



CANCELLATION POLICY

What if something unexpected happens?

No worries – your holiday is fully protected!

At Camping Surabaya La Playa, we have always valued a relationship of trust and respect with our guests. That's why we offer a **flexible, stress-free and guest-friendly cancellation policy**:

- **Up to 14 days before arrival**, you can change or cancel your booking and:
 - ✓ use the **deposit already paid, equal to 30% of the booking amount**, for next summer's season, or
 - ✓ request a refund – excluding booking fees and bank charges –
- Cancellations or changes can be communicated **easily via email or message**.
- Transferring the booking to someone else is **not allowed**, unless a **written agreement** with management has been made.
- If you arrive late, your accommodation or pitch will be considered cancelled, unless we are informed otherwise.

**Relax, book with confidence, and
enjoy your worry-free holiday at Camping Surabaya La Playa!**