GENERAL CONDITIONS
REFUND GUARANTEE
OF CANCELLATION

CARAVAN INN, S.L. guarantees refund of the contractually stipulated cancellation costs IF THE JOURNEY IS CANCELLED PRIOR TO ARRIVAL by one of the following reasons:

- Serious illness, accident or death of the subscriber or first-degree relative.
- Involuntary unemployment

The cancellation is effective from the moment CARAVAN INN receives a written confirmation.

EXCLUSIONS TO THE GUARANTEE

1. Use of alcohol, drugs or narcotics, except if these have been prescribed by a physician and are used correctly.
2. Psychic or mental illness and nerve disorder which do not need a hospitalization for more than 7 days.
3. Deceptive acts, intentional self-injury, suicide or attempted suicide.
4. Accidents due to participation in games, contests, competitions, duels and fights (except in case of legitimate self-defence).
5. Epidemics, pollution or natural catastrophes.
6. War, rebellion, migration, terrorist actions, every effect of radioactivity and willfull neglect of legal prohibitions.
7. Non-presentation, for any reason, of documents necessary to travel like passports, visum, tickets, identity cards, etc.
8. Childbirths and voluntary interruption of pregnancy.

THIS GUARANTEE HAS TO BE TAKEN AT THE MOMENT OF BOOKING

WHAT TO DO IN CASE OF CANCELLATION:

- Notify immediately to CARAVAN INN by phone and in writing with added corresponding documents (medical certificate…).

As soon as the documentation has been processed, CARAVAN INN will refund the entire down payment except the cost of this refund guarantee which is non-refundable.

Caravan INN S.L. · Ctra C-31, km 368,5 · 17473 Ventalló · Spain
Tel. 0034 - 972 520 468 · www. caravaninn.net · caravaninn@caravaninn.net

GENERAL CONDITIONS
REFUND GUARANTEE IN CASE OF
CANCELLATION OR JOURNEY INTERRUPTION

CANCELLATION

CARAVAN INN, S.L. guarantees refund of the contractually stipulated cancellation costs IF THE JOURNEY IS CANCELLED PRIOR TO ARRIVAL by one of the following reasons:

INTERRUPTED JOURNEY

CARAVAN INN, S.L. guarantees a refund for the unused holiday days when the subscriber has to interrupt the journey for one of the following reasons:

- Serious illness, accident or death of the subscriber or first-degree relative.
- Involuntary unemployment

The cancellation is effective from the moment CARAVAN INN receives a written confirmation.

EXCLUSIONS TO THE GUARANTEE

1. Use of alcohol, drugs or narcotics, except if these have been prescribed by a physician and are used correctly.
2. Psychic or mental illness and nerve disorder which do not need a hospitalization for more than 7 days.
3. Deceptive acts, intentional self-injury, suicide or attempted suicide.
4. Accidents due to participation in games, contests, competitions, duels and fights (except in case of legitimate self-defence).
5. Epidemics, pollution or natural catastrophes.
6. War, rebellion, migration, terrorist actions, every effect of radioactivity and willfull neglect of legal prohibitions.
7. Non-presentation, for any reason, of documents necessary to travel like passports, visum, tickets, identity cards, etc.
8. Childbirths and voluntary interruption of pregnancy.

THIS GUARANTEE HAS TO BE TAKEN AT THE MOMENT OF BOOKING

WHAT TO DO IN CASE OF CANCELLATION OR HOLIDAY INTERRUPTION:

- Notify immediately to CARAVAN INN by phone and in writing with added corresponding documents (medical certificate…).

As soon as the documentation has been processed, CARAVAN INN will refund the entire down payment except the cost of this refund guarantee which is non-refundable.

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