

# **BOOKING RULES**

- 1) The reservations are only valid after our written confirmation and when a deposit is received.
- 2) On signing the booking form you are kindly requested to observe both the above mentioned **RULES and CAMPSITE REGULATIONS** as subscribed. In case the undersigned or one of the member does not respect the rules, the management can cancel the above mentioned agreement.

## **COVID-19: Cancellation Policy**

Over the years, Eurcamping has always established a relationship of esteem, solidarity and mutual trust with its customers. In this complex and delicate moment, we join the difficulty that is currently being experienced at national level and in this regard we have decided to

- give the possibility to book the holiday **ensuring up to 14 days before departure the possibility of changes**, cancellations with 100% refunds, or vouchers in alternative periods. The cancellation/modification of the reservation must be communicated by e-mail or by message.
- be closed to customers who find themselves, in the unfortunate hypothesis of a health emergency caused by Covid 19, demonstrable through documentation, they can **cancel the booking up to the day before arrival** and have a refund of 100% of the deposit paid. Or of the entire amount paid, if they had also made the online balance in advance.

- 4) In case of terminating the holiday earlier than planned, customers are still required to pay 50% of the price of the remaining time booked on the campsite in addition to the price of the actual stay.
- 5) Confirmed reservations cannot be transfer to another person with the exception of special written agreements and at the description of the management.
- 6) In case guests are not arriving on the expected day, the campsite management will keep the emplacement or bungalow reserved until 02.00 p.m the day after the arrival, later than, guests renounce at the reservation, if we do not receive any messages by telephone, fax or e-mail.