



CANCELLATION GUARANTEE

The Càmping Àmfora Cancellation Guarantee is an optional contractual refund arrangement offered directly by the campsite and does not constitute an insurance policy.

PURCHASING THE GUARANTEE

The cancellation guarantee will only be valid if it is purchased and paid for at the time the booking is confirmed. It cannot be added at a later date.

It must be purchased for the entire number of nights booked, and the amount paid for the guarantee is non-refundable in all circumstances.

PRICE

The price of the cancellation guarantee is calculated according to the type of booking and the total number of nights booked:

- **Pitches:** €5 per night booked.
- **Accommodation:** €7 per night booked.

WHAT REASONS ARE COVERED?

The cancellation guarantee only applies when the cancellation or interruption of the stay is the direct result of an event that was unforeseeable at the time of booking and can be supported by appropriate documentation.

The following reasons are considered covered:

- Death, serious accident, hospitalisation or serious illness of the booking holder, their spouse or partner, children, parents, siblings, or any person included in the booking.
- Serious and unforeseeable pregnancy complications that make travelling impossible.
- Dismissal from employment of the booking holder or their spouse after the cancellation guarantee has been purchased. Expiry or termination of a fixed-term employment contract and voluntary resignation are excluded.
- Compulsory and unforeseeable relocation for work purposes.
- Serious damage to the booking holder's main residence as a result of fire, flooding, theft or another incident requiring their presence.

- Theft of the vehicle or caravan immediately before departure or during the journey.
- A serious accident or breakdown during the journey that makes it impossible to continue travelling.
- An official and mandatory court summons received after the booking was made.

CANCELLATION BEFORE ARRIVAL

If the reason for cancellation is covered by the cancellation guarantee and has been properly documented, the customer will be entitled to a refund of 100% of the amount paid as a deposit, provided that the cancellation is notified to the campsite at least 3 days before the scheduled arrival date.

The amount paid for the cancellation guarantee is excluded from the refund.

Cancellations notified less than 3 days before the scheduled arrival date, on the day of arrival, or in the event of a no-show will not be eligible for a refund under the cancellation guarantee.

EARLY DEPARTURE DURING THE STAY

If, once the stay has begun, the customer has to leave early for a covered and properly documented reason:

- Used nights already stayed will not be refunded.
- The 3 nights following the date of early departure will also not be refunded and will be treated as a deductible.
- 100% of the amount corresponding to the remaining booked nights that have not been used will be refunded.

If the early departure is not due to a reason expressly covered by the cancellation guarantee, no refund will be provided.

WHAT SITUATIONS ARE NOT COVERED?

The following situations, among others, are excluded from the cancellation guarantee:

- Changes of mind, changes of plans or personal decisions.
- Family or work-related organisational issues that are not expressly covered.
- Pre-existing or previously known circumstances, illnesses or injuries.

- Missing or lost documents, or problems relating to documentation, passports, permits, visas or authorisations.
- Financial difficulties.
- Separation from a partner.
- Cancellation of holiday leave by an employer, except in the case of a compulsory and unforeseeable work relocation covered by the guarantee.
- Strikes, delays, cancellations or changes to means of transport.
- Breakdowns occurring before the journey begins.
- Normal weather conditions or unfavourable weather forecasts.
- Fear or concern regarding fires, storms, flooding or other events where there is no official restriction preventing access or evacuation order directly affecting Càmping Àmfora.
- A voluntary decision to leave the campsite early.
- Any other reason that is not expressly included among the covered reasons.

NOTIFICATION AND SUPPORTING DOCUMENTATION

Any cancellation or early departure must be notified in writing as soon as reasonably possible after the reason becomes known.

As a general rule, the customer will have 48 hours from the time of notification to provide any available supporting documentation.

If, it is not possible to obtain the required documentation within this period, the campsite must be informed and the documentation must be provided as soon as possible.

Càmping Àmfora may request reasonable additional documentation when necessary, to verify the reason given.

Failure to provide documentation or sufficient evidence of the reason given may result in the refund request being refused.