



General Booking Conditions

Before you choose your holiday with us, here are some important guidelines

Cancellations and changes to the reservation:

Cancellation and prepayment conditions vary depending on the rate indicated in the booking confirmation. Booking fees are always charged in case of cancellation.

By purchasing our 'Secure Booking' service at a cost of €60, cancellation is possible up to seven days prior to arrival with a refund of the deposit.

CHECK-IN FROM 4 P.M. - CHECK-OUT BY 10 A.M.

Deposit and balance:

A deposit is required for each booking. The balance is then due on arrival. In the event of late arrival or early departure the full amount booked will be charged.

Pets:

Pets are allowed in the following accommodations: Cocotenda, Maxikaravan Charme 2, Maxikaravan Smart, Smart Family and Smart H, Maxikaravan Solaria, Roccalux Pet and Aquagarden Pet. The cost for the stay is €45 for final cleaning in addition to the daily cost, which depends on the season.

Towels and linen:

Bed linen and towels are included in the price in the following accommodations: Apartments, Maxikaravan Solaria, Roccalux, Roccalux Pet, Roccalux Family, Aquagarden, Aquagarden Pet, Aquasuite, Aquaborgo, Aquavista and Top Due. Linen and towels can be changed, on request, for stays longer than 7 nights, after a week's stay. The rental charge for the other accommodation is 12€ for double bed linen, 7€ for singles and 6€ per person for towels. Reservations can be made at the time of booking or later by contacting the booking office.

Proper use of Hot tub/minipool:

Before plunging into the hot tub/pool, it is advisable to take a quick shower, for better maintenance of cleanliness. If you bathe with sun cream on, the water will quickly become cloudy! » It is forbidden to empty the tub/pool yourself or to touch the display to change the settings. If you need to make any changes, please contact the Reception desk and an attendant will be notified. The guest is only allowed to adjust the intensity of the bubble flow. The water in the bathtub is not changed weekly but only on request (after a minimum stay of seven days). Use of the pool is not permitted from 11 p.m. to 7 a.m.