



Booking conditions

“CUSTOMER” means the person, physical or legal, who stipulates a tourist stay contract and/or a tourist package contract, as a guest for himself and/or in the interest of third parties.

“CAMPING ACAPULCO” identifies the Camping Acapulco company. S.r.l., located in Palau (SS), Località Punta Palau, s.n.c. having Tax Code and Registration Number in the Company Register, kept at the

C.C.I.A.A. of Sassari, 00374950905, intermediary who manages booking requests and stipulates contracts for tourist stays in the accommodation facility called Camping Acapulco.

1. CONTRACT AND RESERVATION

The reservation can be made and concluded by telephone, post, fax, e-mail, internet, at our contact details, or directly from the facility's website.

The accommodation service is provided exclusively to groups of people made up of a minimum of 1 to a maximum of 6 members, of which at least 1 is an adult who will be considered responsible and accompanying minors.

The booking is nominative and as such is considered valid exclusively for the persons whose personal data are indicated in the booking contract.

Upon receipt of the booking request, Camping Acapulco S.r.l. will send the customer, by e-mail or another method chosen by the latter, the dedicated quote which will indicate:

- the chosen accommodation facility,
- the type of housing unit and/or apartment,
- arrival and departure dates,
- the amount due for the stay at the time of the request,
- payment methods.

The reservation must be confirmed in writing and by acceptance according to the methods indicated in the reservation itself and will be considered fully accepted, in all its parts, in relation to the content, conditions and regulations of the chosen structure that the Customer declares to know, as he knows, and approve, as he approves.

With the confirmation of the booking and/or the payment of the deposit/balance, the booking contract is considered concluded and perfected

It is specified that the acceptance of the booking by Camping Acapulco S.r.l. is subject to the payment of the deposit and/or balance of the cost of the stay, within the established deadlines, failing which the company will consider the booking unsuccessful and the contract ineffective.

Any requests from the Customer regarding location preferences for the stay will not bind the structure in any way, which will always be free to decide on the assignment at its indisputable discretion.



2. PRICE

The price of the services requested by the Customer is determined at the time of the booking request and is reported in the reservation, taking into account what is indicated in the catalogue/price list.

3. PAYMENT METHODS

The Customer who wishes to make/confirm the booking of a stay must proceed with the payment of the deposit/balance within the terms established in the reservation, according to the methods specified below:

3.1 - deposit equal to 50% of the total amount of the booking;

3.2 - balance on the day of arrival.

The payment of the deposit can only be made by bank transfer and/or by credit card through the online Stripe form that will be sent to you at the time of booking.

Payment for the stay can be made in cash (with the limit set by the new government law), by credit card or by bank transfer subject to authorization by the Camping Acapulco S.r.l. company. S.r.l..

If the customer renounces the stay in whole or in part, or wishes to make changes outside of what is provided for in point 7, the price will not undergo variations and will in any case be considered due.

ATTENTION: *failure to comply with the above payment terms constitutes a serious breach and will result in the legal termination of the contract, without prejudice to compensation for further damages suffered and owed to Camping Acapulco S.r.l.. Any failure to comply with the payment terms determines the loss of the favorable economic and accessory conditions provided for therein. If the accommodation facility detects a difference in fare resulting from incorrect communication during the booking phase, the balance payment for the balance of the booking must be paid upon arrival directly to the accommodation facility.*

4. ARRIVAL AND DEPARTURE TIMES

All accommodation in the Camping Village will be made available to the Customer from 4:00 pm on the day of arrival and must be vacated by the Customer by 10:00 am on the departure.

5. PROVISION OF THE SERVICE/TOURIST PACKAGE

Upon arrival, the Customer must present themselves at the reception of the accommodation facility with their booking voucher. All accommodation units will be available only to the people indicated on the travel documents. The management of the accommodation facility will have the right not to deliver the accommodation unit to those who do not comply with this rule. The arrival and departure times, as well as the availability of the accommodation unit, are defined in the regulations of the accommodation facility.

If the customer does not arrive at the booked accommodation facility by 12:00 on the day following the one established in the booking, without prior communication, the management will be free to cancel the booking and the contents of the said booking will be granted to third parties who may need it. make a request.

If the Customer does not vacate the accommodation unit within the permitted time, the accommodation facility may charge the Customer the daily rate increased by 50% in addition to any compensation for damage. All facilities equipped with a kitchenette require that it be left clean and tidy on the day of departure. Otherwise you will be charged extra final cleaning for a total of €80.00. For services related to accommodation, please refer to the conditions provided by the supplier of the individual service that Camping Acapulco S.r.l. undertakes to make it available to the Customer in case of need.



6. RESERVATION'S CHANGE

We accept variations in terms of personal data, number of participants, or additional services with respect to what is indicated in the contract at the time of booking confirmation, if and only if they are communicated to Camping Acapulco S.r.l. within 15 days before the arrival date.

Requests for date changes and/or accommodation facility changes are permitted if communicated within 30 days before the scheduled arrival date.

It is, however, understood that the preceding variations will not be binding on Camping Acapulco S.r.l. which may or may not accept what is requested only if availability and conditions still exist.

In the event that the Customer's requests are accepted but involve an incremental change in the amount due, the Customer will be informed in advance and in case of acceptance will be bound to pay the new amount. No refunds or coupons/vouchers will be issued for booking changes that reduce the originally expected amount.

In any case, the Customer who requests a change compared to the already confirmed booking will be charged, in addition to any costs resulting from the change itself, a flat rate cost of €25 per single request.

7. WITHDRAWAL FROM THE CONTRACT

The request for cancellation of confirmed reservations (with a deposit or balance already paid) must be presented by the Customer in writing or via a specific online procedure. Cancellation of reservations by the customer for the entire or partial stay, delayed departure or early return is subject to a 100% penalty and therefore non-refundable.

8. ANIMALS

Small pets are allowed but only on request and can only stay in some specific types of accommodation.

Animals must be marked with a microchip and accompanied by the international animal health booklet and the EU pet passport (veterinary certificate).

Upon arrival, the accommodation facility staff has the right to request these documents and in the event of a no-show, the management reserves the right not to allow the animal into the accommodation facility itself. Always upon arrival, Customers must show proof of the existence of a valid Insurance contract to protect against any damage that the animal may cause to people and/or things during the entire stay. There is a specific regulation that can be consulted on our website. Entry into the campsite constitutes full acceptance of it.

For Customers staying with animals in the accommodation units, the final cleaning must be carried out by the Camping staff for a fee.

9. TAXES

The Customer is required to pay the tourist tax at the beginning of the stay in force directly to the accommodation facility (even if established on a date subsequent to the booking).



10. GENERAL CLAUSES

By confirming the quote, the customer accepts the Camping Acapulco S.r.l. booking conditions. S.r.l., the accommodation rates in force at the time of booking, and undertakes to scrupulously respect the regulations of the chosen accommodation facility.

Camping Acapulco S.r.l. has the right to terminate the booking contract if the subscriber, his family members or his guests do not comply with the regulations in force. The images used to describe the products and services are indicative and may not faithfully represent the accommodation facilities.

Any special initiatives (special offers, last minute, etc.) in force at the time of booking derive from the renegotiation of services with suppliers, and cannot have retroactive value, as they are subject to limited availability.

11. LAWS ON THE MATTER

The sales contract stipulated between the Customer and Camping Acapulco S.r.l. will be governed and interpreted in accordance with Italian law. For anything not expressly provided for in these conditions, reference is made to the provisions of the Civil Code and the relevant laws/customs.

12. DISPUTES AND JURISDICTION

In the event of disputes or controversies relating to the stipulated stay contract and/or interpretations of the individual clauses of these booking conditions, reference will only be made to the text drawn up in Italian. In the event of disputes arising between the parties, the Court of the Forum of Tempio Pausania (Italy) is competent to hear the case.

Pursuant to the Privacy Code, we inform you that the processing of your personal data will be carried out for the sole purpose of executing this contract. For further information you should contact the Data Controller, Camping Acapulco S.r.l..

The undersigned, pursuant to articles 1341 and 1342 of the Civil Code. of Legislative Decree 206/2005 (Consumer Code), declares to accept the contractual conditions reported above and in particular those contained in points 3 (Method of Payment of the Price), 6 (Change of booking), 7 (Withdrawal of contract), 8 (Animals), 12 (Disputes and Jurisdiction)

This contract is considered accepted in all its clauses and form, at the time of acceptance of the booking itself.