



BOOKING CONDITIONS

Booking requests, modifications and confirmations always need to be in written (e-mail, fax, letter, booking form)

GENERAL

1. The reservation request is not binding for the guest until the required down payment is made and he or she has received the campsite's written confirmation. Previously the guest will obtain a detailed quote and information concerning the requested accommodation, administrative fees, the down payment and cancellation conditions, all variable according to the length of and duration until the reservation period, as well as the accommodation type. 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 credit card, the information will be available in the booking form itself.
2. Making the required down payment, the guest makes the booking binding. He or she confirms the personal data and booking information is correct and accepts the booking and cancellation conditions, as well as the campsite rules and regulations, available on our website. Furthermore, the guest accepts Camping Les Dunes S.A.U. uses his or her personal data according to current privacy laws. More information available in our privacy policy.
3. Bookings are personal and non-transferable. They cannot enclose the stays of more than one family for consecutive periods on the same pitch. The administration fee as well as the required down payment is charged per booked unit.
4. The confirmed booking period has to be paid entirely, even if a cogent reason (car breakdown, illness) 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 Dunes will try to maintain the booking whereby the guest is bound to pay the entire booked period.
5. Las Dunes is a family campsite. Guests who do not travel as a family unit need to indicate this in their booking request and get permission from reception. Las Dunes may declare the reservation void and refuse access to the campsite to groups arriving without explicit permission.
6. Upon arrival every person staying on the campsite must check in with a valid identity card or passport, not a copy. The wristband provided by the campsite for identification purposes must be worn visibly at all time during the stay.
7. Payments with cheques, credit- or debit cards are not accepted on the entire campsite. While the balance is outstanding a camping

card or similar identification document must be deposited at reception.

8. The maximum occupation per pitch or bungalow is 6 persons, including children. No persons are included in the price for a pitch, 4 persons in that of a TWIN bungalow and 6 in a PONENT bungalow. 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.
9. To receive visitors the guest must first obtain permission from reception. The sum of guests per accommodation and their visitors may never exceed 10 persons, 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 fee.
10. Prices include VAT, but not the the tourist tax. Modifications in tax rates will be charged to the client, also when the booking is confirmed.
11. Any exception to these conditions is only binding if confirmed explicitly in writing by Las Dunes.

PITCHES

- C1. When an administration fee is charged, it is not deducted from the outstanding balance. It is fee for allocating a specific pitch number and charged when the booking is confirmed. It is not refundable, even if the booking is not used.
- C2. Las Dunes will try to process modification requests, depending on availability. A modification of the booking period, both extending or shortening, implies a modification of the assigned pitch number. Only modifications confirmed by Las Dunes in writing are binding.
- C3. The booked pitch will be available from 2 P.M. on the date of arrival until noon the day of departure. If an assigned pitch should not be available upon arrival due to construction work, third party fault, an administrative error or force majeure, Las Dunes will try to offer an appropriate alternative or offer the guest to cancel free of charge, in which case all payments would be refunded.
- C4. The campsite does not guarantee pitches with shade, even if these are allocated in an area with trees and the client explicitly asks for

it. Neither can ground with grass or the delimitation by hedges be guaranteed. The quoted size (75/100m2) for the different pitch categories is a mere average estimation and by no means binding. WIFI cannot be guaranteed on each individual pitch.

- C5. Campers travelling with pets must indicate this clearly in their booking request and check it is included in the quote. Occupying a pitch with a pet outside the designated area is strictly prohibited.
- C6. The outstanding balance has to be paid at least 48 hours before departure. If paid by bank transfer this must be done a week previous to departure.

BUNGALOWS

- B1. It is not possible to book a specific accommodation number, you will be assigned your unit upon arrival. Preferences may be communicated in the booking request, but under no circumstances will be confirmed.
- B2. It is not allowed to shorten the period of a confirmed booking. Only booking modifications confirmed in writing by Las Dunes are valid.
- B3. The booked accommodation is available to the guest from 5 P.M. on the arrival day until 10 A.M. on the departure day.
- B4. Upon arrival 100,00€ must be deposited to cover possible damages, or a lack of tidiness caused by the guest. On departure the accommodation has to be left in the same state it was found in.
- B5. Animals are not allowed in the accommodations and it is not allowed to put up tents anywhere inside the bungalow park.
- B6. The outstanding balance has to be paid two weeks prior to arrival.