

GENERAL CONDITIONS OF RESERVATIONS

It is important that you carefully read the following general conditions of the contracting or reservation process (the Reservations) of lodging or vacation accommodation services (Services), so that it is correctly informed and accept the conditions that regulate the contracting of the Services offered by:

Owner: CAMPING INTERPALS, S.A.

Registered office: MEDITERRANIA, S/N 17256 PALS (GIRONA)

VAT NUMBER: ES A55288997

Registre Mercantil de Girona, Volume 3144, Folio 164, Sheet GI62186, 1/02/2017 Phone: (+34)972636179

Email: info@interpals.com

Hereinafter, "THE PROVIDER".

1. GENERAL CONTRACT CONDITIONS

These General Conditions have been prepared in accordance with the provisions of Law 34/2002 of Services of the Information Society and Electronic Commerce, Law 7/1998 on General Conditions of Contracting, of Royal Legislative Decree 1/2007 of November 16, which approves the Consolidated Text of the General Law for the Defense of Consumers and Users and other complementary laws, Law 6/2020 regulating certain aspects of trusted electronic services, to the Tourism Law of Catalonia 13/2002, decree 75/2020 on tourism in Catalonia and other applicable regional regulations.

The PROVIDER informs that the procedures to make the Reservations are described in the general conditions, as well as other specific ones indicated on this web during navigation, that the User declares to know and accept this procedures as necessary to access the products and services offered on the web.

All information provided during the contracting process will be stored by THE PROVIDER, so that the User can also store it. Any modification and/or correction of the data provided by Users during navigation, must be carried out according to the instructions included in the web.

1.1. Reservation Process

- The reservation is personal and non-transferable and is considered valid once you have received a confirmation from CAMPING INTERPALS, S.A.. On the day of arrival, at reception you will have to present a document of current and original identity of all the people staying at the campsite. Likewise, on the day of your arrival, the establishment will give you an identification bracelet that you must wear on your wrist throughout your stay.
- Interpals Eco Resort reserves the right to cancel the reservation within a period of 48 hours from the time the reservation is made, as well as to modify the conditions established here if required.
- The stay of minors without parents or a legal tutor is not accepted. The absence of a legal tutor implies

automatic cancellation of the reservation.

- Interpals Eco Resort reserves the right to close camping areas and sanitary blocks during the low and mid-season, as well as some services (restaurant, animation activities, etc.).
- Once the reservation is paid and confirmed in writing, the customer explicitly accepts the general reservation conditions, as well as the internal rules of the campsite, both available on the website.
- If the customer requests in writing to modify their reservation, the campsite will try to accommodate this request, subject to availability. This management will have an additional cost of €25. Only changes confirmed in writing by CAMPING INTERPALS, S.A. will be valid.
- The accommodation or pitch number is assigned by the Reservations Department based on availability and internal organization. It is not possible to book a specific pitch/accommodation number, or adjacent or side-by-side accommodation/pitches. Obviously, if you have a preference, you can communicate it in writing to the Reservations Department, and your request will be considered based on availability, but it is not guaranteed. Only on the day of your arrival, once the accommodation is clean, will you be informed of its location. Upon arrival or during the stay, Interpals Eco Resort does not commit to the possibility of changing accommodation numbers and/or types. In any case, it will be subject to availability and internal organization, and the tariff difference will apply if applicable.
- The surfaces of the pitches are indicative.
- The occupancy may not exceed, under any circumstances, the number of people admitted in the accommodation model or type of pitch. For safety and insurance reasons, exceeding the expected number of occupants for the reserved type of accommodation is strictly prohibited. A baby or child counts as a person. Change of companions during the stay is not allowed. Interpals Eco Resort no permet rebre visites durant la seva estada. Per contra, s'ofereix la possibilitat d'adquirir passis de dia, els quals estaran subjectes a disposició segons el nivell d'ocupació. Els adquirents del passis de dia estan obligats a portar una polsera d'identificació en tot moment per garantir el control dels accessos.
- Interpals Eco Resort does not allow visitors during your stay. On the contrary, the option to purchase day passes is offered, which will be subject to availability depending on the level of occupancy. Day pass holders are required to wear an identification bracelet at all times to ensure access control.
- One vehicle per accommodation/pitch is allowed and included in the price. Exceptionally, the Management may authorize the entry of an additional vehicle, subject to availability depending on the level of occupancy. This must be registered and paid according to the current rate, and it must be parked in the interior parking area.
- • The price of the pitch/accommodation includes: Basic WiFi for 1 device.

2. RESERVATIONS 2025

2.1. SPECIFIC CONDITIONS FOR PITCH RESERVATIONS:

- For stays between 21/04 and 19/06, and from 15/09 to 27/09, a deposit is not required at the time of booking. Payment of the total amount of the stay will be made before arrival during the online check-in process or on the day of arrival at the campsite reception.

- For stays between 11/04 and 20/04, between 20/06 and 14/07, and from 22/08 to 15/09, a deposit corresponding to the first night's stay is required at the time of booking, on account of the total amount of the stay. Payment of the remaining amount of the stay will be made before arrival during the online check-in process or on the day of arrival at the campsite reception.
- For stays between 14/07 and 22/08, a deposit of 15% of the total stay is required at the time of booking. Payment of the remaining amount of the stay will be made before arrival during the online check-in process or on the day of arrival at the campsite reception.

The maximum occupancy is 6 people for the Standard pitch and 2 people for the Pocket pitch.

Check-in is from 12:00 and check-out is before 12:00. Once the pitch is vacated, the customer can use the campsite facilities until 16:00.

If the reserved pitch is not occupied on the day of arrival or at the latest on the following day before 12:00, the reservation will be automatically cancelled without the possibility of refunding the deposit, if one was requested at the time of booking.

There will be no discount or refund in case of delay on the day of arrival or early departure from the days stipulated in the booking contract.

We are a [Pet-Friendly](#) Campsite, but we remind you that dogs declared as dangerous breeds or their crosses (you can consult the official list on our [website](#)) are not allowed. Other dogs can only enter the campsite if they have a vaccination card and up-to-date insurance. You must show it upon arrival. The owner of the animal is obliged to keep the dog on a leash at all times. They will also be responsible for any possible damage caused by the animal.

CANCELLATION CONDITIONS:

- **For stays between 11/04 and 20/04, between 20/06 and 14/07, and from 22/08 to 15/09:**
 - 2 weeks before arrival or more, 100% of the deposit will be refunded.
 - Less than 2 weeks or in case of no show, the amount paid on account will not be refunded and the first night of stay will also be charged.
- **For stays between 14/07 and 22/08:**
 - 2 weeks before arrival or more, 100% of the deposit will be refunded less €25 as cancellation fees.
 - Less than 2 weeks or in case of no show, the deposit will not be refunded.

2.2. SPECIFIC CONDITIONS FOR BUNGALOW AND RENTAL TENT RESERVATIONS:

The reservation will not be confirmed until the corresponding deposit (40% of the total amount) has been paid and written confirmation has been received from the Campsite. The remaining amount of the stay (60%) must be paid 30 days before your arrival for reservations between 20/06 and 14/09. For other reservations, the remaining amount of the stay will be paid before arrival through the online check-in process or on the day of arrival at the Campsite Reception.

Important: When the reservation is made less than 5 days before the arrival date, the reservation will not be confirmed until 100% of the total stay has been paid and confirmation has been received from the Campsite.

The prices include all persons indicated as the maximum quantity in each accommodation (including children and babies), as well as one vehicle.

Check-in time is from 16:00. If you wish to arrive earlier, you can use all our facilities while you wait.

On the day of departure, you must leave the accommodation at 11:00. In low season, it is possible to request a late check-out, subject to availability, and will be confirmed on the last day of the stay.

Upon arrival at the campsite, you will have to leave your credit card as a guarantee for any possible damage. Upon arrival, your accommodation will be clean, so you must leave it in the same condition upon departure. If you leave the accommodation dirty or with any damage, **the 50,00 Euro guarantee will be retained, and a higher amount may be claimed if necessary.**

ANIMALS ARE NOT ALLOWED INSIDE THE ACCOMMODATIONS OR IN THEIR SURROUNDINGS, EXCEPT IN THE XALOC - PETFRIENDLY BUNGALOWS. We are a [Pet-Friendly](#) Campsite, but we remind you that dogs declared as dangerous breeds or their crosses (you can consult the official list on our [website](#)) are not allowed. Other dogs can only enter the campsite if they have a vaccination card and up-to-date insurance. You must show it upon arrival. The owner of the animal is obliged to keep the dog on a leash at all times. They will also be responsible for any possible damage caused by the animal.

PLEASE REMEMBER TO BRING: Bedding, towels, and kitchen towels.

The campsite offers the option to rent sheets, towels, cots, high chairs, and barbecues. They must be requested at the time of booking. Otherwise, we cannot guarantee their availability. The rental of these items will be for the entirety of your stay.

You can download the complete inventory of each accommodation from the accommodation section of this website.

CANCELLATION CONDITIONS:

- 5 weeks or more before arrival, 100% will be refunded.
- 4 weeks before arrival, 75% will be refunded.
- 3 weeks before arrival, 50% will be refunded.
- 2 weeks before arrival, 25% will be refunded.
- 1 week before arrival, no amount will be refunded towards the stay.

After 72 hours from the confirmation of the reservation, in case of cancellation, a fee of 30,00 € will be deducted for cancellation expenses.

*In case of cancellation and having taken out a cancellation insurance, neither the amount of the insurance nor the deductible are subject to refund.

**Any modification of these conditions will only be valid if confirmed explicitly in writing.

Failure to Execute Distance Contract

The PROVIDER shall not assume any responsibility if the activation of the service does not occur due to the USER providing false, inaccurate, or incomplete information.

3. PRICE AND PAYMENT METHOD

3.1. Prices, Advance Payment and Invoicing

The prices indicated for each Service include any applicable taxes in a detailed breakdown. Unless expressly stated otherwise, these prices do not include services not included in the offer. Prices depend on the type of accommodation and chosen dates, and may be subject to corresponding updates.

The prices applicable to each product are those published on the web and will be expressed in Euros.

The PROVIDER is responsible for the economic transactions and provides the following methods for making the payment for your reservation:

ACCOUNT NUMBERS FOR BANK TRANSFERS:

Banco Santander ES46 0075 0200 07 0601242580

When making the payment, please do not forget to indicate the first and last name of the reservation holder, as well as the reservation number.

REMEMBER THAT CHECKS OR EUROCHEQUES ARE NOT ACCEPTED.

Once the Reservation is made and confirmed, the prices will be maintained.

The detailed rate will show the final price of the contracted Service, indirect taxes, or any other fee or tax applicable. The tourist tax, if applicable, will be itemized. The establishment will make its best efforts to inform the User of said tax prior to contracting, although it is subject to possible changes according to applicable regulations.

The prices related to the Reservation of the services are indicated before and during the Reservation. Prices are expressed by type of accommodation, number of persons, and for the selected date.

Prices are confirmed to the User with all taxes included, in Euros, and are valid only for the period indicated on the Website.

By accepting these General Contracting Conditions, the customer agrees to receive invoices resulting from the contracting of the PROVIDER's Services in electronic format. However, if the customer wishes to receive the invoice in physical format (on paper), they must send an email to the following address info@interpals.com requesting the invoice in physical format, properly identifying themselves and indicating the reservation number for which the physical-format invoice is requested.

If a non-payment occurs (due to reasons such as the expiration of the payment method, insufficient funds, or any other cause), THE PROVIDER reserves the right to suspend or cancel the Reservation. The issuer of some payment methods may charge certain fees for items such as a foreign currency transaction or other charges related to the processing of the payment method, which is beyond the control of THE PROVIDER.

3.2. Security Measures

The website employs generally accepted information security techniques, such as SSL, data entered on secure pages, firewalls, access control procedures, and cryptographic mechanisms, all with the aim of preventing unauthorized access to the data. To achieve these purposes, the Client agrees that THE PROVIDER obtains data for the purpose of the corresponding authentication of access controls.

4. CANCELLATION POLICY

As provided in Article 103.i of the Consumer/User Law (RDL 1/2007), the consumer/user is not entitled to the Right of Withdrawal.

The User may modify or cancel the reservation through any of the contact methods indicated on the website, and in such cases, the following conditions and penalties will apply.

The modification or cancellation conditions of the reservation will be those specified in the Reservation process specified on the Website, which the User must expressly accept at the time of making the reservation. Cancellation policies may vary depending on the market and dates booked, always being displayed in the sales conditions of the reserved rate. See specific conditions for each type of accommodation.

Only reservation cancellations made in writing via email at info@interpals.com will be accepted.

Additionally, if you make a modification (regardless of the initial reservation) or total or partial cancellation that incurs expenses, these will be charged directly to the card - if this was the payment method - provided at the time of purchase.

In case of non-appearance at the establishment on the agreed dates of the Reservation, no refund will be made. In the event that the total price has not been paid, it must be paid to the establishment. The User authorizes, at the time of the Reservation, the charging of the total amount of the Reservation on the card provided as a guarantee, and may also take ownership of any amounts paid in advance.

5. CUSTOMER SERVICE AND AFTER-SALES SERVICE

On the website and at the establishment, Complaint Forms are available to the Consumer. Any complaint or query that the Client considers appropriate or wishes to make will be attended to during telephone service hours: (+34)972636179 and will be addressed as soon as possible. It can also be made at any time by email or postal mail to the following addresses:

Postal: CAMPING INTERPALS, S.A., MEDITERRANIA, S/N 17256 PALS (GIRONA)

Mail: info@interpals.com

6. DISPUTE RESOLUTION

In accordance with Art. 14.1 of Regulation (EU) 524/2013, the European Commission provides a free access platform for online dispute resolution between the Customer and THE PROVIDER, without the need to resort to the courts, through the intervention of a third party, called a Dispute Resolution Body, which acts as an intermediary between both parties. This body is neutral and will engage with both parties to reach an agreement, and may ultimately suggest and/or impose a solution to the dispute.

Link to the ODR platform: <http://ec.europa.eu/consumers/odr/>

Furthermore, if you are not satisfied with any aspect of the Service that has not been resolved by THE PROVIDER, you may, if you wish, contact the consumer authorities.

7. FORCE MAJEURE

THE PROVIDER shall not be liable for any non-compliance due to unforeseen circumstances or causes beyond THE PROVIDER's control, including but not limited to cases of force majeure, riots, pandemics, embargoes, acts of civil or military authorities, fires, floods, accidents, strikes, lockouts, or shortages of transportation, facilities, fuel, energy, labor, or materials.

THE PROVIDER shall not be liable for any potential non-compliance or interruption of the Service, or any possible limitations on the use of the facilities for such reasons, to the extent that it is delayed or prevented by such causes, and for the entire period in question.

8. DISCLAIMER OF LIABILITIES

THE PROVIDER cannot guarantee the technical continuity of the web, the absence of failures or interruptions in the Website, nor that it will be available or accessible one hundred percent of the time. Nor can it guarantee the absence of viruses or other harmful components on the Website or on the server from which it is supplied.

The User is responsible for the proper behavior of all occupants. In case of non-compliance, the establishment reserves the right to expel the occupants from the accommodation, without the right to future claims or any kind of compensation.

9. SEVERABILITY AND SUSPENSION OR TERMINATION OF THE CONTRACT

If any of these terms and conditions were to be deemed illegal, void, or for any reason unenforceable, such condition shall be deemed severable and shall not affect the validity and enforceability of any remaining conditions.

THE PROVIDER may, without prior notice, suspend, restrict, or terminate the Customer's access to the Website, in whole or in part, for any valid reason, including, without limitation, when the Customer fails to comply with or adhere to any of the obligations set forth herein or any applicable legal provisions, license, regulation, directive, code of practice, or usage policies.

When THE PROVIDER exercises any of its rights or powers under this Clause, such exercise shall not prejudice or affect the exercise of any other right, power, or remedy available to the Customer.

10. APPLICABLE LAW AND JURISDICTION

These conditions shall be governed or interpreted in accordance with Spanish law insofar as not expressly established otherwise. THE PROVIDER and the Customer agree to submit any dispute arising from the provision of the Services subject to these Conditions to the courts and tribunals in Spain with jurisdiction over the Customer, if they are a consumer. Otherwise, it will be the courts and tribunals of the establishment.

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