GENERAL BOOKING TERMS AND CONDITIONS

1. The reservation holder must be of legal age. Groups of minors under 18 years old are not allowed, even if they have written authorization from their guardians.
2. By confirming the reservation, the customer accepts the Internal Rules and the Data Protection Policy of Camping Platja Cambrils.
3. Reservations are personal and non-transferable and cannot be modified without prior written authorization from the Reception Department. Changes to registered guests during the booked stay are not allowed. Guests not registered on the day of arrival will be considered visitors and must pay the corresponding fee.
4. The maximum number of people allowed per accommodation type, including children and babies, must be respected.
5. Customer preferences for a specific pitch or accommodation will be considered if available. However, Camping Platja Cambrils reserves the right to modify the assigned number, ensuring the same contracted type or, if necessary, upgrading to a higher category.
6. To confirm a reservation, the required deposit must be paid. Payment can be made via credit card or bank transfer. Upon receiving payment, a confirmation email will be sent, and the customer must verify its accuracy. Any errors should be immediately reported to Camping Platja Cambrils by email at info@platjacambrils.com.
7. The remaining balance of the stay must be paid upon check-in, either in cash or by credit card. In compliance with Law 11/2021 of July 9, residents in Spain can pay a maximum of €999 in cash. For non-residents, the cash limit is €9,999.
8. Once the reserved stay at the campsite has begun, leaving before the contracted dates does not entitle the guest to any discount or refund.
9. At check-in, the original IDs must be presented for the reservation holder and all occupants. It is the responsibility of the reservation holder to register all accompanying individuals.
10. Quiet hours are from 12:00 a.m. to 8:00 a.m. to ensure guests' rest. During this time, the main gate will remain closed to prevent vehicle circulation.
11. The campsite is not responsible for theft of personal belongings within the premises, bungalows, or pitches. Customers must have their own travel insurance. The campsite is also not responsible for damages caused by weather conditions or incidents due to customer negligence.
12. Camping Platja Cambrils reserves the right to cancel a reservation within 48 hours of booking in cases of overbooking or justifiable reasons, notifying the customer and refunding any deposits paid.
13. In accordance with Law 5/2012 of March 20 on fiscal measures, a tax of €1.32 per person per day is applied to guests aged 16 and older, for up to 7 days of stay. This amount may vary depending on the applicable legislation.

SPECIFIC CONDITIONS FOR EACH TYPE OF BOOKING

1. **BUNGALOWS / MOBIL-HOMES:**
   - Bed linen and towels are not included but can be rented.
   - Pets are only allowed in accommodations designated for this purpose. Failure to comply with this rule will result in the termination of the stay without a refund.
   - Check-in is from 4:00 p.m. to 12:00 a.m., and check-out is from 8:00 a.m. to 11:00 a.m. Late check-out will incur an additional cost. If a different schedule is required, the reception department must be informed in advance.
   - A credit card deposit of €100 per accommodation will be requested at check-in as a security deposit. This will be refunded at the end of the stay if the accommodation is returned in optimal condition (trash removed, dishes clean, etc.). Failure to comply will result in an additional cleaning fee.

2. **PITCHES:**
   - Each pitch allows a combination of a motorhome or caravan + car, or a tent + car. The maximum occupancy is 6 people, including children and babies.
   - A maximum of 2 pets per pitch is allowed in the camping area, provided they are not classified as potentially dangerous breeds. Dogs must not be left alone and must always be on a leash.
   - Caravans and motorhomes must have third-party liability insurance.
   - Check-in is from 1:00 p.m. to 11:00 p.m., and check-out is from 8:00 a.m. to 12:00 p.m. Late check-out will incur an additional cost. If a different schedule is required, the reception must be informed in advance.

CANCELLATION POLICY

1. Cancellations must be communicated to reception by phone or email.
2. Failure to pay the deposit within the indicated period will result in automatic cancellation of the pre-reservation.
3. Reservations will be held until 12:00 p.m. the day after the scheduled arrival date. After this time, Camping Platja Cambrils reserves the right to cancel the reservation.
4. Refund policy based on the date of cancellation notice. Not applicable to non-refundable rates:
   - 15 days before arrival: 100% refund of the deposit paid.
   - Less than 15 days before arrival: 0% refund.