



GENERAL BOOKING CONDITIONS

These are the General Booking Conditions governing the contractual relationship between the Client and Camping Platja Brava, owned by Balade S.L., VAT number B58981523, with registered address at Av. del Grau 1, Pals (CP 17256), phone number +34 972 63 68 94, and email address info@playabrava.com.

1. BOOKING CONDITIONS

Through this website, Camping Platja Brava provides information about its services and their features, with the utmost care and accuracy. To ensure clarity and protection for the Client, the information presented is not binding until the reservation is confirmed.

Through the website www.playabrava.com, Balade S.L. offers:

-Accommodation services (pitches, bungalows, or glamping tents)

The terms and prices are those displayed on the website at the time of booking confirmation. Prices include applicable taxes, which are detailed before completing payment. Camping Platja Brava reserves the right to change rates without prior notice by updating them on the website.

Making a reservation implies acceptance of these conditions and the campsite's rules.

Camping Platja Brava may amend these General Conditions at any time without notice by publishing updates on its website. This shall be considered valid notification to Clients.

Clients must follow all rules and organizational guidelines applicable to the use of Camping Platja Brava's facilities.

2. CONTRACTING

Camping Platja Brava offers various types of accommodation viewable on its website, allowing Clients to book through the designated form.

Reservations are not confirmed until the Client clicks "Finalize reservation" on the confirmation screen. A confirmation page will then appear, which may be printed as proof of reservation.

Clients may cancel the reservation process at any time. Once confirmed and paid, they will receive a confirmation email with payment details and reservation data.

3. PAYMENT

Payments can be made by credit card or bank transfer.

For card payments, Camping Platja Brava provides a secure payment gateway via the Client's bank.

If paying by bank transfer, payment must be made within 3 days. Failure to do so will result in automatic cancellation. Once payment is received, a confirmation will be sent which must be presented at check-in.

For pitch reservations, final payment is due upon arrival. **For bungalow or glamping reservations**, final payment is due at least 15 days before arrival via a payment link sent by email. Failure to complete payment will result in automatic cancellation and loss of deposit.

Deposit: A €150 security deposit is required upon arrival, refundable after inspection. Any damages, lost items, or lack of cleanliness may incur charges.

No banking data is stored on our website.

A reservation is not considered confirmed until payment has been received and all provided data verified.

4. CANCELLATIONS

If a reservation must be cancelled for reasons attributable to Camping Platja Brava, and when possible, an alternative date will be offered. If no alternative is available, the amount paid will be refunded.

4.1 Pitch Reservations

Reservations are guaranteed until 12:00 p.m. the day after the scheduled arrival. If the Client does not arrive, the reservation will be cancelled and the deposit forfeited. To maintain the booking, email info@playabrava.com. Any unused reserved days must be paid at the current minimum rate (pitch + 2 adults).

Early departure will incur a charge of 40% of the remaining booked services.

For cancellations made by the Client, a refund will be issued if notification is sent to info@playabrava.com at least 7 days before arrival. A €30 cancellation fee and any bank charges will apply.

4.2 Accommodation Reservations (Bungalows / Safari Tents)

No refunds or compensation will be given for late arrival or early departure.

Cancellations must be submitted in writing to info@playabrava.com and will incur the following charges:

- 10% of the total stay, if cancelled more than 30 days before arrival.
- 20% of the total stay, if cancelled between 29 and 15 days before arrival.
- 50% of the total stay, if cancelled between 14 and 7 days before arrival.
- 100% of the total stay, if cancelled less than 7 days before arrival.

Groups or bookings of more than 3 accommodations must be pre-approved by writing to info@playabrava.com. Camping Platja Brava reserves the right to cancel or deny access to unauthorized group bookings.

Bookings for activities with a fixed date are not subject to withdrawal, in accordance with Article 103.I of Royal Legislative Decree 1/2007 (General Consumer Law).

5. CLAIMS AND DISPUTE RESOLUTION

All claims or requests for clarification related to these conditions must be sent to info@playabrava.com or by calling +34 972 63 68 94.

In compliance with Article 14.1 of Regulation (EU) 524/2013, users may access the European Online Dispute Resolution platform here: <https://ec.europa.eu/consumers/odr/>

Use of this platform does not imply that Balade S.L. accepts arbitration in all cases. Balade S.L. is not affiliated with any certified alternative dispute resolution entity and may choose not to participate in such procedures.

6. PERSONAL DATA PROTECTION

Camping Platja Brava processes Client data in a respectful and proportionate manner, in accordance with privacy laws.

Data provided will be processed by Balade S.L. as the Data Controller, for managing hotel bookings and services. Processing is based on service contract obligations (Art. 6.1.b GDPR) and legal requirements (Art. 6.1.c GDPR).

Data may be shared with tax authorities and law enforcement, in compliance with Royal Decree 933/2021 on record-keeping for lodging activities.

Clients may exercise their rights of access, rectification, erasure, opposition, portability, and restriction of processing at any time by contacting Camping Platja Brava.

For more detailed information on how we handle your data and how to exercise your rights, please refer to our [Privacy Policy](#).