

Booking conditions

General booking conditions

Reservations and cancellations must be made exclusively in writing by e-mail. In the case of reserve blockings, these will have a duration of 15 days, after this it becomes a reservation in case it is not cancelled, or on our part it can be cancelled in case we need the room. We will reply to you by the same means and within 48 hours. # For any reservation to be considered as such, the agency must make a prepayment equivalent to 50% of the total value of the reservation, within 45 days before the arrival of the reservation and the remaining 50% must be made no later than 30 days before the arrival of the passengers.

CANCELLATIONS AND MODIFICATIONS # Cancellations or Modifications must be made by e-mail (no telephone cancellations or modifications will be accepted), otherwise the deadlines indicated in the following points will continue # Cancellations and Modifications will be subject to the following penalty a) Up to 45 days before the date of arrival of the passengers, FREE OF CHARGE If the payment has been made before 45 days and there is no penalty, the money will be credited to a future reservation; no refund will be made. In case of cancellation or modification: a) 45 and 36 days before, 50% of the total value of the reservation will be charged. b) Between 35 or less days, 100% of the total value of the reservation will be charged. c) Once informed of the cancellation or modification, PAMPA is absolutely free to use the affected rooms, without being subject to any type of restriction. d) If there is a total or partial NO SHOW of the rooms, the total value of the corresponding reservation will be charged. e) PAMPA does not have any other type of accommodation that is not the same as the one destined to the passengers. Therefore, we will NOT have rooms for GUIDES AND/OR DRIVES with staff rate.