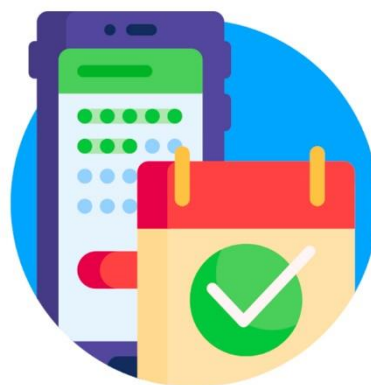


# TERMS AND CONDITIONS OF BOOKING

WWW.CAMPINGFERRER.COM

FERRER ALBIOL SL



## **TERMS AND CONDITIONS OF BOOKING WWW.CAMPINGFERRER.COM**

### **INTRODUCTION**

This document has the purpose of establishing the conditions of use of the page WWW.CAMPINGFERRER.COM as well as the conditions of booking by the users.

We ask you to read these TERMS AND CONDITIONS OF BOOKING carefully, as well as the PRIVACY POLICY before using this website. You can print these terms and conditions if you prefer. By using this website or making a booking you accept our TERMS AND CONDITIONS OF BOOKING and our PRIVACY POLICY, if you are not agree you should not use the website.

### **GENERAL INFORMATION**

In accordance with the obligation of information gathered in art. 10 of Law 34/2002 of 11 July, from Information Society Services and Electronic Commerce, we inform you that the website property belongs to **FERRER ALBIOL SL** with **VAT number B-12395992** which address is **CARRETERA ESTACIÓN, 33, PEÑÍSCOLA (CASTELLON), 12598** and the e-mail address **CAMPINGFERRER@CAMPINGFERRER.COM** and phone number **964 48 92 23** referred FERRER ALBIOL SL.

### **USE OF THE WEBSITE**

By using this website and making bookings through it, the user accepts the following conditions:

- Use the website only for the purpose of consulting services and making bookings.
- Not to make any fraudulent or fake bookings. If a booking is reasonably considered to be fraudulent, FERRER ALBIOL SL is authorised to cancel it and inform the appropriate authorities.
- Have the legal capacity to execute contracts (the user declares to be over 18 years old).
- Facilitate their contact data in a true and accurate way in order to be able to make a booking of an accommodation.

### **PROTECTION OF PERSONAL DATA**

FERRER ALBIOL SL informs the users of this website about its policy regarding the processing and protection of personal data that can be registered by the navigation or contracting of services through the privacy policy. You can access the privacy policy from the website at any time.

## **BOOKING CONDITIONS**

At the time of booking the customer will find two types of prices with different payment conditions:

- **STANDARD BOOKING**

50% of the total cost of the stay will be paid at the time of booking.

The remaining amount will be paid at the reception on the contracted day of arrival. Payment can be made by credit card or cash.

- **NON-REFUNDABLE BOOKING**

100% of the total amount of the stay must be paid at the time of booking.

The booking of the accommodation will be considered confirmed when the payment of the confirmation amount has been made through the payment process indicated on the website.

In Medium and High season, the minimum stay in bungalow and room is 5 nights, in pitch the minimum stay is 3 nights.

In Medium and High season only bookings with minimum stay will be made.

### **Prices of the products**

In the prices of the accommodation are included all current taxes. FERRER ALBIOL SL reserves the right to modify prices at any time, but the bookings will be calculated on the basis of the price at the time of booking.

The booking will indicate both the total price of the stay, including VAT and the pertinent tourist taxes as it is indicated in the following sections.

The applicable VAT type will be the legal in each moment.

### **How to make a booking.**

In order to make a booking, you must select the desired accommodation or accommodations. Once you have selected all the services you want, they will be added to your booking. The next step is to confirm the booking and make the payment. To do this you must follow the steps that are required on the website and follow the shopping instructions that appear on the screen. You will only be asked for the necessary information to make the payment and the later confirmation of the booking. Before completing the booking, you must CLEARLY ACCEPT these terms and conditions, as well as the privacy policy.

The data registered by the website constitutes evidence of the transactions carried out. The customer will receive a confirmation of the booking by e-mail.

During the process, before making the payment, you will be able to modify your booking details. The booking is not confirmed until the process is completed. It will be done once the payment has been made. Clicking on "Pay" implies that you acquire and pay for the selected services, this step is a compulsory commitment.

### **Right to make a cancelation**

FERRER ALBIOL SL reserves the right to refuse a booking from a customer who is in dispute. Moreover, FERRER ALBIOL SL has the right to refuse or cancel a booking due to justified reasons as for example:

- If there is a mistake in the payment data (incorrect or impossible to verify)
- If there is suspect of fraud with the bank card
- If there are reasons to suspect the user is not a final customer
- If the user is under 18 years old
- If the payment has not been completed

### **Payment options**

You can use your bank card as a method of payment. In the case of payment by credit card, the total amount of the booking, including the appropriate taxes, will be charged to the customer's account at the time of booking. Only payments in EUROS are accepted.

In case of payment by credit card and in the possibility of any incident occurring during the process (for example, the terminal will inform you the credit card has been refused), the booking will be cancelled automatically. The bank card payment system is carried out through the **REDSYS** payment system.

Clicking on "Pay" the user is accepting the payment of the order as well as confirming the credit card is his or her own. To minimise the risk of non-authorized access, your credit card data will be codified. Credit cards will be subject to verification and authorisation by the credit card entity, but if the credit card entity does not authorise the payment the booking will be automatically cancelled and the system will inform the customer of this cancellation.

The booking will be sent to the e-mail address provided once the total amount of the booking has been confirmed. If the amount is not paid completely, FERRER ALBIOL SL reserves the right not to send the confirmation of the booking until it has been paid in total.

### **CANCELATION OF A BOOKING**

The customer has the right to cancel a reservation without giving any explanation. This right is the right of withdrawal established by art. 102 of Royal Legislative Decree 1/2007, of 16 November which approves the General Law for the Defence of Consumers and Users and other complementary laws.

To cancel a booking, you can notify us by e-mail at **info@campingferrer.com** or calling **964 48 92 23**.

If you send us an email, please include the details of your booking to help us to identify it.

At the time of booking the customer will find two types of prices with different cancellation conditions:

- **STANDARD BOOKING**

**FREE CANCELLATION** if cancellation is made 7 or more days before the arrival date. (The full amount of the booking will be refunded).

If the cancellation is made less than 2 days before arrival, the establishment will retain 50% of the booking payment as a cancellation cost.

If the cancellation is made 24 hours before the contracted date of arrival, the establishment will retain 100% of the reservation without the right of refund.

If the customer requests it, the establishment can make the refund by bank transfer, in which case the customer must provide the establishment the bank account number where he or she wishes to make the payment.

- **NON-REFUNDABLE BOOKING**

Once the booking has been made, there is no possibility of cancellation.

**Exceptionally, due to the COVID-19 health situation, the dates of the booking can be modified depending on the availability of the establishment 48 hours before the arrival if the titular of the booking or a person of the family unit and living in the same house is diagnosed as positive for the COVID-19 virus or is in a justifiable quarantine situation.**

## **RESPONSIBILITIES.**

Access and use of this website are the responsibility of the users. FERRER ALBIOL SL does not guarantee:

- The infallibility, availability, continuity, the absence of security of the website.
- The content of the website or the information that goes through it is free of viruses or other prejudicial elements as well as errors, omissions or incorrections.
- The possible damages that could be caused by interferences, omissions, interruptions, computer viruses, failures or disconnections of the website.
- Delays or blockages in the use of this page due to defects or overloads in the data processing centre, or any damage that can be caused by third persons through illegal intervention out of the control of FERRER ALBIOL SL.
- FERRER ALBIOL SL is exempt from responsibility for any damage that the user can suffer *Terms and conditions of booking of [www.campingferrer.com](http://www.campingferrer.com) 6/8* as a result of errors, defects or omissions in the information facilitated if this comes from other external sources.

- By accessing the website no business relationship is established between FERRER ALBIOL SL and the user.

#### **Exclusion of rights and obligations.**

The contract is compulsory for both the customer and FERRER ALBIOL SL, as well as for our successors, cessionary and successors. The customer cannot transfer, cede, charge or any other way transfer a contract or any of the rights or obligations without having obtained the previous written consent of FERRER ALBIOL SL. We can transfer, assign, subcontract or in any other way transfer a contract or any of the rights or obligations at any time during its continuity. To avoid any doubt, such assignments, transfers, assignments or other transfers will not affect any rights for you as a consumer.

#### **INFORMATION AND CONTENTS OF THE WEBSITE**

The information shown on the website is the current one on the date of the last update. FERRER ALBIOL SL reserves the right to update/modify/delete information on this website at any time and without previous notification.

In case the website contains links to other websites and materials of third persons, these links will be provided for information purposes only, without FERRER ALBIOL SL having any control over the content of these websites or materials. Therefore, we accept no responsibility for any damage or losses derived from their use.

FERRER ALBIOL SL reserves the right to modify the Terms and Conditions of Booking. The modifications introduced will not be retroactive. If you do not agree with the modifications introduced, we recommend you not to use our website.

#### **VIRUSES AND OTHER COMPUTER ATTACKS**

The user must not use this website inappropriately by intentionally introducing viruses. The user will not try to have unauthorised access to this website, to the server on which this website is hosted or to any server, computer or database related to our website. The user agrees not to attack this website. Infringement of this clause could result in the commission of offences defined by the applicable regulations. We will report any infringement of these regulations to the competent authorities and will cooperate with them in order to discover the identity of the attacker. Furthermore, in the case of a failure to comply with this clause, you will immediately cease to be authorised to use this website. We will not be responsible for any damage or loss resulting from an attack *Terms and Conditions of Booking of* [www.campingferrer.com](http://www.campingferrer.com) 7/8 viruses or any other programs or materials that can affect your computer, computer equipment, data or materials as a consequence of the use of this website or your downloading of any content from this website.

#### **INTELLECTUAL PROPERTY AND COPYRIGHT**

The user recognises and agrees that all copyright, registered brand names and other industrial and intellectual property rights on the materials or contents provided as part of the website correspond at all times to FERRER ALBIOL SL. The user can only use this material in the way in which it is specifically authorised.

#### **APPLICABLE LEGISLATION AND JURISDICTION**

The use of this website and the booking of accommodation through it will be regulated by Spanish law. Any dispute concerning regarding the use of the website or bookings will be subject to the non-exclusive jurisdiction of the Spanish courts and tribunals. You can make any complaints and claims to FERRER ALBIOL SL by e-mail to [campingferrer@campingferrer.com](mailto:campingferrer@campingferrer.com) or by post to the address CARRETERA ESTACIÓN, 33, PEÑÍSCOLA (CASTELLON), 12598.