



SAMAY RESORTS: TERMS AND CONTRACT CONDITIONS

BUNGALOWS

- Pets are allowed in the Azahar model at Devesa Gardens, in the Duna, Tabarca, Neptuno and Mediterráneo models at La Marina, in the Jarama bungalows and Riviera apartments in Aranjuez, and in the Eco and Basic models at Los Naranjos.
- Stays booked with non-refundable rates must be paid in full at the time of booking.
- For stays booked under the general rate, the customer must pay 50% of the total amount (free of charges) as a deposit when making the reservation. The remainder will be paid upon arrival.
- Electricity is not included for stays longer than 29 nights at La Marina Resort. Guests must pay monthly for the kilowatts consumed and settle any outstanding charges before 12:00 on the day of departure.
- Upon arrival at La Marina Resort and Devesa Gardens, guests must leave a €100.00 deposit via credit card, and at Aranjuez Camping, a €60.00 cash deposit. If a pet is present, a €200.00 pre-authorization will be applied. This amount will be refunded, if applicable, after inspection of the bungalow.
- Accommodation will be available from 5:00 p.m. on the day of arrival. If available earlier, the keys may be handed over at

reception. Check-in can be completed upon arrival, from which point guests will have access to the facilities (except swimming pools at Los Naranjos and Aranjuez Camping & Bungalows, depending on capacity).

- Check-out must be completed before 12:00 p.m., and the accommodation must be left in good condition: garbage removed, dishes washed or dishwasher running, and furniture in its original position. Towels may not be taken outside the accommodation.
- The reservation will be held until 12:00 p.m. the day after the scheduled arrival. After that, the booking will be canceled for resale, and the amount paid will be retained.
- Pets must not be left alone at any time. They must always be kept on a leash within the premises. Walking them around the campsite is not allowed, and they must be taken outside for their needs. Picking up their waste is mandatory.

A specific bungalow number is not assigned in advance and location cannot be guaranteed. Guest requests will be considered subject to availability.

PITCHES

- The reserved pitch will be available to the customer from 12:00 p.m. on the contracted day of arrival.
- For pitches with a bathroom at Los Naranjos, check-in starts from 1:00 p.m.
- For pitches with private bathroom and kitchen at La Marina Resort, these services will be available from 5:00 p.m. A deposit of €100.00 must be made via credit card on arrival as a guarantee against any possible damage to the module or inventoried items. This deposit will be refunded, if applicable, after inspection.
- To confirm a reservation, the customer must pay €100.00 in advance at La Marina Camping & Resort and Devesa Gardens; €50.00 at Camping Aranjuez; and 50% of the total stay at Los Naranjos.
- Upon arrival at La Marina Resort and Devesa Gardens, the client must pay the remaining balance of the total amount due (not applicable to stays longer than 90 nights). At Camping Aranjuez, the balance can be paid on arrival or at departure. At Camping Los Naranjos, the remaining amount must be paid upon arrival.
- For bookings longer than 90 nights, partial payments must be made monthly in arrears, and the full amount must be settled before 12:00 p.m. on the day of departure at La Marina Resort and Devesa Gardens. At Aranjuez Camping & Bungalows (except annuals), customers staying more than one week must pay weekly in advance.
- Electricity is not included in stays longer than 60 nights at La Marina Resort. Guests must pay monthly for the kilowatt consumption and settle all amounts before 12:00 p.m. on departure day.

· Forfait-type contracts must be paid in full at the start of each contracted period.

· Reservations will be held until 12:00 p.m. the day after the scheduled arrival date. After that, the reservation will be cancelled and the paid amount retained. At Los Naranjos, the reservation will be cancelled at midnight unless the customer informs us of a delayed arrival.

· Pets must not be left alone at any time. They must always be kept on a leash within the premises. Walking them around the campsite is not allowed, and they must be taken outside for their needs. Picking up their waste is mandatory.

Departure from the pitch must take place before 11:00 a.m. on the last day at La Marina Resort. At Devesa Gardens, Aranjuez, and Los Naranjos, departure must be before 12:00 p.m. The pitch must be left clean, without abandoned items or objects hanging from trees.

The maximum occupancy is 6 people (including children) at La Marina Resort, Devesa Gardens, and Camping Los Naranjos. At Camping Aranjuez, the maximum is 7 people including children.

Dog owners must carry an up-to-date vaccination certificate and a legally required microchip. Failure to present this may result in restricted access to the facilities in justified cases.

Customers may request a specific pitch number, which will be confirmed in writing. However, Samay Resorts reserves the right to change the assigned pitch for organizational reasons, replacing it with one in the same category.



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BOOKING MODIFICATIONS AND CANCELLATIONS POLICY:

- It is not possible to change the name of the reservation holder once the booking has been confirmed. This policy applies to all bookings without exception and is implemented to protect both our guests and the establishment.

- A reservation is considered confirmed once the client has paid the corresponding amount using the payment methods indicated on the website.

- The guaranteed price of the stay is based on the information provided by the client at the time of booking. Any modification by the client—such as dates, number of nights, or any other rate-related details—may result in a change in the final cost of the stay.

- The applicable rate in the event of a change of dates will be the one in effect at the time of the modification. At Devesa

Gardens and Camping Los Naranjos, only one modification per reservation is allowed.

- Once a modification has been made, any cancellation will result in a penalty of 100% of the deposit paid.

- Any reduction of 7 nights or more from the original booking will be treated as a cancellation and managed accordingly.

- All modifications and/or cancellations of a confirmed reservation must be requested in writing and signed by the reservation holder or an authorized person by sending an email to the resort where the stay was booked:

La Marina: reservas@lamarinaresort.com

Devesa Gardens: info@devesagardens.com

Aranjuez: info@campingaranjuez.com

Los Naranjos: info@campinglosnaranjos.com

When contracting a non-refundable rate

- 100% payment is made in advance and the customer thereby renounces requesting the return of the amount advanced as a reservation.

- Non-refundable rates release the campsite from the obligation to return any amount advanced by the client. Naturally, if the general legislation of the State indicates a different procedure, we will always abide by it. However, you should consult it when the time comes and we cannot guarantee from now on that you would receive any percentage when you cancel your reservation. Date changes (modifications) are not allowed.

When choosing a refundable rate

- If the reservation is cancelled 30 days or more prior to the scheduled arrival date, the establishment will refund 100% of the deposit paid.

- If the reservation is cancelled between 30 and 7 days before the scheduled arrival date, the establishment will refund 50% of the deposit paid.

- If the reservation is cancelled less than 7 days before the scheduled arrival date, the deposit paid will be fully retained by the company.

- The company accepts changes to the stay dates subject to availability and up to a maximum of 30 days before the scheduled arrival date. In the case of Devesa Gardens and Camping Los Naranjos, the maximum is 15 days in advance.

- The date the cancellation email is received will determine the refund amount, in accordance with the terms stated.

- In cases of extreme seriousness, the client must contact the establishment in writing and provide proper documentation so that Management may review and resolve the case individually.

- If the client voluntarily ends their stay on a pitch before the contracted departure date, no refund or compensation will be granted, provided the minimum stay requirement was met at the time of booking.

- If the client voluntarily ends their stay in a bungalow before the contracted departure date, no refund or compensation will be granted.

OTHERS

- It is mandatory to wear the identification wristband inside the premises at all times to ensure access control. This ID will be required throughout your stay.

- Samay Resorts uses dynamic pricing, so rates may vary based on different criteria.

- Samay Resorts management is not liable for the theft of any items during your stay. To that end, all bungalows at La Marina Resort are equipped with safes for guests. Guests staying on a pitch can rent safes at reception. At Devesa Gardens, safes are available only at reception. Aranjuez Camping & Bungalows and Los Naranjos do not offer safe facilities.

- Management reserves the right to change operating hours for organizational reasons, as well as to close facilities for maintenance.

- Lost, forgotten, or abandoned items will only be returned upon request and at the owner's expense.

- If phytosanitary treatments and/or pesticides are applied during your stay, reception will inform you.

- Management is not responsible for incidents caused by improper behavior, such as entering unauthorized areas or using facilities for unintended purposes.



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· The Samay Resorts team updates website content with the utmost care; however, due to circumstances beyond their control, typographical errors or outdated data may appear. In such cases, all product and service references (images, descriptions), as well as prices and terms, are for informational purposes only and are not binding until explicitly confirmed. If a

guest books based on incorrect web information, Management will notify them and the guest may cancel the contract at no cost.

· The guest expressly confirms having read and understood the reservation and cancellation conditions and agrees to them as part of the contract with the establishment.

The customer states they have deliberately read and previously known the booking and cancelling conditions. They are part of the reached booking agreement, which is confirmed by their acceptance

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Devesa Gardens S.A. CIF: A4657600. Carretera del Saler, km. 13, 46012, (Valencia)
Telf. [+34 961611136](tel:+34961611136) – info@devesagardens.com.

Aranjuez Camping & Bungalows – Viviana Deckx Ceulemans: 40431963X. Carretera Antigua Nacional IV, km. 46,800, 28300, Aranjuez (Madrid)
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