

BOOKING CONDITIONS



BUNGALOW BOOKING CONDITIONS



1. A 50% OF THE TOTAL COST IS REQUIRED AS A DOWN PAYMENT TO BOOK A BUNGALOW ON THE CAMPSITE. THE BALANCE IS TO BE PAID ON ARRIVAL IN CASH OR BY BANK TRANSFER BEFORE ARRIVAL DAY.
2. TIME OF ARRIVAL AT THE CAMPSITE IS FROM 16H TILL 22H. THE BUNGALOW MUST BE VACATED BEFORE 11H A.M. ON THE DEPARTURE DAY.
3. IT'S NOT POSSIBLE TO RESERVE A PARTICULAR BUNGALOW AT THE CAMPSITE. THE BUNGALOW WILL BE ASSIGNED BY THE STAFF ON ARRIVAL. THE NUMBER OF PERSONS MUST NOT EXCEED THE BUNGALOW CAPACITY.
4. PLEASE NOTE THAT PETS ARE NOT ALLOWED IN BUNGALOWS.
5. SHEETS AND TOWELS ARE INCLUDED.
6. A CAUTION OF 100,- € WILL BE CHARGED WITH THE FINAL PAYMENT OF YOUR STAY AND WILL BE REFUND TO YOU BY BANK TRANSFER WITHIN A MAXIMUM PERIOD OF ONE WEEK AND AFTER BEING CHECKED IF THE BUNGALOW IS LEFT IN GOOD CONDITIONS.
7. THERE WILL BE NO REFUND MADE BY THE CAMPSITE IN CASE OF A RENUNCIATION AFTER THE BUNGALOW KEY HAS BEEN HANDED OVER.



PITCH BOOKING CONDITIONS



1. A DEPOSIT OF 150, -€ IS REQUIRED.
2. IT IS NOT POSSIBLE TO RESERVE A PARTICULAR PITCH ON THE CAMPSITE; THE PITCH WILL BE ASSIGNED BY THE STAFF ON ARRIVAL.
3. THERE IS A LIMIT OF 5 PEOPLE FOR EACH PITCH.



PRICE PER NIGHT (10% TAXE INCLUDED)
TOURIST TAX NOT INCLUDED
WE DON'T ACCEPT CREDIT CARDS.



CANCELLATION AND REFUND POLICY

The cancellation of the reservation must always be done in writing and sent to Campsite Illa Mateua. Be sure to enclose the reservation confirmation letter and your bank account details for deposit refunding. Cancellation and refund costs are 10% of the down payment with a minimum of €15. Bank fees are applicable. Campsite Illa Mateua has a policy of high standards and in meeting its customers offers the possibility to redeem the reservation for a similar accommodation and for dates suiting the customer upon availability and with a written agreement from the campsite director. This exchange is valid for the season in which the cancelation is made and the following one.

There will be no refund made by the campsite in case of a renunciation after the bungalow key has been handed over.

Once the check-in form is signed during high season in case of a renunciation or partial stay the campsite will charge the total amount of the original booking.

PEAK SEASON

If cancellation occurs before 45 days prior to arrival, 90% of the amount transferred will be refunded.
If cancellation occurs before 30 days prior to arrival, 50% of the amount transferred will be refunded.
If cancellation occurs within 30 days before arrival, the deposit is lost.

MID-SEASON

If cancellation occurs before 30 days prior to arrival, 90% of the amount transferred will be refunded.
If cancellation occurs before 15 days prior to arrival, 50% of the amount transferred will be refunded.
If cancellation occurs within 15 days before arrival, the deposit is lost.

LOW SEASON

If cancellation occurs within 7 days before arrival, the deposit is lost.