

## BOOKING POLICY

### Booking Conditions

By making the reservation request, the customer declares that he / she has read, understood and accepted the Booking Policy described below, without further consent.

The reservation request is provisional and subject to the following constraints:

- With the consent of Lisboa Camping & Bungalows, having all the freedom to refuse it under the conditions stipulated in the Internal Regulations in force;
- To deposit payment of 30% of the total amount;
- Payment for the booking confirmation must be made within 5 (five) days. If there is no payment after this deadline, the order may be cancelled.

The reservation is made strictly personal. In no way may the reservation be granted without the prior consent of Lisboa Camping & Bungalows. Minors must be accompanied by their parents or legal guardians.

### Group Booking

Any booking of more than 4 accommodations by the same owner on the same dates of stay is considered as a group booking. The accommodation offered on the Lisboa Camping & Bungalows commercial website is for individual bookings only. For all group booking requests, you must contact Lisboa Camping & Bungalows by phone, email or via our "Contact Us" form. The campsite reserves the right to study the reservation request before accepting or rejecting it.

### Prices and tourist tax

Prices quoted are valid for the current year. They correspond to one night and are expressed in euros, VAT included.

The value of the tourist tax is in accordance with the stipulated by the Municipality of Lisbon.

### Cancellations and Changes

#### 1. Changes to the reservation

- You may request to change your stay (dates, types of accommodation) upon written request to the campsite (by regular mail or by email) to the extent available.
- Postponements will not be accepted for the following calendar year. If no change can be made, the customer will need to make their stay in the initial booking conditions or cancel it according to the cancellation policy.
- Any request to extend the duration of your stay will be made according to availability and according to the prices in force.
- Any request to reduce the length of your stay is considered a partial cancellation and will be subject to the cancellation and interruption arrangements.

## **2. Unused benefits**

Any stay interrupted or abbreviated (late arrival, early departure) for reasons attributable to the customer will not be refunded.

## **3. Cancellation that can be attributed to Lisboa Camping & Bungalows**

In case of cancellation can be attributed to Lisboa Camping & Bungalows, except in case of force majeure, the stay will be fully refunded. However, this cancellation does not entitle you to compensation and interest.

## **4. Cancellations that can be attributed to the camper**

In case of cancellation made more than 7 days before the start of the stay, the refund of the deposit paid is made in full.

For cancellations made less than 8 days before the start of the stay, no refund will be made except in the following situations where 50% of the amount paid will be refunded:

- Accident, serious illness, death or hospitalization of the reservation holder or family member
- Pregnancy complications of the reservation holder or companion;
- Risk pregnancy, which makes it impossible for the reservation holder or companion to stay;
- Dismissal or contract termination;
- Severe fire, explosion or water damage;
- Contraindication or consequence after vaccination;
- Depressive state, mental, nervous or mental illness;
- Serious road accident;
- New job;
- Change or loss of paid leave;
- Professional transfer;
- Refusal of tourist visa;
- Workplace or personal theft;
- Call for the adoption of a child, as a witness or a juror in court, for an organ transplant;
- Natural disasters;
- Separation or divorce.

## **The stay**

### **Check In Time:**

Check-in time until 23:30h

**Bungalows, Villas Monsanto and Glamping Lisboa:** From 16:00. Upon delivery of the keys a security deposit of 50,00 € will be requested.

**Camaratas:** From 16:00. Upon delivery of the keys a security deposit of 100,00 € will be requested.

**Pitch, Caravan or Motorhome Spot and Camping:** From 08:00

### **Early Check In**

In case of early check-in, regarding the agreed times, when properly agreed with Lisboa Camping & Bungalows, there may be a charge for each situation / installation.

Vehicles are allowed to enter the Campsite until midnight. After that time and until 7 a.m., access to the campsite must be on foot.

The stay in any accommodation at Lisboa Camping & Bungalows allows access to the swimming pools, however access may be forbidden depending on their capacity. The distribution of customers, in the pool space, is defined by the lifeguard team.

### **Customer Responsibility**

It is up to the client to watch over their personal effects (bicycles, etc.). Lisboa Camping & Bungalows is not responsible for thefts or thefts that occur inside the Park or for any incident related to the camper's civil liability. All customers must accept the provisions of the rules of procedure. Each reservation holder is responsible for problems and damage caused by people who are staying with him or coming to the park to visit him.

Lisboa Camping & Bungalows provides adequate, continuous and systematic technical supervision of the campsite's arboreal heritage and is therefore not responsible for any trees or branches that may fall.

### **Check-out Time:**

Bungalows, Camaratas, Villas Monsanto or Glamping Lisboa: Until 11:00

Camping (includes caravan or motorhome spot): Until 12:00

Pitches: Until 16:00

### **Late checkout**

In the event of late check-out, in relation to the agreed times, when duly agreed with the direction of Lisboa Camping & Bungalows, a supplement may be charged for each situation / installation.

### **Match**

The inventory of the accommodation can be checked, leaving any broken or deteriorated objects at the customer's expense, as well as the repair of the infrastructure if necessary. The security deposit will be returned at the end of the stay, after deduction of the withheld indemnities, in justifying invoices, for any damages found in the departure check. Withholding the security does not prevent additional compensation being charged if the costs exceed the amount of this security.

## **Animals**

Pets are allowed, in Camping and Pitches, subject to payment of the current rate, except dogs of categories G and H, and must always be attached. Poolside, dining areas, food stores and buildings are prohibited. Dog and cat vaccination documents should be up to date.

Pets are not allowed in Bungalows, Camaratas, Villas Monsanto and Glamping Lisboa.

## **Images**

Lisboa Camping & Bungalows regularly captures and / or records images for commercial purposes, namely by posting them on its websites, including social networks, magazines or brochures.

Whenever this is done Lisboa Camping & Bungalows announces in its Reception and in the

buildings and equipment where the images will be collected this image capture activity, as well as its duration, in order to allow its clients to decide to separate of the image object locations. The customer who chooses not to depart from the advertised places gives express consent to Lisboa Camping & Bungalows for the capture, reproduction and advertising of the images intended for commercial purposes mentioned above.

## BANS (Article 21 of the Rules of Procedure)

It is forbidden to customers, in general and with reference to their mode of use:

- a) Disturb the silence between 11 pm and 7 am, in particular by installing or surveying materials of any kind and using radio or television receivers;
- b) Install camping or caravanning materials less than 2 meters away from other camper's materials, or outside the socket they occupy;
- c) Build or erect around the socket any type of fence or awning that is not an integral part of camping or caravanning facilities;
- d) Use the same means whether express or implied residential, or
- e) Improvise in such means decorative or utilitarian arrangements;
- f) Abandon operating lamps or stoves;
- g) Make fire outside expressly designated locations;
- h) Destroying or damaging trees and other vegetation;
- i) Waste water, in particular by leaving taps open without using the liquid;
- j) Damage existing pipes in any way;
- k) Playing games with ball throwing or other instruments, or riding a bicycle, outside the expressly designated places;
- l) Install permanent or fixed suspension beds, tables or other equipment;
- m) Transpose or destroy existing fences in the Park;
- n) To use in their camping or caravanning means, vehicles or other equipment, the Park's electric power grid, or to install outdoor lights on those means or materials;
- o) Hunting or fishing;
- p) Introduce animals in the Park without the required vaccines and documentation;
- q) To be accompanied, inside the Park, animals without leash or chain;
- r) To engage in any form of commercial activity, even if sporadic;
- s) Bring people to the camping, except in the cases provided for in this regulation.

## Litigation

In case of dispute the customer may refer to the Alternative Dispute Resolution Entity:

Centro de Arbitragem de Conflitos de Consumo de Lisboa (CACCL)

Rua dos Douradores, nº 116 - 2º

1100 - 207 Lisboa

Tel.: +351 218 80 70 30 Fax: +351 218 80 70 38

E-mail [juridico@centroarbitragemlisboa.pt](mailto:juridico@centroarbitragemlisboa.pt)

## Privacy policy

Lisboa Camping & Bungalows is committed to protecting the privacy of all its customers. In order to ensure this commitment, Lisboa Camping & Bungalows adopts its own personal data protection security practices ("Privacy Policy"), the terms of which are available on the camping site, thus complying with the legislation in force and the provisions of the Regulation on Data Protection (RGPD) (EU) 2016/679 of the European Parliament and of the Council (see



[www.ec.europa.eu](http://www.ec.europa.eu)). You represent that you have read and accepted this privacy policy.

The acceptance of the Lisboa Camping & Bungalows Reservation Policy does not dispense consulting the Internal Protocol and Regulation of the swimming pools available at [www.lisboacamping.com](http://www.lisboacamping.com).