

## **GENERAL INFORMATION ON BOOKING AND PAYMENT OF THE BUNGALOWS**

### **RENTING**

At Easter there is a minimum stay of 3 nights , July and August 5 nights minimum, rest of the year 2 nights.

Price includes one vehicle per bungalow.

Customers are requested to bring their own sheets and towels.

The number of people must not exceed the bungalows capacity.

The person who signs booking will be considered responsible for behaviour of companions regarding behaviour and correct use of the bungalow

The Management will be able to ban any person causing disturbance to other customers.

### **BOOKINGS**

To consider a booking firm a payment of 25% of total amount of stay has to be paid in advance by Visa or other credit card. No booking shall be considered until payment has been received. Balance is to be paid upon arrival at the camping.

Should there be a problem delaying customer's arrival he/she should advise The Camping Management by phone.

Should the customer arrive later or leave before fixed date or time he will not be entitled to any discount on the price of the stay

### **ARRIVALS AND DEPARTURES**

Check in is from 4.00pm/16.00h

Check out is before 12.00 h

### **DEPOSIT**

Upon arrival at the camping the customer is required to make a deposit of 200'00 € in cash or card for care and maintenance of the bungalow equipment.

On day of departure and at least half an hour before leaving, the customer will advise receptionist to enable hem/her to check the state of the bungalow, and if all is in order and nothing has been broken, total deposit will be refunded, if this is not the case the amount considered necessary will be discounted from the deposit

## CLEANING

The accommodation given to customer is completely clean and has to be given back in same condition

Should the customer decide not to do the cleaning the amount of 50'00 € will be discounted from deposit.

## CANCELLATION AND REFUND OF ADVANCE POLICY

The cancellation of the reservation will always be made in writing, attaching the confirmation of the reservation and communicating to Camping Jaizkibel the necessary bank details for the corresponding refund.

If the cancellation occurs more than 7 days before the arrival date, the entire amount in advance will be refunded.

If the cancellation occurs less than 7 days before the arrival date, the entire amount paid will be lost.

In case of not notifying or notifying the same day, no money will be returned or saved.

In case of cancellation once the accommodation is occupied, the entire contracted stay will be charged.

Camping Jaizkibel, following its quality policy and in order not to harm its clients, offers the possibility of exchanging the cancelled reservation for another in similar accommodation and on the dates desired by the client, depending on availability, prior written acceptance of the address of the camping. This possibility will be valid during the season of cancellation of the reservation.

## PETS

Only one pet will be allowed per bungalow, and an extra 7 euros/day will be added to the rate for it.