

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.

MIND-HIGG SEASON/ PEAK SEASON/ EXTRA 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.