



BOOKING AND CANCELLATION POLICY

Bookings are necessary in order to guarantee your stay and apply any special offers and prices, depending on the services and dates you have requested. Booking confirmation will be sent by email once the corresponding deposit has been received. It is mandatory to read and comply with the PLAYA BARA GENERAL REGULATIONS, which can be found on the website www.barapark.es.

BOOKING PROCESS

Through the BOOKING section of the website, you can book all our accommodation services, whether camping or lodging.

- To confirm your booking, a deposit of 25% of the total cost of your stay is required. Without this payment, your request will not be considered a confirmed booking.
- 100% payment upon arrival. The deposit will be deducted from the total amount payable.

PAYMENT METHODS

- The deposit required to confirm your booking is 25% of the total amount, payable by credit or debit card.
- The full amount is charged upon arrival in cash or by card. WE DO NOT ACCEPT BANK CHEQUES OR AMEX (American Express).
- The final price of the stay is subject to the items initially contracted. Any changes to these (dates, occupants, extras) may result in a change in price.

TERMS AND CONDITIONS

- Bookings are nominal and under no circumstances can a specific bungalow, accommodation or plot be chosen.

CAMPING CARAVANNING PARK PLAYA BARA SL

CIF: B43393784

✉ info@barapark.es

🌐 www.barapark.es

☎ +34 977 802 701

📍 Ctra. N-340 Km.1183

Roda de Bará - CP 43883

Tarragona (España)



- SINGLE FAMILY BOOKINGS for both plots and accommodation (1 family-1 plot or 1 accommodation). Maximum 6 people per plot. Each accommodation has its maximum capacity described.
- CANCELLATION POLICY: 30 days prior to the arrival date, 100% of the deposit paid will be refunded. 29-15 days prior, 50% will be refunded. Less than 14 days prior, the amount paid will not be refunded.
 - CANCELLATION INSURANCE: At the time of booking, the customer has the option of taking out cancellation insurance for their stay. The price of the cancellation insurance varies depending on the total amount of your booking. *See conditions in Annex 1.
 - In the event of a no-show on the day of arrival, the booking will be held until the balance of the amount paid on account has been used up, for a maximum of 48 hours. After this period, the booking will be cancelled, and the accommodation/pitch will be made available to the establishment for resale.
 - Late arrival and/or early departure does not entitle the customer to a discount or refund.
- OFFERS: Offers for pitches and accommodation are not cumulative, except in cases where this is explicitly stated.
- 10% VAT INCLUDED.
- Tourist tax. Not included. (The amount and rates indicated in the Law on Taxes on Stays in Tourist Establishments apply).

MODIFICATION TERMS AND CONDITIONS

- The booking can only be managed by the person named on the booking.
- Any changes to the booking must be requested in writing by email to: booking@barapark.es. The booking department will assess whether to accept the changes and will notify you of its decision. We cannot guarantee that all requests will be accepted.
- Any changes will result in the deposit amount being recalculated.
- Modifications received between 29 and 15 days prior to the arrival date will incur a charge of 50% of the amount paid.
- Modifications received less than 14 days prior to the arrival date will not be refunded.
- If cancellation insurance is taken out, the above three points do not apply.

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BUNGALOWS / VILLAS / APARTAMENTS / STUDIOS

- SINGLE-FAMILY HOMES. 1 Accommodation – 1 Family
- Accommodation will be available from 4 p.m. on the contracted arrival date. You may arrive before this time and make use of the campsite facilities until the keys are handed over.
- On the day of departure, the accommodation must be left in good condition: kitchen clean, no damage, refrigerator empty, rubbish removed and furniture in its original position.
- Check-out from the accommodation and facilities is at 10 a.m. on the last day of your stay. Please check with reception for availability and prices for late check-out.
- The maximum occupancy is that specified for the accommodation booked. This may not be exceeded under any circumstances.
- Visitors are not permitted in any of the accommodation.
- Pets are not permitted in any of the accommodation.

CAMPING

- SINGLE-FAMILY. 1 Plot – 1 Family. Minimum occupancy 2 people.
- The plot will be available from 12 noon on the contracted arrival date.
- The plot must be vacated and the premises left by 12 noon on the last day of the booking. Please enquire at reception about the availability and price of late check-out.
- It is the customer's responsibility to leave the plot in good condition: no items or rubbish left on the ground.
- The maximum occupancy per pitch is 6 persons (including minors).
- Reservations located on L1 must respect the placement facing the mountain, with their backs to the supermarket and souvenir shop. This is a mandatory condition, otherwise you will not be allowed to occupy these pitches. If you fail to comply with this condition, you will be required to dismantle your pitch.
- For safety and internal organisational reasons, in Zones A, P, R, S, T and L1, it is only possible to camp with a caravan or motorhome.
- Pets are allowed on the pitches if they are not considered dangerous dogs. It is mandatory to have an up-to-date vaccination card and microchip. Please consult the Playa Bara General Regulations for more information.

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OTHERS

- Payment to confirm the booking will be taken as acceptance of the general terms and conditions.
- For each transaction (new booking, modification, etc.), a new confirmation document will be generated to replace the previous one (if any). It is the responsibility of the person making the booking to check the information and, in the case of an error, to notify the booking department immediately.
- The specific accommodation/pitch will be confirmed at the time of check-in.
- Restaurants, shops, swimming pools, spa, entertainment and other services may be partially or totally closed due to maintenance work, unfavourable weather conditions, unsatisfactory safety conditions or low occupancy levels that do not justify the waste of necessary energy resources.
- The information provided on the Camping Playa Bara website or app has only a guidance function and has no contractual content or value. If a user has made a booking based on inaccurate information published on the website, Camping Playa Bara will notify them, and they will have the right to cancel the booking with no cost.
- It is compulsory to always wear the identification wristband within the premises to ensure access control. Pets must also wear the corresponding identification.

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*** APPENDIX N. 1: CANCELLATION INSURANCE**

The events that will give rise to reimbursement of expenses are those indicated below, provided that such events occur after the booking has been made and directly affect the Insured:

Guarantee 1: Serious illness, serious accident or death, unexpected call for surgery, pregnancy complications or miscarriage, or summons for organ transplant of the insured, spouse, first and second-degree descendants or companion registered in the reservation, or medical quarantine affecting the insured.

The insured person, their spouse, first or second-degree ascendants or descendants, parents, children, brothers, sisters, grandparents, grandchildren, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, parents-in-law or civil partner. The insured person's companion, registered on the same booking. For the purposes of insurance coverage, the following definitions apply:

Serious illness of the insured person: a health condition, confirmed by a medical professional, that requires the patient to remain in bed and involves the cessation of any professional or private activity.

Serious accident of the insured person: any bodily injury resulting from a violent, sudden, external cause beyond the control of the accident victim, the consequences of which prevent them from travelling normally from their usual place of residence.

When the illness or accident affects any of the persons mentioned above, other than the insured person, it shall be understood as serious when it involves hospitalisation or carries a risk of imminent death.

Cancellation of the booking because of infectious or contagious diseases or epidemics of any kind, including direct infection with COVID-19, is excluded, as is any cancellation resulting from restrictions or suspensions decreed by the civil or military authorities due to the aforementioned diseases or epidemics, including COVID-19.

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The insured death entitling the beneficiary to compensation, in accordance with the terms and conditions of this insurance, must have occurred no more than 10 days prior to the start date of the trip and always after the effective date of the insurance.

Guarantee 2: Serious damage because of theft, fire or other similar causes affecting the Insured's home. The Insured's habitual and/or secondary residence. The professional premises where the Insured practises a liberal profession or is the direct operator (manager). And which necessarily involve the presence of the Insured.

Guarantee 3: Dismissal of the Insured from their job, if there was no verbal or written communication at the start of the insurance.

Guarantee 4: Summons of the Insured as a party or member of a jury or witness in a court of law or as a member of an electoral board.

Guarantee 5: Acts of air, land or sea piracy that make it impossible for the insured to start or continue their journey. All acts of terrorism are excluded.

Guarantee 6: Theft of documentation or luggage that makes it impossible for the insured to start or continue their journey.

Guarantee 7: Breakdown or accident involving a vehicle owned by the Insured or their spouse, which reliably prevents them from starting their trip. This cover is limited to vehicle repair bills exceeding 600€ and/or a repair period certified by an expert to exceed 8 hours.

Guarantee 8: The Insured Party is summoned to present and sign official documents, which is known and communicated in writing after the trip has been booked.

Franchise

A franchise corresponding to 10% of the claim, with a minimum of 70€, will be applied for each claim.

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This policy has a 30-day waiting period. Furthermore, it does not provide coverage for persons over the age of 70.

This brochure is for informational purposes only and in no case it can be considered as defining the contracted guarantees or their limits.

In accordance with the provisions of Articles 25 and 26 of Decree 159/2012, of 20 November, the person who has made the reservation expressly states that they have read and understood the conditions of reservation and cancellation for their stay, which form part of the contract agreement reached, and which are ratified by their acceptance.

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