



TOURISM IN SPAIN

This brochure will provide you with information on hotels and camping in Spain. You will find practical advice and important legal information covering the different topics. We have tried to include all the relevant information concerning travel to Spain and your stay in Spain; however the information provided is not fully detailed on all points and should be viewed as a guide not as a verbatim statement of the law.

Hotels

Tourism tax

◆ Spanish Autonomous Communities (there are 17) have the right to charge a visitors or tourist tax that could be different from one place to another so is better to check out before your stay as the tourism regulation can change.

Hotel booking

◆ Spanish hotels are approved and checked by the association of hotels, and classified into five categories: 1 to 5 stars. All must display their rates (VAT included) in each room.

◆ You can ask Tourist Information Offices or a booking agent to book your room, if you do not wish to look for a hotel by yourself.

◆ It is advisable to make an advance booking for travel during the high tourist season i.e. beginning of June to the end of September.

Before leaving home

◆ When you have booked a room in a hotel and the hotel keeper confirms your booking, both parties are bound to the contract. The hotel keeper is not allowed to give your room away to any other client.

◆ There is no common rule in Spain concerning deposits. A few hotels require a deposit. So it is better to ask before you book the room.

- ◆ Also, there is no general rule concerning arrival times. There are hotels with limited arrival times and others which give the possibility to arrive 24 hours a day. Please ask your hotel for further details.
- ◆ The hotel keeper can be held responsible if the room is given to another person or the hotel is overbooked.
- ◆ If you have to cancel your stay you should try to find an agreement with the hotel keeper. Normally, when you have booked a room you are obliged to take it and pay for it. Otherwise, you have to pay a cancellation fee. It is quite possible that you will have to pay an amount of up to 50 % of the room price.
- ◆ If you have to cancel your stay you should inform the hotel keeper as early as possible for he should normally try to give away the room to another person. In that case you will not have to pay anything.
- ◆ As a general rule, check out should be done by noon, unless agreed otherwise with the hotel.

What if on arrival the hotel does not live up to your expectations?

- ◆ If you booked directly at the hotel and the hotel keeper supplied you with all the information (e.g. from a web site, brochures etc.) it is possible to ask for compensation (maybe for a reduction of the price to be paid, for example) on the basis of misleading advertising.

I am a victim of a theft in the hotel or its surroundings, what can I do?

- ◆ Hotel keepers are responsible for thefts and damage to the possessions of their customers, whether inside or in the car parks of the establishment (unless they can prove it is "force majeure"). In order to receive compensation, the consumer should have some evidence of the value of the stolen or damaged possessions.
- ◆ However, the compensation to be paid by the hotel keeper could be limited for the insurance company the trader has contracted. The consumer has to prove the fault of the hotel.
- ◆ "Exclusion notices" announcing that the hotel keeper is not responsible in case of theft or damage, have no validity and cannot be used to argue against your claim.
- ◆ In case of theft, make a report to the management of the hotel, and ask for a certificate confirming the theft. Then, go to the nearest police station and lodge a formal complaint. Do this as soon as possible!

Camping

Campsites

- ◆ Spain has the campsites classified on category 1 to 3. There is not one official classification authority in Spain. Organisations as well as others issue different guides to campsites (with classifications) available in any tourist board.
- ◆ The campsite prices are free. The average price for two adults, one child plus carpark, electricity and hot water for one night is about 35 Euro. However, in highly frequented places the prices could be higher.

- ◆ The internal rules of the campsite must be displayed at the entrance of the site and in the reception area.

Camping in the wild

- ◆ This type of Camping is forbidden in Spain so you should not try as you can be fined!

Campsites and insurance

- ◆ Please make sure to lock up your goods (into a hermetically closed container) or to leave them under surveillance. At no time should the camper leave any valuables unprotected. Ask your insurance company if they offer special contracts.

If you, as a foreign consumer, are feeling mistreated by a Spanish professional, the European Consumer Centres (ECCs) will be pleased to help you to find an amicable settlement of the dispute. You can find further information and a complete list of all ECCs under: http://europa.eu.int/comm/consumers/redress/ecc_network/index_en.htm

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