



GENERAL TERMS AND CONDITIONS OF SALE

BUNGALOWS

Pets are allowed in the Azahar model of Devesa Gardens, in the Duna, Tabarca, Neptuno and Mediterráneo models of La Marina and in the Jarama bungalows and Riviera apartments in Aranjuez.

· Stays booked with non-refundable rates must be paid in full at the time of booking.

· For stays booked according to the standard rate, the client must pay 50% of the total amount due as a deposit for 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 kilowatt-hours consumed and settle any outstanding balance before 12:00 PM on the day of departure.

The client must deposit €100.00 by credit card upon arrival at La Marina Resort and Devesa Gardens campsite and 60.00€ in cash upon arrival at Aranjuez campsite as a guarantee against any damages that may occur to the accommodation or inventoried items. If there is a pet in the stay, the hold or pre-authorization will be 200€

This amount will be released, if applicable, after the customer's departure and once the bungalow has been checked.

The accommodation will be available to the client from 5:00 PM on the booked arrival day. If it is available before the stipulated time, the keys can be handed over at reception. Check-in can be carried out upon arrival, at which point the client will have access to the facilities (except for the swimming pools at Aranjuez Camping & Bungalows, where access will depend on capacity).

• Check-out time is before 12:00 PM and guests must leave the accommodation in good condition: trash removed, dishes clean or with the dishwasher running, and furniture returned to its original position. Towels may not be taken outside the accommodation.

The reservation will be held until 12:00 PM on the day following the scheduled arrival date. After this time, the reservation will be cancelled and the amount paid will be retained by the company.

The specific bungalow number will not be assigned in advance, nor can the location be guaranteed. Customer requests will always be considered subject to availability.

PITCHES

· The reserved plot will be at the client's disposal from 12:00 p.m. on the contracted arrival day.

· In plots with private bathroom and kitchen at La Marina Resort, these services will be available from 5:00 p.m. The client must deposit 100€ by credit card upon arrival at the campsite as a guarantee against any potential damages and losses that may occur in the module or the inventoried objects. This deposit will be released, if applicable, after the client's departure and once the premises have been reviewed.

· The client must pay 100€ as a deposit to confirm their reservation at La Marina Camping & Resort and Devesa Gardens. The amount will be 50€ at Camping Aranjuez.

· Upon arrival at La Marina Resort and Devesa Gardens, the client must pay the remaining amount to complete the total accrued for their stay (not applicable to stays longer than 90 nights). At Camping Aranjuez, the remaining balance can be paid upon arrival or departure of the client.

· For reservations longer than 90 nights, the client must make partial payments at the end of each month and settle their stay before 12:00 p.m. on the departure day at La Marina Resort and Devesa Gardens. At Aranjuez Camping & Bungalows, except for annual clients, others whose stay exceeds one week will be required to make weekly advance payments.

· Electricity is not included for stays longer than 60 nights at La Marina Resort. The client must pay monthly for the kilowatts consumed and settle any amount accrued for this concept before 12:00 p.m. on the departure day.

• Forfait-type contracts must be settled at the beginning of each contracted period.

The reservation will be held until 12:00 PM on the day following the scheduled arrival date. After this time, the reservation will be cancelled and the amount paid will be retained by the company.

• Check-out time at La Marina Resort is before 11:00 AM on the last day of your stay. For Devesa Gardens and Aranjuez, check-out time is 12:00 PM. Guests must leave their pitch in good condition, with no items left on the ground or hanging from trees.

The maximum occupancy allowed is 6 people, including children, for La Marina Resort and Devesa Gardens. In the case of Camping Aranjuez, the maximum allowed is 7 people, including children.

Dog owners are required to have their dog's vaccination record up to date and the required microchip. Failure to provide this proof may result in restricted access to the facilities in justified cases.

The client may request a specific pitch number, which will be assigned in writing, with the exception of Devesa Gardens. However, Samay Resorts reserves the right to modify the assigned pitch, substituting it with another of the same category due to organizational circumstances.



SAMAY

RESORTS

MODIFICATION AND ANNULATION POLICY:

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

- The reservation will be considered confirmed once the customer has paid the corresponding amount using the payment methods indicated on the website.

The guaranteed price of the stay refers to the information provided by the customer at the time of booking. Any modifications on their part, whether to the dates, number of nights, or any other elements subject to the rate, may result in changes to the final cost of the stay.

The price that will apply if the dates of stay are changed will be the one in effect at the time of the change. In Devesa

Gardens will only allow one modification of the reservation

- Once modified, the cancellation penalty will be 100% of the deposit paid.

- Any reduction of 7 nights or more from the original booking will be considered a cancellation and handled according to those same conditions.

- All modifications and/or cancellations of a confirmed reservation must be requested in writing and signed by the courier titular the a person authorized, directing and electronically to the Resort where he/she stayed:

- La Marina: reservas@lamarinaresort.com ·
Devesa Gardens: info@devesagardens.com ·
Aranjuez: info@campingaranjuez.com

By purchasing a non-refundable rate

- Non-refundable rates release the resort from the obligation to return any amount advanced by the customer.
- Changes to dates or other modifications are not permitted in this type of reservation.
- By booking a non-refundable rate, the customer agrees to pay 100% of the established amount in advance and thereby waives the right to request any refund for cancellation or other reasons.

When purchasing a refundable rate

- If the reservation is cancelled 30 or more days before the expected arrival date, the establishment will refund the customer 100% of the advance paid.
- If the reservation is cancelled between 30 and 7 days before the scheduled arrival date, the establishment will refund the customer 50% of the advance paid.
- If the reservation is cancelled less than 7 days before the scheduled arrival date, the advance payment will be fully retained by the company.

The company accepts changes to stay dates subject to availability and up to a maximum of 30 days before the scheduled arrival date. In the case of Devesa Gardens, the maximum will be 15 days prior.

- The date of receipt of the email will govern the calculation of the amount to be refunded, in accordance with the conditions expressed.

- In situations of extreme severity, the customer must contact the establishment in writing and provide the necessary justifications so that Management can consider and resolve their case individually.

- The client's refusal to use the contracted stay time on a plot will not entitle them to any refund or compensation of the price paid, provided that they do not meet the minimum number of nights required at the time of booking.

- The client's decision not to use the contracted stay time in a bungalow will not entitle them to any refund or compensation of the price paid.

OTHER

- Wearing the identification wristband on your wrist is mandatory at all times within the premises to ensure access control. This identification will be required throughout your stay.

- Samay Resorts works with dynamic pricing, so prices may vary depending on different criteria.

Samay Resorts Management is not responsible for the theft of personal belongings that may occur during a guest's stay at our properties. In this regard, all bungalows at La Marina Resort are equipped with safes for guest use. Guests staying on a pitch can rent one of the safes located at reception. At Devesa Gardens, only the reception offers safes. Aranjuez Camping & Bungalows does not have a safe service.

- Management reserves the right to modify schedules due to

organizational reasons, as well as proceeding to close facilities for maintenance tasks.

- Items lost, forgotten or abandoned by customers in any of our establishments will only be returned at their request and at their own expense.

- If phytosanitary and/or pesticide treatments are carried out during your stay, you will be informed by the establishment's reception.

- Management is not responsible for possible incidents resulting from bad practices by customers, such as driving in areas not authorized for that purpose or using elements for uses other than those for which they have been designed.

The Samay Resorts team edits the content of the various websites with the utmost diligence. However,



SAMAY

RESORTS

Due to circumstances beyond the company's control, typographical errors may occur, or some data or information may not be up-to-date at the time of the user's inquiry. In this regard, Management states that references to products and services (images and descriptions), as well as the prices and stipulated conditions, are for informational purposes only and are not binding or contractual until the express confirmation of the request. If any user has decided to book their stay based on erroneous information published on the website,

The management will inform you, and you will have the right to terminate the contract at no cost. The client expressly states that they have read and understand the booking and cancellation conditions for their stay and thereby ratifies their acceptance of these conditions as part of the contractual agreement with the establishment.

The client expressly states that they have read and understood the booking conditions for their stay and its cancellation, in such a way that these form part of the contracting agreement reached, which is ratified by their acceptance.

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