



El Edén de Peñíscola SL

C/. Madrid, 6 – 12.598 Peñíscola

www.camping-eden.com - camping@camping-eden.com

(+34) 964 480 444 / 964 480 562

CANCELLATION POLICY

Valid for all reservations processed from the date of publication (22/09/2023) and with the reserve management expenses paid.

-Any reservation will be charged a management fee; in exchange they may request the cancellation of the reservation on the basis of this document. Any reservation that for any reason would not have satisfied the amount of the management costs will be uncovered from all types of coverage and/or benefits of the "Cancellation Policy" determined in this document against eventual cancellation requests, change of dates of booking or stay, and, in general, any changes on booking.

-Cancellation may be requested both for reasons of force majeure and for any other reason, subject to the same conditions. In any case, the cancellation conditions for reservations of plot or bungalow are different.

-Any cancellation must be communicated by e-mail and explicitly and indubitably, that is, it cannot be formulated as a question or ambiguously, it must be exhaustive and include the number of stay and the name and surname as well as the number of identity document. To this end you can fill in the form of [this link](#).

-For the purposes of calculation, the cancellation date and time shall be the one indicating the time of sending the e-mail or form. Also, as a rule, will be computed as arrival date and time 08:00 hs. of the day of arrival.

-All cancellations and/or "No showing"* will automatically lose all rights to the reservation and stay.

*It is considered "No-Showing" when reached 23:59:59 hs. on the day of arrival there was no notice of any incident indicating the arrival throughout the following day, also losing all right on the reservation and stay, making available to other arrivals the plot or bungalow booked (with or without number's assignment).

-Generally, all cancellations will incur a penalty, except in the cases mentioned. This penalty will be invoiced under this heading, being reimbursed the remaining amount in the form in which the payment was made. Those penalties whose amount to apply is higher than the payment on account made by the reservation, will not receive any refund nor must pay the remaining amount.

-Booking expenses are not recoverable and are not part of the advance payment for the reservation, even if they have been paid jointly.

-CHANGES OF THE DATES OF THE BOOKING

-If you want to change the dates of your reservation and this is possible, 10,00 € management fees will be charged.

-Requests to change the dates of bungalow reservations that can be accommodated will maintain the price of the initially reserved stay in case the resulting price for the new stay is lower. -In cases of date changes, if the amount requested on account for the reservation on the new dates is higher than that paid for the initial one, an additional payment will be requested to satisfy it.

-CANCELLATION OF BUNGALOW RESERVATION

Fom 1st. January until 15 June and from 01 October to 31 st. December: (any reservation with a date of stay that includes the dates between June 16 and September 30, both included, is excluded from this point)

-Cancellation up to 30 days before arrival date:

-Weekend reservations (1 or 2 nights which includes Saturday)*: Penalty of 75% of the amount paid on account for the reservation.

-Other bookings*: Penalty of 40% of the amount paid on account (minimum amount: €100.00)

***Note:** Bookings that include Friday, Saturday or Sunday of Easter as well as December 24 or 31, and any eve of Spanish and local holidays will be penalized with an additional €200.00.

-Cancellation up to 14 days before arrival date:

- Weekend reservations (1 or 2 nights which includes Saturday)*: Penalty of 90% of the amount paid on account for the reservation.

- Other bookings*: Penalty of 60% of the amount paid on account (minimum amount: €200.00)

***Note:** Bookings that include Friday, Saturday or Sunday of Easter as well as December 24 or 31, and any eve of Spanish and local holidays will be penalized with an additional €250.00.

- Cancellation up to 14 days before arrival date:

-Weekend reservations (1 or 2 nights which includes Saturday)*: Penalty of 100% of the amount paid on account for the reservation.

- Other bookings*: Penalty of 80% of the amount paid on account (minimum amount: €300,00 €)

***Note:** Reservations that include Friday, Saturday or Sunday of Easter as well as December 24 or 31, and any eve of Spanish and local holidays: 100% penalty

- Cancellation less than 7 nights prior to arrival date:

-100% penalty.

Between 16 June and 30 September (and any booking which includes these dates):

-Cancellation up to 30 days before the day of arrival of the reservation: Penalty of 50% of the amount paid on account for the reservation.

-Cancellation up to 14 days before the arrival date of the reservation: Penalty of 75% of the amount paid on account for the reservation (minimum penalty: 500,00 €).

-Cancellation up to 7 days before the arrival date of the reservation: Penalty of 85% of the amount paid on account for the reservation (minimum penalty: 750,00 €).

-Cancellation up to 2 days before the arrival date of the reservation: Penalty of 90% of the amount paid on account for the reservation (minimum penalty: 900,00 €).

- Cancellation less than 48 h. before 08:00 h on the day of arrival: 100% penalty of the amount paid on account for the reservation.

- CANCELLATION OF RESERVATION OF PLOT

Promotion Season:

- Notifying more than 24 hs. in advance (until 08:00 hs. of the day before arrival):

a) The minimum cost of the reserved plot on its first night at the general rate price, regardless of the rate and length of stay, will be charged as a penalty.

b) New dates may be requested within a maximum of 365 days* (subject to possible new rates, booking conditions, and availability), for this new management fees will be charged (10,00 €). If the new dates booked require a payment on account higher than that already made, the difference must be paid in the mode and term offered by the reservation department.

***Note:** The period of 365 days refers to the date of stay, not the date of asking for.

- Notifying less than 24 h. in advance:

a) 100% of the advance will be charged as a penalty.

b) New dates may be requested within a maximum of 365 days* (subject to possible new rates, booking conditions, and availability), for this new management fees will be charged (10,00 €). If the new dates booked require a payment on account higher than that already made, the difference must be paid in the mode and term offered by the reservation department.

***Note:** The period of 365 days refers to the date of stay, not the date of asking for.

- Non-attendance (No-Showing). All right to refund or postpone booking is lost.

Summery season + Easter

-Free cancellation up to 30 days before arrival date.

-Cancellation between 29 and 15 days before the arrival date: Penalty for the amount of the first night according to the category of reserved plot.

- Cancellation between 14 and 7 days before the arrival date: Penalty for the amount of the first night according to the reserved plot category + 5,00 € per extra day booked. Total minimum amount 100,00 €, maximum 200,00 €.

-Cancellation between 6 and 2 days before arrival date. Penalty for the amount of the first night according to the category of reserved plot + 10,00 € per extra day booked. Total amount minimum 150,00 €, maximum 250,00 €.

-Cancellation day before (before noon): Penalty for the minimum amount of the first night according to the category of reserved plot (at the general rate price, regardless of the rate and length of stay) + 10,00 € per extra day booked. Total amount minimum 250,00 €, maximum 300,00 €.

-Cancellation day before (after noon and until noon the same day of arrival). The excess amount paid on account will be refunded over 350,00 € (Ex: Paid on account 400,00 €, refund of 50,00 €; paid on account 370,00 €, refund of 20,00 €). Payments to account less than 350,00 €, will not receive any refund.

-Non-attendance (No-Showing): 100% of the advance amount will be charged.

-The extra charges for the reasons described above will be made exclusively by electronic payment by bank card or BIZUM. For this purpose, you will receive a link via SMS to the mobile phone and email provided for the reservation, which will have an expiration date and time, at which time without having been made the payment, the requested changes will be cancelled returning the stay to its previous state (that is, as if no management had been carried out).