



BOOKING AND CANCELLATION CONDITIONS

Thank you for choosing Vall d'Àger Campsite, Vall d'Àger Bungalows and Espai d'Estels Nature Hotel for your holiday.

The unique landscape will take your breath away.

Long live Vall d'Àger!

Booking conditions:

- Law 5/2012, of 20 March, on Fiscal, Financial and Administrative Measures establishes that from 1 November 2012, to confirm a booking guests must make a down payment of 30% of the total balance.
- This payment can be made via bank transfer or credit card through our website. The remaining balance must be paid on arrival by credit card or in cash.
- Unfortunately, our booking system is unable to reserve a particular pitch or room, or adjoining pitches. If you have a preference, please don't hesitate to contact us and we will do all we can to help.
- Bookings can only be made by over 18s.

Cancellation and refunds policy:

Options for refunding the down payment (30% of the total price):

- Refund of 100% of the down payment = 7 days before arrival.
- Refund of 50% of the down payment = between 6 and 3 days before arrival.
- No refund of the down payment less than three days before arrival.
- The 30% down payment will not be lost if the holiday is re-booked for a stay within 30 days at Vall d'Àger Campsite, subject to availability. Requests to change booking dates must be communicated by e-mail or telephone.
- In the event that the customer does not arrive on the dates expected, the booking will be automatically canceled after 24 hours. Except in cases where there has been prior notice by telephone or in writing.
- If guests leave before their departure date, there will be no refund made for unused nights.

Cancellation must be communicated:

- By fax: +34 973 455 202,
- By e-mail: iniciatives@valldager.com or reserves@campingager.com
- By Whatsapp: +34 629 30 03 70
- Refunds will be made by the same payment method used by the client when booking.