included.
- Towel change on the 4th day after arrival.
- Bed linens and towels change on the 8th day after arrival.
- Cot and highchair are optional, free of charge, and must be requested at the time of booking. The cot will be placed in the bungalow's living-dining room.
- Pets: Only allowed in bungalows where pets are accepted.
- Accommodations do not have parking spaces, but parking can be arranged upon arrival. It has an additional cost, and spaces are limited.
- Pets: Only allowed in bungalows where pets are accepted.
- Notify reception: If you notice anything unsatisfactory upon entering the accommodation, you must notify reception so the issue can be addressed as soon as possible.
- Additional tents: It is not permitted to install tents, trailers, or park motorcycles in the outside space of the bungalow.
- Occupancy: No more people (including children) than the maximum capacity of each type of accommodation are allowed. Visits exceeding the maximum capacity of the booked bungalow are not allowed.
- Accommodation at departure:
 1. Furniture (beds, tables, etc.) must be in their original place.
 2. Kitchen utensils should be in good condition and clean.
 3. Fridge and trash bin must be emptied.
 4. Countertops, cabinets, and drawers should be free of any items.
 5. Used bed linens and blankets should be left in the same place where they were found.
- Change of bungalow: If during your stay you decide to change accommodations for personal reasons, an additional fee will apply beyond the rate of the new accommodation. This supplement will cover management and cleaning costs.

PITCHES

- Check-in: 13:00h.
- Check-out: 12:00h.
- Late check-out: Departure at 18h with an additional cost. Can be arranged upon departure, subject to availability, and only in low season.
- The price includes: Pitch for motorhome + electricity + water. Any other service will be considered an extra and must be paid according to the current rates.
- Maximum capacity per plot: No more people (including children) than the maximum capacity of 6 people is allowed.
- The remaining payment must be made at least one day before arrival through online check-in. Payments by check or holiday checks are not accepted.
- Online check-in: When confirming the reservation, your bank card details will be stored under a unique identification code (token), replacing sensitive information and stored in a digital file owned by Costa del Sol Glamping Village. The establishment will keep this code

instead of a security deposit, as a guarantee for any economic compensation required for damages caused by inappropriate behaviour, damage to facilities or accommodation, or if the property is returned in poor condition. Any charges by Costa del Sol Glamping Village under this arrangement will not exceed 100 euros. • Early departure does not entitle refunds or compensation for unused days.

- Prices: The final price of your stay at the time of booking is based on the information provided by the person who made the reservation. Any modification by you, such as changes in dates or any chargeable service, may result in a change in the final price of the stay. Modifications that result in a lower price than initially contracted will not be accepted. Prices include 10% VAT.
- Down payment: To confirm the reservation, the client must pay 25% of the total reservation. If the reservation is made within 5 days prior to arrival, the total amount must be paid at the time of booking.
- Change of accommodation: The resort reserves the right to change accommodation and offer an equivalent one in case of force majeure, maintenance tasks, or organizational reasons.
- In case of delay: Your reservation will be held until 12h of the day following your scheduled arrival. In such cases, the contract will be automatically canceled, and the deposit will be forfeited. The resort reserves the right to rebook the accommodation.
- Visits: Not allowed. Overnight stays of additional guests are permitted as long as the total number of people (guests and visitors) does not exceed the maximum capacity allowed for the booked accommodation.
- Lost property: Items found will be kept for 15 days. After this period, the items will no longer be under the custody of Costa del Sol Glamping Village.
- Reservation modification: Must be communicated via email to hola@costadelsolglamping.com. The request will be evaluated by the reservations center, and acceptance is not guaranteed. If the modification is not accepted, the reason will be properly explained. This includes extending the stay, changing the type of accommodation, and changing the number or type of occupants. If dates are modified, the rate applied will be the one in effect at the time the modification is made. Modifications that result in a lower price than initially contracted will not be accepted. There will be no extra charge for the modification. Requests made 10 days or less prior to the arrival date will not be accepted.

CANCELLATION POLICY

- General cancellation conditions: Must be communicated via email to hola@costadelsolglamping.com.
 - Applicable to the amount paid for the reservation confirmation (25% of the total amount).
 - In high season: 100% of the amount paid will be lost for cancellations made less than 15 days before the arrival date.
 - In low season: 100% of the amount paid will be lost for cancellations made less than 48 hours before the arrival date.
 - Delays in arrival or early departures do not entitle price reductions or refunds. Cancellations or unused additional activities or services booked with the accommodation do not entitle price reductions or refunds.
 - Costa del Sol Glamping Village will process refunds using the same payment method as the original payment, with up to 10 days for processing.
 - Reservation withdrawal or cancellation: The establishment may withdraw or cancel the accommodation contract with the client, either before or during the stay, by exercising the right of admission. In such cases, a written notice will be provided, stating the reasons for non-admittance. These may include, but are not limited to:
 - Lack of respect for or non-compliance with the establishment's internal regulations.

- Disrupting peace and not following basic rules of social coexistence, education, or respect for other guests or the establishment's employees.
- Being in debt to the establishment for previously provided services.
- In cases where the reservation is cancelled before the stay, the client will be refunded the full amount paid. If the stay has already begun, the client will be required to vacate the accommodation, either voluntarily or forcibly, and will be refunded for the unused days.
- For these purposes, any member of the same reservation and accommodation is considered a client.
- Acceptance of general contract conditions: The person making the reservation commits to reading these general contract conditions, and payment of the deposit signifies acceptance of them, as well as the internal regulations of Costa del Sol Glamping Village.
- General rules to follow: During the stay, the assigned accommodation is considered your "permanent residence." Therefore, you have the same rights and obligations as any resident of a home in the municipality of Tarragona. Specifically, you must know and follow the regulations established by public authorities, as applicable to your situation.
- Reservation data verification: In all cases (new reservation, modification, change of holder, etc.), a new confirmation document will be issued, including all reservation details, replacing the previous document. It is the responsibility of the person who made the reservation to verify the information and notify the reservations department immediately in case of any errors. If no confirmation of modification is received, please contact us within a maximum of 5 days from the request.
- Wristband/ID card: It is mandatory to wear it inside the premises at all times to ensure access control and use of facilities. This identification will be required throughout the stay.
- Personal belongings: The management is not responsible for the theft of personal items during your stay at Costa del Sol Glamping Village. Safes are available free of charge for guests.
- Free Wi-Fi access: Upon arrival, the guest will receive access information at reception, and the following conditions apply:
 - The bandwidth and coverage of this free Wi-Fi are limited, so access speed and reliability may vary or be impossible, depending on factors beyond the establishment's control. Since Wi-Fi access is through a shared network infrastructure, continuous, secure, or fault-free internet access cannot be guaranteed. For these reasons, free Wi-Fi is not recommended for professional use.
 - The access data received by the reservation holder will also allow all their accompanying guests listed in the reservation to access the free Wi-Fi.
 - Personal mobility vehicles: The circulation of any type of personal mobility vehicle is prohibited, including electric scooters, electric unicycles, Segways, hoverboards, electric skateboards, and any other device falling under this definition, except for vehicles for people with reduced mobility, within the campsite premises. Failure to comply with this rule may result in the user being expelled from the glamping facilities.

