

BOOKING REGULATIONS AND CONDITIONS

Booking Fee:

A fixed fee of €5 is required for every booking. This amount is never refundable, under any circumstances, even if cancellation insurance is purchased.

Cancellation Insurance (VALID EXCLUSIVELY FOR PITCHES/STANDS):

At the time of booking, it is possible to purchase cancellation insurance at an additional cost. This insurance covers the cost of the reservation (always excluding the fixed €5 booking fee and the cost of the insurance itself) in the event of cancellation for documented medical reasons.

Conditions for Refund with Insurance:

To obtain a refund (of the amount paid minus the fixed €5 fee and the cost of the insurance), it is mandatory to send a medical certificate confirming the inability to use the holiday/stay.

The medical certificate must be sent no later than 7 days from the planned arrival date.

If the certificate is not sent within the indicated timeframe, the insurance policy will not be considered valid and the amount paid will not be refunded.

Arrival Deadline:

All customers with a reservation are required to arrive by 6:00 PM on the scheduled arrival day.

Delays not communicated in writing (e-mail or WhatsApp) by this time will result in the automatic cancellation of the reservation and the pitch/accommodation being freed up.