



GENERAL CONDITIONS OF SALE - GREEN DOLPHIN CAMPING

SEASON 2023

Updated: 01.10.2023

Dear explorer friend,

We are glad that you have chosen to discover one of the most beautiful places in the world, where the Danube meets the Black Sea!

We invite you to tailor your holiday to your taste and needs, but before you do, please consult our list of booking/sale terms and conditions. You are sure to find a holiday that suits you!

Services included in the sale rates:

- Rates include VAT and are expressed in RON,
- Rates include:
 - meal services specified for each period and their price.
 - Access to the common sanitary area (outdoor/outdoor showers, toilets), Food area (self-service), Sunset Bar, Blanquita Club (disco), volleyball court, football pitch, outdoor cinema.

Access regulations in the Danube Delta:

- Rates do not include the Danube Delta access tax. It is 5 RON/person/day, 15 RON/person/week or 30 RON/person/year.
- Access permits to the Danube Delta can be purchased by SMS, from the Danube Delta Biosphere Reserve Administration (D.D.B.R.A.) or on the website <https://ddbra.ro/>.
- Access fees do not apply to children, pupils, students, pensioners, war veterans, former political prisoners or descendants of the martyred and wounded heroes of the December 1989 Revolution.

Booking and guarantee conditions:



- Reservation of accommodation by/for minors up to 18 years of age is allowed only in cases where they are accompanied by parents or legal representatives. Exceptions to this rule are minors on hiking trips, camps, excursions, competitions or other similar activities accompanied by teachers, coaches and guides from the organisers of the activities.
- Bookings made via the online booking platform on the website www.dolphincamping.ro are guaranteed by full payment at the time of booking by debit/credit card/holiday card.
- Bookings made through the Reservations Office (email, telephone) are guaranteed by full payment in advance of 100% of the total tour package, within 5 working days from the date of issue of the pro forma invoice.
- Bookings are made on the basis of availability at the time of written confirmation.

Amendments/Cancellations:

- Reservations may be cancelled, without penalty, no later than 15 days before the start of the stay.
- Cancellation or change of the period of stay less than 15 days before the start of the stay will incur a penalty of 100% of the package price.
- If the tourist wishes to shorten the period of stay at Dolphin Camping during the stay, the amount initially paid is non-refundable and cannot be offset against other services.
- All amounts mentioned above will be deducted by Dolphin Camping from the deposit or the total price of the tourist service paid by the tourist, without the need for court intervention.
- During the "Anonymous" Film Festival (14-20 August 2023), special cancellation conditions are:
 - o If the reservation is cancelled more than or equal to 30 days before the start date of the Festival, no penalty will be charged;
 - o If the booking is cancelled 15-29 days before the Festival start date, a 50% fee will be retained;
 - o If the reservation is cancelled 1-14 days before the Festival start date or in case of no-show, Green Dolphin Camping will retain the full amount of the reservation.
- If the reservation deposit is not paid by the date mentioned on the proforma invoice, the reservation request is considered cancelled.
- Payment for services will be made in RON to the account specified on the proforma invoice, by bank transfer, internet banking, credit or debit card (VISA, MASTERCARD) or holiday voucher card.

Other information:

- Access to the Entertainment Center (indoor/outdoor cinema, billiards, table tennis, backgammon, chess, remi, darts, playing cards, "holiday library"), Lotus Spa (outdoor swimming pool, outdoor Jacuzzi, dry sauna, massage parlour) and Kids Club in the Green Village Resort is against cost (price



60 RON/person/day) and can be made on request, on the basis of a wristband at the campsite reception.

- Kids Club offers:

- o in the indoor area: specially designed tent, wooden tables and chairs, chalk board, various toys, video games for children;

- o outside: slide and swing set.

- Offers are not cumulative with each other or with other promotions run by Green Dolphin Camping during the year. Special offers are only valid for cabins, not tents.
- Accommodation is only allocated at the campsite reception on the day of arrival.
- Pets are free of charge at Green Dolphin Camping, with prior notice to the Provider.
- Green Dolphin Camping reserves the right to change rates and offers at any time without prior notice. Reservations guaranteed until the time of the change will be provided according to the confirmed rates.
- It is forbidden to take food and drinks from/to the Green Dolphin Campsite restaurant, meals are served strictly in the designated areas;
- Smoking is strictly forbidden in the cabins, restaurant, cinema and in general in all enclosed spaces! Smoking is only allowed in specially designated areas! In case of non-compliance, a penalty of 500 lei/person will be charged.

Green Dolphin 3* Camping Team