



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 Dunas0.

1. Bookings are personal and non-transferable. If the people checking in at reception do not correspond with those registered in the booking, it will be considered null and void and access denied.
2. All registered person's personal identification data must be registered a month prior to arrival in the online check in express. Access to the campsite is only allowed with a valid personal ID which can be requested to present at arrival. Visibly wearing the campsite's identification wristband is obligatory on site.
3. It is not allowed to receive visitors and no day passes are available. Only the people included in the initial booking request may access the campsite. In exceptional cases and only with the reception's explicit approval, the number of registered people can be modified. Maximum 6 people are allowed per pitch or bungalow. Access to the aqua park can be denied to persons registered at a later date or who do not stay for the entire booked period.
4. Taking out travel and cancellation insurance is recommended, as it can reimburse part of the costs incurred due to an unforeseen cancellation or travel interruption, which are in no case covered by the campsite.
5. Before a booking is confirmed and a down payment made, the guest will receive the allocated pitch number or type of bungalow, the accommodation and possible administration fees, the cancellation conditions, which vary depending on travel dates, accommodation and booking date, as well as the required down payment and payment method. Only in case of last minute bookings a card payment is required upon contracting.
6. Any administrative booking fees will be charged directly upon confirmation and will not be deducted from the outstanding balance
7. By making the required down payment before the established deadline, the guest confirms the correctness of the registered personal information and the booking details, accepts the booking and cancellation conditions, as well as the campsite regulations and permits Càmping Les Dunes S.A.U. to register those personal data required for managing the guest's booking and stay.
8. The outstanding balance must be paid a month prior to arrival. Unlike the down payment, the payment of the outstanding balance is not subject to any cancellation conditions and shall be refunded in case of cancellation. If the outstanding balance is not paid on time, the booking will be cancelled retaining the down payment. Card payments are not possible at the reception.
9. The confirmed booking period has to be paid in full, even if for a cogent reason (i.e. car breakdown, illness, etc.) the arrival is delayed or the departure brought forward, resulting in a different travel period than initially booked. If the guest does not arrive within 24 hours after the start of the booking, it will be considered null and void. Only when explicitly requested in writing and charging the valid rate, Las Dunas will keep the pitch available for a guest's late arrival.
10. Upon request in writing Las Dunas will try to process modifications in a confirmed booking. A request to change the travel period, if possible, implies a modification of the pitch number.
11. 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.
12. Being a family campsite, guests who do not travel as a family unit need to indicate this in their booking request and will only be allowed access after explicit permission by the reception. If not, the booking will be considered null and void and access denied.
13. When booking a bungalow, only the bungalow type is confirmed, but not the specific number. Under no circumstances can specific bungalow numbers be booked.
14. The guest cannot claim a specific pitch number. In the unlikely event that a confirmed pitch is not available on arrival (due to force majeure, construction work, a third-party or administrative error, etc.), the guest will be offered an equivalent or superior alternative, or may cancel free of charge, with all payments made being refunded.
15. The publication of accommodation descriptions and images is done with the utmost care, but under no circumstances can a guest claim shade, separating hedges, grass, wifi reception or pitch size (average values are published).
16. 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. and facilities used. On the departure day pitches must be cleared before noon and bungalows before 10 A.M. The camping can be abandoned until 3 P.M.
17. One vehicle is included in the overnight rate. An additional vehicle must be registered at the valid rate. whether parked on the car park at the entrance or entered on site. Only one motorhome or caravan is allowed per pitch.
18. All prices include VAT. The tourist tax is charged separately. Modifications in tax rates will be charged to the client, also in confirmed bookings.
19. If Las Dunas permits any exception to these conditions, they are only valid if confirmed explicitly in writing by Las Dunas.

