



BOOKING CONDITIONS

Modification and cancellation requests can only be done in writing from the email address registered in your client file and are valid only having been confirmed in writing by Las Dunas.

1. A booking request is not binding for the guest until the required down payment is made and the guest has received written confirmation from the campsite. Prior to it, the guest will obtain a detailed quote and information concerning the requested accommodation, administration fees, down payment and cancellation policy, all of which depend on the length of the stay, the accommodation type, the arrival date and the time until the arrival date. If the down payment has to be made by bank transfer, this information will be facilitated per e-mail. In the case of short term bookings, where the down payment has to be made directly with a credit card, the information will be available in the booking form itself.
2. By making the required down payment, the guest makes the booking binding and confirms that all personal data and the booking information are correct and accepts the booking and cancellation conditions, as well as the campsite regulations. Furthermore, the guest accepts Camping Les Dunes S.A.U. processing his or her personal data required for the processing of the booking according to current privacy laws.
3. Bookings are personal and non-transferable. If the people checking in do not correspond with those registered in the booking, Las Dunas may consider the booking null and void and deny entrance.
4. Any reservation fees will be charged directly to the guest upon confirmation; therefore will not be taken as part of the deposit.
5. Unless indicated or confirmed otherwise, the outstanding balance must be paid a month prior to arrival. In case of cancellation, even on short notice, only the down payment required for confirmation of the booking will be retained. Any payment made in excess of this will be refunded. If the total balance is not paid before the established deadline, Las Dunas will cancel the booking and retain the down payment.
6. The confirmed booking period has to be paid entirely, even if a cogent reason (i.e. car breakdown, illness, etc.) causes a delayed arrival or premature departure. If the booked unit is not occupied within 24 hours after the start of the booked period, the booking will be cancelled. If requested in writing Las Dunas will try to maintain the booking whereby the guest is bound to pay the entire booked period.
7. We recommend contracting a private travel cancellation insurance, since most cancellation causes (i.e. car breakdown, illness) are covered thereby.
8. Las Dunas will try to process modification requests, depending on availability. Only modifications confirmed by Las Dunas in writing are valid. It is not possible to merely shorten a stay. A modification of the booking period, both extending or shortening, implies a modification of the assigned pitch number.
9. If an allocated pitch should not be available upon arrival due to construction work, third party fault, an administrative error or force majeure, Las Dunas will offer an appropriate alternative. Las Dunas reserves the right to change an allocated pitch number; a claim to a specific pitch number is therefore not possible. Yet, in such a case, Camping Las Dunas will offer the guest to cancel free of charge, in which case all payments would be refunded.
10. It is not possible to book a specific bungalow number, it will be allocated upon arrival. Preferences can be communicated in the booking request, but under no circumstances be confirmed.
11. The description of the accommodation details are done with the utmost care. However, sizes and descriptions correspond with average values and are not binding. Especially shade, grass, separation by hedges and a satisfactory wifi signal cannot be guaranteed.
12. On the arrival date, pitches can be occupied from 2 P.M. and bungalows from 5 P.M. The campsite may be accessed from 8 A.M. though. On the departure day pitches must be cleared until noon and bungalows until 10 A.M. Unless indicated or agreed otherwise, the camping must be abandoned until 3 P.M.
13. Campers travelling with pets must indicate this clearly in their booking request and check its inclusion in the quote. A stay with a pet on a pitch outside the designated areas, or in any of the bungalows is strictly prohibited.
14. Being a family campsite, guests who do not travel as a family unit need to indicate this in their booking request and get explicit permission. Las Dunas may declare the booking null and void and refuse access to the campsite to groups arriving without explicit permission.
15. Check in is only possible with a valid identity document. The document data of all guests must be registered one month prior to arrival in the online check in express and an original must be able to be presented upon arrival. Visibly wearing the campsite's identification (wrist band) is obligatory on site.
16. Card payments are not possible at the reception. Banker's cheques are not accepted anywhere on the campsite.
17. The maximum occupation per pitch or bungalow is 6 people, including children. People are not included in the price for a pitch. One vehicle is included in the price, an additional vehicle (car or motorbike) is subject to a surcharge and has to be inscribed, also when parked at the external car park. Only one motorhome or caravan is allowed per pitch. Pitches and bungalow must be left behind in the same state they were found in.
18. To receive visitors the guest must first obtain permission from reception. The sum of guests per accommodation and their visitors may never exceed 10 people, including children. Visitors must pay the current visitor fee and be collected at reception by the guest receiving them. In high season visitors are not granted access to the pool, even when paying the visitor's fee.
19. All prices include VAT. The tourist tax is charged separately. Modifications in tax rates will be charged to the client, also in confirmed bookings.
20. If Las Dunas permits any exception to these conditions, they are only valid if confirmed explicitly in writing by Las Dunas.