

Cambrils Park Resort - Reservation Terms and Conditions

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1. Your reservation

The stay at Cambrils Park Resort is formalized through a prior reservation, which provides an agreement between the reservation holder and the establishment.

The reservation may only be made by an adult (18+), who shall be considered the titleholder and will act as the point of contact with the establishment throughout the contracting process and in all matters related to the stay.

The titleholder is responsible for:

- Compliance with the contracted conditions,
- The behaviour of all registered occupants,
- The proper use of the facilities.

Confirmation of the reservation, through the corresponding payment, implies **express acceptance of this document**, which includes both the reservation terms and conditions and the internal regulations of the Resort.

For every procedure (new reservation, modification or cancellation), **a new confirmation** will be issued, which replaces any previous document. It is the responsibility of the titleholder to check its content and to report any issues as soon as possible

2. Prices, payments and deposit

Prices

All prices are expressed in **euros (€)** and may vary until the reservation is confirmed. Once confirmed, the rate will remain unchanged provided the initially contracted conditions do not change.



Any change in dates, number of occupants or additional services may entail a variation in the final price.

Forms of payment

Payments may be made via:

- **Bank card** (Visa, Mastercard or Eurocard),
- Exceptionally, at reception, **cash or card** (in accordance with current legal regulations).

In accordance with the provisions of Article 7 of Law 7/2012, persons of Spanish nationality or with their habitual residence in Spain may not make **cash payments exceeding** €1,000 per booking (this amount is increased to **€10,000 in the case of persons of other nationalities**). This limitation can not be avoided by splitting the amount.

Reservation payment

When formalising a reservation, the following must be paid:

- **25%** of the total amount, if the reservation is made more than 7 days before the arrival date.
- **100%** of the total amount, if the reservation is made 7 days or less before the arrival date.

The remaining amount, including the **Tourist Tax**, must be paid before or upon arrival, either at reception or via the online check-in.

Security deposit

Upon arrival, the establishment reserves the right to request a **€100 security deposit** (charged to a bank card) to cover potential costs arising from failure to leave the accommodation in the required condition at the end of the stay.

This deposit may be used, if necessary, to cover additional **cleaning, replacement of missing items or repair of damage**. Should costs exceed the deposit amount, the establishment may claim the difference.

The deposit will be refunded, if applicable, **between 2 and 7 natural days** after departure, once the correct condition of the accommodation has been verified.

Extras and additional services



Some services or equipment may be subject to an additional fee (including, among others: additional vehicle, cots, highchairs, late check-out, special cleaning services or equipment rental).

These services are subject to availability and the prices in place at the time of the request

3. Changes, cancellations and unforeseen circumstances

Reservations can only be managed by the **titleholder**.

Requests for modification or cancellation must be submitted in writing, **via the form** in the "Manage my reservation" section of the website. Acceptance is subject to assessment by the Reservations Centre.

For the purpose of calculating deadlines, only the date on which the establishment receives the form or written request from the titleholder will be considered.

Modifications

- For date modifications, the price in force at the time of the modification will be applied.
- Any modification entails a **recalculation of the deposit**.
- Modifications are **subject to a €50 administration fee**.
- Modifications requested **15 days** or less than the arrival date will not be accepted.
- Changes to the next season are considered a cancellation and new reservation.

Cancellations

- More than 30 days before the arrival date: refund of the deposit paid, less €50 administrative fee.
- 30 days or less than the arrival date: full loss of deposit.
- In case of no-show, the reservation will be maintained for a maximum of 48 hours or until the deposit has been consumed, whichever occurs first. The deposit will be considered consumed when its amount is equal to or lower than the daily price.
- Late arrival or early departure does not entitle the guest to any discount or refund.

4. Arrival at the Resort and access to the premises

Arrival times



Resort area: access to accommodation from 16h

Check-in and identification

Upon arrival:

- All occupants must present official identification at reception.
- All occupants and chargeable items must be declared.
- Any pending amount must be paid.

During the stay, it is necessary to wear the identification wristband visibly. This allows access to services and is essential for safety and the correct functioning of the premises.

Visitors

Cambrils Park Resort is a private premises for the **exclusive use of guests**.

To ensure capacity control, safety and coexistence, **external visitors are not permitted**.

Staff may request verification of registration at any time.

Access for external companies

Access to the premises is not permitted for **service providers, courier companies or food delivery services**.

5. Your accommodation

Each stay includes exclusive use of the assigned **accommodation**. The client may select a specific number during the booking process, subject to availability.

In any event:

- Occupying a different accommodation without authorisation is prohibited.
- Management reserves the right to change the assigned accommodation for operational or safety reasons, without entitlement to compensation.
- If no accommodation number is selected at the time of booking, it will be indicated on the day of arrival.

Use and capacity

Each type of accommodation has a **maximum capacity**, including adults and minors. This capacity must always be respected for safety and comfort.



Order and appearance of the premises

To preserve the harmony of the Resort:

- The accommodation and its surrounding areas must be kept **tidy and clean**.

The placement of signs and the carrying out of private sales within the premises are not permitted.

6. Services and facilities

The Resort offers a wide variety of services and facilities for all families.

Opening times and availability of the restaurants, shops, swimming pools and other services may vary or be limited due to maintenance, weather, safety reasons or capacity, amongst other factors.

Such adaptations are part of responsible management and do not entitle guests to compensation.

Updated information is available at reception and official communication channels (website and app).

7. Coexistence, quiet hours and behaviour

Cambrils Park is a family resort. Respectful coexistence is essential so that all guests can enjoy their stay.

Quiet hours

To ensure a peaceful environment:

- Noise levels, including music, must be moderated at all times.
- Night-time quiet hours must be respected between 00:00 and 08:00.

Behaviour

Respectful behaviour towards other guests, staff, facilities and the environment is expected.

Conduct that disrupts coexistence, safety or the correct use of the facilities is not compatible with the Resort experience.

When necessary, security and lifeguard staff are authorised to intervene and give instructions, which must be followed at all times.

8. Mobility within the premises



Mobility within Cambrils Park Resort is intended to ensure the safety of all people, especially children.

Priority and circulation

- Pedestrians always have absolute priority.
- Maximum speed: 10 km/h.
- Vehicles and bicycles must use lights after sunset.

Motor vehicles may not circulate between 00:00 and 07:00.

Management may apply temporary restrictions during periods of high occupancy, or for safety reasons.

Parking

- Each accommodation includes parking for one vehicle (in the case of MED3, two vehicles).
- A second vehicle is subject to availability and an additional fee.
- Parking spaces are not numbered and cannot be reserved.

9. Special vehicles and assisted mobility

To ensure safety and a correct coexistence within the resort, the use of vehicles is regulated as follows.

Personal mobility vehicles (PMV)

Use of PMVs (e-scooters, fat bikes, etc.) is not permitted for safety reasons, especially in areas with children.

Reduced mobility vehicles (RMV)

The use of reduced mobility vehicles is exclusively permitted for guests with a certified medical need or with an authorisation from staff.

Requirements:

- Corresponding authorisation
- Civil liability insurance
- Compliance with internal circulation rules

The titleholder is responsible for any damage caused to other people or property by such vehicles.

Personnel may request the accreditation or authorisation at any time.



The titleholder of the reservation will be responsible for any damage, harm, or incident (both directly and indirectly) that may be caused to people, property, or facilities as a result of the circulation, use, parking, loading, or, in general, the presence of mobility vehicles or devices within the premises.

10. Vehicle and battery charging

Battery charging is only permitted at the points expressly designated for this purpose; under no circumstances is charging permitted in the accommodation.

11. Barbecues

The use of gas or charcoal barbecues is permitted responsibly in the outdoor areas of accommodations with garden spaces, maintaining a minimum distance of 1.5 m from trees, bungalows, villas and any flammable materials. Under no circumstances may a barbecue be lit on wooden decking near any flammable element. Barbecues are not permitted in La Mediterrània apartments.

For safety:

- Flammable liquids must not be used.
- Lighting fires directly on the ground is not permitted.
- Embers must be completely extinguished before disposal.

The establishment may restrict the use of barbecues, following the instructions of the relevant authorities.

12. Responsibilities and personal belongings

Responsibilities

The establishment is not responsible for damages and losses caused by third parties or due to force majeure.

Guests will be responsible for damages (both directly and indirectly), that they may cause to the establishment, to furniture, to third parties, or to third-parties property, arising from their conduct or that of the people or property under their responsibility.

This responsibility includes, by way of example and not limitation, damages resulting from the circulation, use, parking, or handling of vehicles —whether motorized, bicycles, scooters, personal mobility vehicles or reduced mobility vehicles, or of any other nature — regardless of who is the driver, as well as those resulting from the use of electrical devices.



The titleholder of the reservation will also be responsible for the behaviour and actions of all guests registered in their accommodation, as well as for any minors in their care.

Personal belongings

The establishment is not responsible, under any circumstances, for the loss, theft, or damage of the personal belongings of guests.

For improved security, guests have access to safes in all accommodation. It is recommended to use security systems (locks) for bicycles.

13. Domestic animals and feral cat colonies

Domestic animals

Cambrils Park Resort does not allow dogs or any other domestic animals to stay on the premises. This measure is based on coexistence criteria and the family resort model.

Controlled cat colonies

The Resort collaborates with municipal programs for the correct management of controlled and sterilized feral cat colonies. Guests interested in adoption processes may contact the establishment.

Not permitted:

- Feeding animals that already have controlled feeding stations.
- Handling them or interfering with control points.
- Altering the areas designated for their management.

These actions are part of the Resort's commitment to environmental responsibility and respectful coexistence.

14. Sustainability and the environment

Cambrils Park Resort promotes the responsible management of natural resources and the preservation of the environment.

Guests are expected to:

- Use water and energy responsibly.
- Respect landscaped areas.
- Dispose of waste correctly in the designated recycling points.

These measures are part of the Resort's environmental commitment and responsible coexistence.



15. Departure and end of stay

Check-out times

On the day of departure, the accommodation must be vacated before 11:00 a.m.

In the case of early departures, this does not entitle guests to any discount or refund on the cost of the stay.

Condition of return

At the end of the stay, the accommodation must be left in **good order and clean**; all waste must be removed and placed in recycling points and the furniture must be placed in its original location and condition. Otherwise, the establishment reserves the right to retain the security deposit paid, either in full or in part.

Security deposit refund

Once the correct condition of the accommodation has been verified, if applicable, the security deposit will be returned between **2 and 7 natural days after departure**, through the same payment method used.

16. Compliance with the rules and final framework

Compliance

This document establishes the framework for coexistence, safety and the correct measures necessary to ensure a good experience for all accommodated guests.

In case of non-compliance with the rules, the Management may adopt the proportional measures it considers necessary to restore the correct functioning of the Resort, including if applicable, the early termination of the stay, without the right to compensation.

Right of admission

The Management may exercise the right of admission, in accordance with current regulations, when circumstances arise that affect safety, coexistence, or the correct use of the facilities.

Document updates

This document may be subject to updates. The current version is available on the corporate website of Cambrils Park Resort.



Translation and interpretation

This document has been translated into various languages to facilitate its understanding. In the event of a discrepancy between versions, the Catalan version prevails.

Contracting a stay at Cambrils Park Resort implies having read, understood, and accepted these reservation terms and conditions and internal regulations, which are an integral part of the contract.

