



## SAMAY RESORTS: TERMS AND CONTRACT CONDITIONS

### BUNGALOWS

· Pets are allowed in Azahar bungalow at Devesa Gardens Resort as well as in bungalows Duna, Tabarca and Mediterraneo at La Marina Resort. Camping Aranjuez allows pets in their bungalows Jarama and Riviera Apartments.

· Reservations where a non-refundable rate applies, must be paid fully in advance.

For those reservations where a general rate is applied, clients will pay 50% of the total price, free of charges, as a deposit to secure the booking. The rest will be paid upon arrival.

· A 100,00€ deposit by debit card will be required upon arrival at La Marina Resort/Devesa Gardens and 60€ deposit cash upon arrival at Aranjuez, as a guarantee against any possible damage caused to the inventoried items. Should you be accompanied by a pet during your stay, the blockage or pre-authorization will be 200€. This deposit will be refunded at Check-out time once the bungalow is checked and no damages confirmed.

· Accommodation will be available from 17:00 on the scheduled arrival date. Reception team will hand the keys before the official

entry time only when the accommodation is ready. Clients can Check-in at any time upon arrival and they will be able to use all the facilities until the accommodation is ready (access to the pools in Aranjuez Camping will depend on their capacity).

· Check-out must be done before 12:00 at La Marina Resort, Aranjuez Camping & Bungalows and Devesa Gardens Resort leaving the accommodation in good condition: remove all garbage, dishes washed or in progress in the dishwasher and all the furniture left as it was found at entry time.

· The reservation will be kept until 12:00 of the following day of scheduled arrival date. From this moment, the reservation will be cancelled for a new reservation and the advance will be kept by the company.

· A specific bungalow number will not be assigned in advance. Any preferences will be considered and made upon availability.

### PITCHES

· Pitches will be available from 12:00 on scheduled day of arrival.

· For pitches with a private toilet and kitchen modules, this service will be ready and available from 17:00 on scheduled day of arrival.

· An advance of 100€ to complete a reservation will be required at La Marina Camping & Resort and Devesa Gardens Resort. An advance of 50€ will be required at Camping Aranjuez.

· Clients staying in La Marina Resort and Devesa Gardens Resort will be required to pay the total amount of the stay of the total amount at Check-in time (Except long-term clients +90 days). Clients staying in Camping Aranjuez will pay the total amount at Check-out or check-in time.

· The client must make partial payments per month in arrears and pay off their stay before 12 pm on the day of departure in all +90 days reservations. At Aranjuez Camping & Bungalows, with the exception of annual clients, all other clients whose stay exceeds one week will be asked to pay in advance each week.

· Forfait-type contracts must be paid at the beginning of each contracted period.

· The reservation will be kept until 12:00 of the following day of scheduled arrival. From this moment and if the client has not contacted the campsite, the reservation will be cancelled, and the down payment will be kept by the company.

· Check-out must be done before 11:00 La Marina Resort. Check out to be done before 12:00 at Devesa Gardens and Camping Aranjuez leaving the pitch in good condition: without any objects left on the ground or hanging between the trees.

· Pitches have a maximum capacity of 6 people (including children). In Aranjuez Camping & Bungalows, the maximum allowed is 7 people including children.

· Dog owners will have the vaccination card up to date and dogs will need to have the mandatory pet microchip. The non-accreditation in some justified case, will entail the restriction of access to the facilities.

### BOOKING MODIFICATIONS AND CANCELLATIONS POLICY:

· It is not possible to make changes to the name of the reservation holder once the reservation has been confirmed. This policy applies to all reservations without exception and is implemented to protect both our guests and the property.

· A confirmed final price refers to the details provided by the client. Any change in the details regarding dates or any other priced element will change the total price of the stay. A modification which involves a change in the stay length or a substantial change in the reservation arrival and leaving dates, may imply a different tariff or change in price. The final price applied will be the price informed at the time the modification is done.

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dates, may imply a different tariff or change in price. The final price applied will be the price informed at the time the modification is done. At Devesa Gardens only one modification of the booking is possible. Once modified, the cancellation penalty will be 100% of the deposit paid.

· Any change or cancellation of a confirmed reservation must be requested in writing and signed by the person who made the booking or by an authorised person. This request shall be sent by email to the Resort you made your reservation:

· La Marina: [reservas@lamarinaresort.com](mailto:reservas@lamarinaresort.com)  
· Devesa Gardens : [info@devesagardens.com](mailto:info@devesagardens.com)  
· Aranjuez: [info@campingaranjuez.com](mailto:info@campingaranjuez.com)



# SAMAY

## RESORTS

### When contracting a non-refundable rate

- 100% payment is made in advance and the customer thereby renounces requesting the return of the amount advanced as a reservation.
- Non-refundable rates release the campsite from the obligation to return any amount advanced by the client. Naturally, if the general

legislation of the State indicates a different procedure, we will always abide by it. However, you should consult it when the time comes and we cannot guarantee from now on that you would receive any percentage when you cancel your reservation. Date changes (modifications) are not allowed.

### When choosing a refundable rate

- When cancelling a booking more than 30 days in advance, 100% of the deposit will be refunded.
- When cancelling a booking 30 or less days and up to 7 days in advance, 50% of the deposit will be refunded.
- When cancelling a booking with less than 7 days or fewer days in advance, the deposit will be non-refundable.
- The calculation of the amount subject to refund depends on the date the cancellation request is received.
- The client must inform the campsite by writing in case of modification or cancellation due to a situation of extreme gravity, providing the convenient proof so that the specific situation can be discussed by the Management. Only 30 days in advance the booking.

- The customer's refusal to exhaust the time of the stay by booking a plot will not entitle to any refund or compensation of the price paid if it does not meet the minimum stay stipulated at the time of booking.
- The customer's refusal to exhaust the time of stay by booking a bungalow will not entitle to any refund or compensation.
- The establishment accepts changes in the dates of stay according to availability and up to a maximum of 30 days before the expected date of arrival. In Devesa Gardens will be a maximum of 15 days before the expected date of arrival.

### OTHERS

- Wearing an identification wristband will be mandatory whilst using the campsite facilities to guarantee the access control. Showing the identification wristband will be required during the full length of your stay.
- Samay Resorts works with dynamic rates so, according to criteria, prices may vary.
- The management will not be liable for any possible incidents due to another clients' malpractice, such as driving on non-designated paths or using objects in a non-considerate way. Samay Resorts' Management is not liable for any loss or theft of any objects that can happen on our premises. For this reason, safety deposit boxes are available at every bungalow in La Marina Resort. Also for rent for those clients staying at a pitch. In Devesa Gardens only at reception. Aranjuez Camping & Bungalows does not have a safe service.
- The management reserves its right to change opening times during the season, as well as to close certain facilities due to maintenance.

- The customers' lost objects in any of our establishments will only be returned to them at their request and expenses.
- During your stay, there might be ongoing pest control procedures. In this case, you will be informed by the front desk.
- Samay Resorts team edits the website's content with maximum diligence. However, for reasons outside the company's control, it is possible that a typing error may occur or that an information item is not updated at the time of the user's search. For this reason, the management states that the references (pictures and descriptions) to products and services, as well as set prices and conditions, are just illustrative; they are not considered contractual and are not binding until the moment of express confirmation of an enquiry. If a user decides to make a booking based on false information on our website, the management will inform them, and they will have the right to terminate the contract without any cost.

- When booking, the customer is committed to read these general terms and conditions. The down payment and the payment of total amount of the booked stay will mean that the terms and conditions of booking, as well as the norms in Samay Resorts, are accepted.

The customer states they have deliberately read and previously known the booking and cancelling conditions. They are part of the reached booking agreement, which is confirmed by their acceptance

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