

# **HOTEL GROUPS CONDITIONS**

## **0. MEASUREMENTS COVID-19:**

*We inform you about the measures taken regarding COVID-19. You must pass the temperature control, which cannot be higher than 37.5 °C. This circumstance will prevent access to the hotel facilities for both the affected person and their companions. Keep the interpersonal safety distance of at least 1,5 meters, requirement of hand cleaning and use of hydroalcoholic gel enabled in special points of the Park, as well as used of a mask in all the resort.*

*The usual functioning of certain rides may be altered or temporarily limited in view of the restrictions derived from the preventive measures implemented. In this way, the programmed shows have been cancelled until September. Depending on the evolution of the safety and hygiene measures recommended by the authorities, some experiences or activities will be adapted to the same or may be modified at the time of your visit.*

More detailed information on the special measures adopted on our website <https://www.portaventuraworld.com/>

**Withdrawal Policy.** Given the characteristics of the reserved products (hotel reservations with a specific date or period of execution), the provisions of art. 103. l) of the General Law for the Defense of Consumers and Users, excluding the right of withdrawal to the hotel reservation system.

## **1. INTRODUCTION:**

These General Conditions are applicable to the hiring, by the CLIENT of the accommodation services for GROUPS (defined the term GROUP in section 3) in any of the hotels managed by Port Aventura Entertainment, SAU, (hereinafter, PAESA ) domiciled in Avda. Alcalde Pere Molas, km. 2, C.P. 43480 of Vila-Seca, Tarragona, with NIF A63776306, registered in the Commercial Registry of Tarragona, volume 2,504, folio 158, sheet number T-40,500, 1st registration, which are currently H. PortAventura (HT-000760), H. El Paso (HT-000770), H. Caribe (HT-000772), H. Gold River (HT-000855), H. Colorado Creek (HT-004868) and H. Lucy's Mansion (HT-000888).

## **2. PRICE:**

The CLIENT will receive through [groups.hotel@portaventura.es](mailto:groups.hotel@portaventura.es) the quotation with the hotels and the rates available according to the requested dates.

**2.1: Prices and rates:** in these rates will be understood to include, only and exclusively, the services indicated in the reservation confirmation, not including any complementary service that is not expressly indicated in said document or the tourist fee.

The final prices (VAT included) are those listed in the reservation confirmation letter.

## **3. FORMALIZATION OF RESERVATION, CONFIRMATION OF THE RESERVATION AND LOCATION APPLICATION:**

### **3.1. Formalization of reservation:**

- The CLIENT must send his reservation request to [grupos.hotel@portaventura.es](mailto:grupos.hotel@portaventura.es) to request the reservation of his group (previous quotation received with prices)
- PAESA will respond within 24-72 hours to the request made by the CLIENT as appropriate.

### **3.2. Confirmation of the reservation request:**

- In case of confirmation, the reservation locator will be provided to the CLIENT along with a supporting document to complete the Rooming List.
- The reservation will be subject to the total payment of the amount of the reservation and to the reception of the rooming list according to the deadlines established in section 3.3.
- In case that at the time of the reservation confirmation there is no availability in the hotels, the client will be informed of the situation within 24-72 hours of the request.

**3.3. Rooming list:** The rooming list must be sent at least 15 days before arrival. It must indicate the full names, date of birth and ID, as well as the number of rooms to be occupied, ages, day of arrival and departure. In particular, the number of children under 12 years of age must be recorded. If not specified, PAESA will invoice the adult price.

It will be cause for cancellation of the reservation the non-reception of the rooming list in the planned deadlines. Requests for reservations not duly completed will be considered as not received, with PAESA being released from its reservation obligation.

## **4. PAYMENT TERMS**

**Room Nights (RN):** Room Nights (RN) means the total number of nights booked (the result of adding all the rooms occupied each of the nights you spend the night)

### B.1: Payment terms Groups of 49 room nights or less:

- Maximum 8 days before arrival: 50% of the total amount of the reservation.
- Maximum 4 days before arrival: the remaining amount.

### B.2: Payment terms Groups of 50 room nights or more:

- Maximum 8 days before arrival: the TOTAL amount.

**5. WAY TO PAY:** Payments will be made by the CLIENT by bank transfer to the account detailed below:

Entity: Caixabank S.A. (2100) "La Caixa" Oficina: Paseo de Recoletos nº 37, 28004 Madrid

Código Swift: CAIXESBBXXX

Bank Account: ES28 2100 2931 9902 0044 8746.

The reservation locator must be indicated at the time of formalizing the transfer. Debit and / or credit card payments or installments per room will not be accepted.

## **6. CANCELLATIONS:**

It is allowed to make the following reduction without additional cost of the services contracted at the time of confirmation, according to the following periods of notification of the cancellation before arrival:

### **Groups with reservation made until 31/01/21 for stays of the whole season:**

Cancellations and modifications will be allowed free of charge up to 7 days before arrival.

#### Groups of 49 room nights or less:

- Between 7 and 4 days: 15% of the contracted services can be canceled without additional cost.
- Between 3 and 0 days or no show: 0% of the contracted services can be canceled without additional cost.

#### Groups of 50 room nights or more:

- Between 7 and 4 days: 15% of the contracted services can be canceled without additional cost.
- Between 3 and 0 days or no show: 0% of the contracted services can be canceled without additional cost.

#### In any of the two previous cases:

If the reductions exceed the percentages indicated above, 100% of the contracted services that exceed the permitted reduction will be penalized.

The calculation will be made based on the contracted value of the initial reservation.

Contract services are understood as those informed in the reservation confirmation corresponding to the price of the room (which includes unlimited access to PortAventura Park and one day of access to Ferrari Land) and the contracted regime. Other additional services contracted are excluded.

**7. MODIFICATIONS:** Any reservation modification must be communicated by email and admitted by PAESA.

- Modifications will not be allowed from 72 hours before the arrival of the group.
- In the event that the modification implies an increase in services, said increase will be quoted at the price that corresponds at the time of application and is subject to availability.
- The changes of dates will be treated as an initial reservation cancellation and will imply the generation of a new budget at the price corresponding to the date of the creation of the new reservation; This is without prejudice to the application of the corresponding penalties depending on the date. PAESA reserves the right to charge a management fee for making any type of modification on a reservation already made.
- The modifications that suppose a decrease of the value will give rise to the application of the penalties for cancellation of services in the terms established in the contract.

**8. RESIGNATION:** When the room is left before the scheduled date of the reservation, PAESA will request the equivalent of 100% of the total price of the contracted reservation.

**9. ENTRY REGISTRATION:** Check-in at the hotels must be made after 3 pm and the rooms must be left before 11 am. In the event of non-compliance with the CLIENT with the departure time, PAESA reserves the right to choose between: understanding that it extends its stay one more day, or dispose of the accommodation unit, removing the CLIENT's belongings by inventory before two witnesses.

**10. CARIBE AQUATIC PARK & FERRARI LAND:** CUSTOMERS staying at the PortAventura Hotel, El Paso Hotel, Caribe Hotel, Gold River Hotel, Colorado Creek Hotel and Lucy Mansion Hotel have special access conditions to Caribe Aquatic Park and Ferrari Land. Check the conditions at reception. It is stated that said visit will be carried out in accordance with the dates and opening hours to the public of the facilities and the availability of places. No amount may be claimed for the access restriction for reasons of limited capacity.

**11. OPERATING RULES:** The use and enjoyment of any of the PortAventura World facilities will be carried out in accordance with the Operating Rules applicable to each of them. These rules are available to the CLIENT at the information points existing in each of the PortAventura World facilities.