

General terms & conditions for accommodation services (Camping/Mobile homes)

1. Introduction

Adventure Campsite Malta provides accommodation services in accordance with the General Terms and Conditions, and with the period and details of the confirmed reservation.

2. Booking and payment

Inquiries and booking of accommodation can be done electronically, by booking form www.maltacampsite.com.

When booking, the customer confirms that he is familiar with the General Terms and Conditions, and that he accepts them in their entirety. Thus, everything stated in the General Terms and Conditions becomes legally binding both for the customer and Adventure Campsite Malta. When booking, the customer is required to give all the information necessary in the booking procedure. When booking, the customer is required to pay an advance, depending on the payment method, while the balance must be paid on arrival.

3. Price of accommodation

The price of accommodation includes the basic service as described in the booked accommodation unit. Accessories & Extras are those not included in the price of accommodation (in accommodation unit description indicated by Accessories & Extras available if arranged in advance); therefore the customer pays for them separately. These services must be requested at the time of booking. The price of accommodation is given in EURO. Adventure Campsite Malta reserves the right to make changes to the stated prices (in the event that the host changes prices or there are changes in exchange rates). For customers who have paid an advance for their reservation, Adventure Campsite Malta guarantees the price of accommodation, stated in the calculation according to which the advance was paid. If the changes occur prior to the payment of the advance, Adventure Campsite Malta is required to inform the customer.

If more customers than are stated on the voucher arrive at the accommodation unit, the host has the right to deny the extra customers accommodation or to accommodate all of the customers at extra charge directly made to the host.

4. Adventure Campsite Malta's right to changes and cancellation

Adventure Campsite Malta reserves the right to change or modify a reservation in case of circumstances caused by conditions beyond its control that cannot be predicted, avoided or rectified.

5. Customer's right to changes and cancellation

Should the customer wish to change a reservation, this must be done in written form (email, mail, or fax). The following are examples of changes: changes to the number of customers, changes to arrival / departure dates. Changes must be made at least 30 days prior to the arrival date.

The first change to the reservation is free of charge, unless it entails further expenses for Adventure Campsite Malta. For all further changes to the reservation, 15 EUR will be charged per change.

Should a change to the reservation not be possible and should the customer cancel for this reason, the conditions for the cancellation of reservation listed below will be enforced. The following are examples of cancellation of reservation: change of accommodation unit, and all changes done within 30 days of the arrival date or during use of the accommodation unit.

Should you need to cancel your reservation, Adventure Camping & Leisure Co.Ltd will not refund deposits.

If the customer do not arrive at the booked accommodation unit before midnight on the arrival date, and the customer has not informed Adventure Campsite Malta, the reservation is considered to be cancelled, and therefore there will be no refund to the customer. Should the real costs exceed the above stated costs, Adventure Campsite Malta reserves the right to charge the difference. Should the customer find a replacement for the cancelled reservation, Adventure Campsite Malta will only charge the real costs caused by the replacement.

6. **Adventure Campsite Malta's obligations**

It is Adventure Campsite Malta's obligation to take care of provided services, hosts, and customers' interests and rights according to accepted customs and practices in tourism. Adventure Campsite Malta will carry out all stated obligations in full and as described above, except in circumstances caused by conditions beyond its control.

7. **Customer's obligations**

Should the customer not follow the above listed obligations, the customer is liable for caused damage and must cover the expenses. By confirming the reservation, the customer accepts to pay for all damages caused directly to the host. Obey Campsite Rules in accommodation units and to have good relations with other patrons and the Adventure Camping staff. **Customers are to use the facilities provided as for their purpose only.**

8. **Luggage/Belongings**

Adventure Campsite Malta is not responsible for damaged, destroyed or lost luggage, as well as for the theft of luggage/belongings or valuables in the accommodation unit. Lost luggage or stolen goods should be reported to the host and the local police department.

9. **Complaints**

The guest is required to complain to the service provider about the inadequate service immediately on the day of his/her arrival and to notify Adventure Campsite Malta's office. If the problem is not rectified even after on the spot intervention by an Adventure Campsite Malta representative, the representative will put down in writing a record of the complaint in two copies, one for Adventure Campsite Malta and the other for the guest. In such cases, the guest is required to send a written complaint along with the representative's record, other relevant documents and photographs that prove reasons for the complaint to Adventure Campsite Malta. Adventure Camping & Leisure Co.Ltd must have a reasonable fair chance to rectify any problems/complaints before any complaint can be filed.

10. **Note**

Upon payment of the advance or the total amount, the customer accepts the General Terms and Conditions in their entirety.