



Baia Holiday booking conditions

Book early and receive a Baia Holiday gift!

By paying a 25% deposit + booking fee for any booking paid in full up to 15 days prior to arrival you will receive:

- an ADAC camping guide FREE upon your arrival in the chosen Baia Holiday Park.
- insurance included in the price, allowing cancellations to be reimbursed in full.
- a discount of 10% on our beach service, restaurants, marina, linen hire and excursions.
- late check-out: possibility to leave the Holiday Park up until 18,00 instead of 12,00
- a discount of 10 € off the booking fee (40 € instead of 50 €)

1) The reservation can be made and completed by mail, fax, e-mail, online, at our address, or directly from our website through our online booking system. The service available only for units composed of a minimum of 2 to a maximum of 6 members. Minimum stay 7 nights 14/07/2012 to 25/08/2012 in the periods and 3 nights during the opening until 14/07/2012 and from 25/08/2012 until closing time (the dates of opening and closing see individual camping village). Day of arrival free for the entire season. The booking is personal, and as such is valid only for people whose personal data are indicated in the booking contract.

2) Upon receipt of the reservation, Bay Holiday will send the customer a "prior service / package" in which will be included: the Camping Village of choice, the type of accommodation unit, the dates of arrival and departure, the exact amount of the stay, the payment of the deposit (25% of the total cost + booking fee) and the balance.

3) The content of the quote must be verified by the customer and confirmed acceptance must be sent via the Internet, mail, fax.

4) If the customer will want to then book a stay, he/she will proceed to the payment of the deposit within 15 days of receipt of the quote, and make payment of the balance available in the following ways:

- Payment no later than 15 days prior to arrival at the camping-village, by bank transfer or credit card (Option 1);

- Immediate payment upon arrival at the Camping Village (option 2), with the exception of Camping Village Poljana.

With the payment of the balance no later than 15 days prior to arrival at the Camping Village (option 1), the customer is entitled to a special price on the booking fee of € 40.00, free insurance coverage (excluding Special Offers) , possibility to book ferry crossings, a kind gift, special prices / discounts on services, departures from the Camping Village no later than 18:00 (but still leaving free the accommodation facility / pitch at the scheduled times).

With the payment of the balance on arrival at the Camping Village (option 2), the customer must pay the ordinary reservation fee of € 50.00, with optional insurance for a fee.

Paying the deposit / balance the contract of booking services / packages will as such be considered binding. Thus, If the customer waives part of the stay, or wants to make changes outside of the provisions of section 12, he/she is obligated to pay the entire amount owed.

Any special promotions will be subject to specific terms and conditions.

The tax (if applicable), and any extra services not booked, will be paid directly on-site to the camping-village.

WARNING: Failure to observe the terms of payment referred to above shall constitute a termination clause that would result, by the intermediary agency and / or the organizer in the legal termination of the contract, without prejudice to compensation for further damages suffered by the organization. Any failure to comply with the terms of payment provided under Option 1, will result in the loss of economic conditions and all related benefits.

5) Upon arrival at the camping-village, the customer must present him/herself at the reception with the confirmation voucher and full payment confirmation for the reservation. The accommodation unit of the village (mobile homes - caravans) booked, will be available to customers from 17.00 on arrival day and must be vacated by 09.00 am on departure day. The structure campsite (camping) will be booked for guests from 12.00 on arrival day and must be vacated by 12.00 am on departure day. For customers who decide to pay the balance on arrival at the camping Village, the availability of mobile home - caravan / camping places is subject to immediate payment upon arrival. For any late departures (after 09.00 am for mobile homes / caravans and after 12.00 for pitches) Camping-Village will charge the customer the daily rate (rate of mobile home / caravan / camping fee + people) in accordance with the price list to the public. If the customer does not arrive at the camping village booked before 10:00 the next day post arrival date, without giving any notice, the management reserves the right to cancel the reservation and give the availability to third parties.

6) The final cleaning of the accommodation units (mobile homes - caravans) are mandatory. This may be carried out by the CUSTOMER, or by the staff of the Camping Village at a cost of € 50.00.

7) Any requests for cancellation of confirmed bookings (the state of balance or deposit already paid), should be submitted in writing. The customer who was forced to cancel the holiday due to causes not covered by insurance, can not be refunded the amount paid. For any cancellations due to causes not covered by insurance, however, canceling within 7 days before the holiday start date, you can use that amount paid (net of fixed fee), for a new reservation at one of the Baia Holiday Parcs (the use of the voucher is not divisible and the amount of the new reservation must be equal to or greater than the value of the voucher granted). No refund in case of partial use of the product and / or cancellations after the deadline indicated above.

8) With the signing of the reservation, the customer will accept the Baia Holiday booking conditions and the price list in force. He/she is committed to scrupulous compliance with the Baia Holiday regulations . Bay Holiday will be entitled to terminate the booking if the subscriber, his family or his guests, do not follow the rules.

9) Pets are allowed in all Camping-Villages. However customers who book animals in possession of a mobile home, are required to apply for availability.

10) Any special initiatives (Special Offers, lodging, etc..) that will be made after the date of publication of the catalogue derived from renegotiation with suppliers of services and can not be considered accumulable and are subject to availability.

11) All Ferry crossings and connected services are made with a class / reservation price defined by the shipping company. Consequently, this could be subject to increases if, at the time of booking, availability in the quoted fee is used up.

12) Baia Holiday will not accept changes in terms of personal data, number of participants, or ancillary services than those specified in the contract at the time of booking confirmation, unless they are communicated to the booking center within 10 days prior to arrival. All village and camping facilities are therefore available only to the people listed on the travel documents. It is then at the discretion of the campsites to allow these clients into the Camping-Village if the rule is not followed.

Refund guarantee of the holiday costs

Following is an excerpt about the insurance coverage taken from the insurance policy. The insurance policy is registered C.V.M.I. s.r.l. and the insurance terms and conditions are explained in full detail in the document you will receive together with your travel documents.

Art. 1 "Scope of the insurance policy" The policy covers the cancellation penalty fees charged by the Company within the maximum percentages prescribed in the General Terms for reservations for the Camping Village and the maximum amount of Euro 1.000,00 per policy minus the fixed registration fee and the percentage due to the insurance company. The coverage starts on the date of confirmation of the booking (after payment of the settlement) until the moment the holiday starts, and applies only if the Client cannot actually travel for any of the following circumstances unforeseeable at the moment of contract stipulation:

1.1) The illness, injury or death of either the insured client and his/her fellow traveller or any of their relatives, cohabitants, children, brothers, sisters, parents, sons-, daughters- or parents-in-law, partner co-owner of the insured client's company, provided that such fellow has been registered for coverage at the moment of contract stipulation. The term "fellow traveller" can refer to only one single person. Coverage will also be provided in cases of pathologies of pregnancy or pre-existing illness not of chronic nature, if they arise after the date of start of the guarantee;

1.2) Material damages caused by fire or natural calamity to the insured client's property that require his or her personal presence;

1.3) The impossibility to reach the resort of vacation due to natural calamity;

1.4) The issue of summons to appear in Court as witness or juror received after the date of start of the guarantee.

Art. 2 "Exclusion from coverage" Coverage will be provided only if the settlement requested by the Camping Village has been paid and won't be granted for cancellations claimed due to chronic, neurological, psychiatric, nervous and/or mental disorders.

Art. 3 "Fixed policy fee" Repayments will be made by deducting the franchise of Euro 70,00 per policy, which must be charged to the insured Party, not covered by any other insurance policy otherwise this policy will be invalid.

Art. 4 "Responsibility of the insured client in the event of accident" If the insured client intends to cancel the booking, the Camping Village where the customer booked must be immediately notified. If the cancellation is due to any of the reasons foreseen, the insured must provide the Camping Village's Insurance Company (UNIQUE ASSICURAZIONI S.p.A., Agenzia di Trieste, via Machiavelli, 28 - 34132 TRIESTE tel. 040 631345 r.a. - fax 040 362886 - info@safassicurazioni.com) with written notification within five days of the occurrence of the event responsible for the cancellation, and enclose the medical certification and any other documents regarding the reason for cancellation (original copy).

Refund guarantee PLUS

It is furthermore possible to obtain insurance against cancellation penalties of up to a maximum of € 3.000,00 for practice net of fees, upon payment of a fixed optional € 30,00. The warranty begins on the date of confirmation of booking (subject to payment of the balance) to the Village / Camping, until the beginning of the same living and working for the same cases mentioned above in points 1.1 1.2 1.3 1.4.

Guarantee of repayment of the vacation expenses

Art. 5 "Refund of the holiday costs" Coverage will be provided for the refund of the rest of the holiday costs paid for by the insured client (only if the settlement due for the holiday is paid no less than 4 weeks prior to the arrival date on the Camping / Village), if the insured client or his/her family members (consort/spouse, son/daughter, brother/sister, parents-, son/daughter-in-law) or fellow traveller registered at the moment of contract stipulation are forced to stop their holiday for any of the following reasons: the obligatory return to their original place of residence for health reasons; hospital admittance of the client that requires the interruption of vacation; earlier return to place of residence if the client is forced to return due to the death of a family member (as defined above) or his or her fellow traveller registered at the moment of contract stipulation. Refund of 50% of the vacation expenses share will be provided if the curtailment of the vacation is due to the hospitalization of a family member who is not participating in the vacation. Such refund will be equivalent to the cost of the unused vacation days left to the departure date, that is to intend: total number of the days paid for, minus the fixed registration fee, divided into the days of vacation. In any case, such refund cannot exceed the amount of 2.600,00 e per event. In the event of the simultaneous registration of a pre-established group of participants, the term "yellow traveller" can be applied to only one person. In order to obtain the refund of vacation expenses, the client is requested to submit within 24 hours following documents to our Insurer, medical certification regarding the obligatory return to point of departure; certificate of death or hospitalization; civil status certificate; booking contract. For any question not expressly regulated by this policy, the original contract by the Company offices will be applied.

