

Terms and Conditions

Thank you for choosing to book your Fishing trip with CatfishingCaspé, We look forward to meeting you and providing an unforgettable holiday experience. By making a booking you are entering into a legal contract with us. All guests must be aware of and comply with the Terms and Condition as stated below.

CatfishingCaspé reserves the right to change the website (www.catfishingcaspe.com), including terms and conditions, without notice.

Special Terms and Conditions relating to Covid-19

- Guests are requested and encouraged to maintain social distancing while on site and during their visit to the local area and to comply with Government guidance.
- If you develop symptoms of COVID-19 prior to your stay you must declare it to your hosts and cancel your stay
- If guests arrive at CatfishingCaspé with symptoms of COVID-19, they are advised to return home (where possible) and/or self-isolate in accordance with current Government guidance.
- If a guest shows acute symptoms, has breathing difficulties or their life is at potential risk, we will seek medical help immediately.
- If a guest with suspected or confirmed Coronavirus has stayed at CatfishingCaspé then we are required by law to leave the accommodation space secured and unoccupied for 72 hours before cleaning. If we encounter this situation immediately prior to your arrival please be aware that we may have to cancel and refund your deposit, if we cannot find alternative accommodation for your and your party. We will endeavour to do this with as much notice as possible and attempt to find alternative accommodation which may be suitable.
- Guests must inform themselves of the latest government guidelines regarding foreign travel. CatfishingCaspé can take no liability for change in government policy either of Spain or of any

other country which makes travel more difficult, more expensive or inadvisable. Guests must make sure they comply with all guidelines and/or have adequate Holiday Insurance.

Prices

- We reserve the right to alter prices at any time. However, prices stated on booking confirmation will be honoured. The price quoted is per person.

Booking and payment

- A 150€ per person non-refundable deposit is required to confirm a booking. If paying in a currency other than EUROS the Forex exchange on the date of payment will be used to determine the exchange rate. Please ensure we receive the booking deposit within 7 days of the provisional booking, if we do not receive the deposit we reserve the right to release the dates. Where a deposit has been paid, full balance payment will be due on arrival.
- If you cancel your holiday or do not turn up on the booked date you will be subject to our cancellation policy (below).
- Payments can be made by bank transfer or PayPal. All bookings are confirmed by email, and links with additional information, directions and maps etc. are sent at this time. It is the responsibility of the person making the booking to ensure that all information, including Terms and Conditions, is shared with the rest of the group as appropriate.

Arrival and departure

- Your accommodation will be available to you from 15.00hrs on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time, as we will be busy preparing the accommodation for your stay. Please advise us of your estimated arrival time.
- Guests are requested to vacate their accommodation by 09.00hrs on the day of departure, unless otherwise arranged.

Changes to bookings

- If you need to make changes to a booking after payment of the deposit, such as to move dates this will be subject to a £20 per person administration fee and will depend on availability of dates. Changes are only possible up to 6 weeks before your arrival date. All changes after this date will be subject to our cancellation policy (below).
- Changes must be made via email by the person who made the booking. This condition is applied unless the Covid-19 Booking Guarantee applies.

Cancellation

- Cancellation by You

We understand that circumstances change and emergencies occur. If you have to cancel your holiday, please inform us immediately. Deposits are non-refundable. However you will not be liable for the full balance if you let us know at least 6 weeks before your arrival date.

We strongly advise guests to take out full holiday insurance to cover cancellations, public liability, personal belongings, loss etc.

- Cancellation by us

CatfishingCaspé reserve the right to cancel or make changes to a holiday at short notice if for unforeseeable circumstances we are unable to provide safe accommodation due to extreme conditions, ill health, fire, administration or any other extenuating circumstances. In the unlikely event that we have to cancel your holiday we shall offer a full refund of your deposit or credit against a future stay. CatfishingCaspé cannot accept any liability or responsibility for any loss, including amongst other things consequential loss caused by cancellation and you accept that you have no further claim against CatfishingCaspé.

Breakages and damages

Please take care of our property. You are responsible and liable for any breakages or damages that you cause to the accommodation or its contents. Please report any incidents as soon as they occur. We do not normally charge for minor breakages, but we reserve the right to charge you for repair or making good if the damage or breakage is significant. We reserve the right to charge for excessive cleaning where accommodation has been left in an unacceptable condition. Guests will be held responsible for any fire, damage or alteration to the structure caused by negligence.

Accommodation

Apartment units are for up to three people. If your party consists of three people or less we will accommodate you in one self-contained apartment. If your party consists of more than three people you will be accommodated in two separate but adjoining apartments.

CatfishingCaspé do not accept parties of more than 6 people.

Occasionally we will use other offsite third party accommodation for larger or additional bookings, but this will be discussed with you during the booking process.

Our accommodation prices include bed linen, pillows, towels and cleaning at the end of your stay. Cleaning, towel and linen changes or laundry during your stay are not included unless the stay is for a minimum of two weeks.

Liability

Guests are asked to take care at all times while on our property. Parents and carers in particular are asked to ensure that children are safe, accompanied by a responsible adult and not left unattended, in particular in and around the private pool area. The swimming pool on site is not included as part of the facilities which we offer and use of it is at CatfishingCaspé's discretion only. CatfishingCaspé accepts no liability for accident, damage, loss of property or personal injury incurred on site, including vehicles and their contents.

CatfishingCaspé works in a natural environment which includes natural hazards such as slippery and/or uneven surfaces, large bodies of water, trees, roots, limited lighting after dark and possibly wildlife. Catfish also create slime on their skin rather than scales,

which is very difficult to remove from clothing. Please make sure all members of your party are aware of this and wear suitable footwear and old clothing for photos. If you are unsure ask us and we will advise.

By booking and coming to CatfishingCasper you agree to be responsible for your children and any dependents or children you are in charge of, and your own welfare and to take all reasonable precautions against personal injury, injury to others and damage to facilities, and fishing equipment, such as regarding litter, fire, noise after midnight etc. Anything you bring to the site or the river bank and any damage or loss to your possessions is at your own risk. You use the facilities and amenities at CatfishingCasper at your own risk. We take every care to ensure you have a safe and enjoyable holiday however CatfishingCasper accepts no responsibility for any loss or injury arising from being at CatfishingCasper. By booking, and acknowledging these Terms and Conditions, you are aware of the risks, hazards, and dangers of personal injury in entering the surroundings of the River Ebro.

Because of the location of CatfishingCasper there may be instances where the site suffers from an interruption in electrical and water supply, we will endeavour to do our best to minimise any inconvenience on the rare instances that this might happen.

Guest conduct and noise

Guests undertake to behave in a proper, appropriate and legal manner with due respect to the owner, the property, other guests and their property. If any guest behaves inappropriately or improperly (of which CatfishingCasper will be the final judge of on their property), or illegally, CatfishingCasper reserves the right to ask the guest and their party to leave the site before the end of the holiday. Any refund will be at the discretion of CatfishingCasper.

No smoking policy

Please do not smoke in any of the buildings. Anyone smoking on the site is responsible for disposing of their cigarette butts in a bin and not littering the land.

Complaints

In the event that you have any complaint about your stay, please notify CatfishingCasper as soon as possible and they will use all reasonable endeavours to resolve the issue.

Pets

Pets are welcome at CatfishingCasper at our discretion and with prior agreement only. If you wish to bring a pet, please discuss it with us in advance. An additional cleaning charge will be applied.

Authority to sign

The person who books with CatfishingCasper automatically and implicitly accepts the terms and conditions and certifies that:

- i. He or she is authorized to agree Booking Conditions on behalf of all persons in the party.
- ii. The signatory is over 18 years of age.
- iii. They agree to take responsibility for the party occupying the accommodation