

Frequently Asked Questions (FAQs)

Below you'll find answers to EVERYTHING you need to know before BOOKING.

Have any other questions?

Contact us, and we'll be happy to help! 😊

Where is the Planet Costa Dorada office located?

Our office is at Rambla Catalunya 24, Vilaseca, 43480, Tarragona.

How can I contact the agency?

By phone: +34 977 395 854

By email: info@planetcostadorada.com

Fill in the [contact form >](#)

What are your office hours?

Low Season (October to May):

Monday to Friday: 9:30 am to 1:30 pm and 4:00 pm to 7:00 pm. Saturday: 9:00 a.m. to 2:00 p.m.

High Season (June to September):

Monday to Sunday: 9:30 am to 1:30 pm and 4:00 pm to 8:00 pm.

How do I search for accommodation on the website?

Select your destination, dates, and the number of adults and children using the main search bar, then click **SEARCH**.

You'll see all available accommodations for your selected dates. For a more refined search, you can use filters on the left-hand side.

What age group is considered as children in the booking?

Children between 0 and 16 years are considered as "children."

From 17 years onwards, they are considered adults.

How do I make a reservation?

You can reserve in just 4 simple steps:

1. Click the blue **Reserve** button on the right-hand side of the page.
2. Fill in the booking form with your personal details.
3. Select your payment method.
4. Click **Reserve** again.

That's it! Check your email inbox for the confirmation.

What payment methods are accepted?

We accept credit/debit cards through our secure online payment gateway. This is the fastest way to confirm your booking.

We also accept bank transfers. You will receive an email with our bank details once you make a reservation. Please send the payment receipt within 4 days to avoid automatic cancellation of your booking (which may incur additional fees).

How do I pay the remaining balance of my booking?

The remaining balance should be paid 1 week before arrival. You will receive an automatic reminder with the necessary instructions.

If you want to pay earlier, contact us, and we will provide you with the necessary information.

Can I request an invoice?

Yes, email us at reservas@planetcostadorada.com, and we'll send you the invoice via email.

Are there any additional charges apart from the accommodation?

Yes, there are additional fees:

- A €25 administration fee per booking.
 - Catalonia tourist tax: €1.10 per person per night (up to a maximum of 7 nights).
Excludes those under 17 years old.
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Is there a security deposit?

Yes, a deposit is required, payable by credit card, and will be refunded between 7 and 10 days after checkout (depending on your bank), once the accommodation has been inspected.

The deposit amount ranges from €210 to €1,000, depending on the property. You'll find the exact amount in the property description.

How do I modify a booking?

Send an email to reservas@planetcostadorada.com. Only the reservation holder can request changes, and these must be done before the free cancellation period ends.

All modifications are subject to availability and must be accepted and authorised by Planet Costa Dorada.

Please note that changes to bookings with special rates or offers are not allowed, and any price differences must be paid.

What happens if I need to cancel my booking?

All bookings can be canceled free of charge.

You will receive a full refund (minus a €25 administration fee) as long as you cancel before the end of the free cancellation period indicated in your booking.

As a general rule, the cancellation policies are as follows:

Low season:

- Apartments: Free cancellation up to 5 days before arrival.
- Houses and villas: Free cancellation up to 14 days before arrival.

High season:

- Apartments: Free cancellation up to 14 days before arrival.

- Houses and villas: Free cancellation up to 30 days before arrival.

IMPORTANT: Check the specific rate conditions of each accommodation to ensure that, in the event of a cancellation, you do not miss the deadline.

Planet Costa Dorada assumes no responsibility for any potential losses due to missing identity documents, passports, visas, or required travel documentation. It is advisable to check with the relevant embassies, consulates, and/or visa departments of the countries you plan to visit. It is your responsibility to obtain the necessary documents for your trip.

What is the minimum stay requirement?

In general, the minimum stay is 4 nights, though it may vary by property. We offer stays as short as 1 or 2 nights, depending on the season.

Are group bookings of young people allowed?

Generally, we do not accept bookings from groups of young people under 25. However, some properties do allow it. Check the property description or email us at info@planetcostadorada.com for more information.

Can I bring my pet?

Yes, as long as you book a pet-friendly accommodation. Most of our properties are pet-friendly, and you can use the "pet" filter to find them.

There's a supplement of €10/night (for the first 7 nights), and you must indicate it at the time of booking.

What is the check-in time for accommodation?

Check-in is available from 5:00 pm.

What is the checkout time?

Checkout is by 10:00 am at the latest to allow us time to clean for the next guest.

If you need a later checkout, in some cases this may be possible (subject to availability and an additional fee). Ask at reception upon arrival.

Where and when do I collect the keys?

Keys can be collected from our central office at:

Rambla Catalunya 24, Vila Seca, 43480.

From 5:00 pm until 7:00 pm (September to May) or until 8:00 pm (June to August).

If you arrive after these hours, the keys can be collected from a security box outside the office, for an additional €80 fee.

Some accommodations offer self-check-in. You'll find this information in the property description, and full instructions will be sent to you in your booking confirmation.

In any case, keys will only be delivered to the safety deposit box if you have completed the online check in, paid the full amount of the reservation and paid the deposit.

How do I check in?

Check-in is done exclusively online via this link: **online check-in**. You will receive an email with instructions 1 week before your arrival.

Make sure to have the details of all the guests, and a credit/debit card ready to pay the remaining balance, security deposit, and tourist tax.

Can I check in at reception on arrival?

Only in exceptional cases, and it costs €30 per person.

Please note that checking in at reception may require waiting over an hour after a long journey.

How do I know the full address of the apartment?

We respect the privacy and security of our property owners, so the full address is kept private until your booking is confirmed. You will receive the full address in your booking confirmation.

What services are included in the price? What equipment does the accommodation have?

The price includes all utilities (electricity, gas, water) as long as usage is reasonable.

Towels and bed linen are included (1 bath towel per person and bed linen).

For stays of 14 nights or more, a free linen change is provided every 7 days.

The kitchen is fully equipped with utensils (pans, pots, plates, glasses, and cutlery).

No tablecloths, napkins, or kitchen clothes are provided.

The description of each property will detail any additional services.

Do I need to bring towels and bed linen?

No, towels and bed linen are provided, with a free linen change every 7 days for stays of 14 nights or more.

Is there free Wi-Fi in the accommodation?

Yes, all our accommodations offer free Wi-Fi.

Do the accommodations include parking?

Many of our properties come with parking. Check the property listing to see if yours includes it.

Do I need to bring anything specific?

Items **not provided** in the accommodation include:

- Consumables (e.g. salt, oil, personal hygiene products) and cleaning products.
- Kitchen linens (e.g. tablecloths, napkins).
- Household equipment like vacuum cleaners, blenders, pressure cookers, kitchen robots, or fryers.
- Hairdryers.

We are committed to protecting the environment and reducing plastic waste, so no single-use hygiene products or consumables are provided. A basic cleaning kit and a

courtesy roll of toilet paper will be provided for the first few days. You will also have reusable cleaning tools such as brushes and mops.

I'm traveling with a baby. Can I get a cot or a high chair?

Yes, you can request a cot (€50) or high chair (€35) when booking. You can also choose the **baby pack** (cot + high chair) for €65. Pre-booking is essential, as availability is limited.

Is cleaning included in the price?

On arrival, the property will be professionally cleaned, with towels and bed linen provided. At the end of your stay, the accommodation will be cleaned again, but it must be left tidy, with no dirty dishes or food waste, and rubbish must be taken to the street bins.

You can book a final cleaning service, but the property still needs to be left in reasonable condition. The cost ranges from €100 to €150 depending on the property.

If the accommodation is not left in a suitable condition, an additional charge will be made for unexpected cleaning: Cleaning service according to accommodation + 50€ extra.

What should I do if I break something?

Please contact us as soon as possible at:

By phone: +34 977 395 854

By email: info@planetcostadorada.com

Fill in the contact form >

We will assess whether it needs to be repaired or replaced and if a charge will be deducted from your security deposit.

What are the general accommodation rules?

The booking holder is responsible for the correct behavior of all occupants.

Our accommodations are located in residential buildings and areas, so all community rules and the following general rules must be respected.

Failure to comply may result in partial or full retention of the security deposit, and even expulsion from the accommodation. According to Art 39 bis of Law 13/2002, of June 21, on Tourism, the agency may prevent users from remaining in the accommodation if they breach the internal rules or general regulations of the community or the accommodation.

- The maximum occupancy of each accommodation (including children) must never exceed the limit expressly authorized by Planet Costa Dorada. If exceeded, tenants will be expelled without any right to compensation or refund.
- Respect the designated quiet hours and pool usage times set by each complex. During these hours, any type of noise is strictly prohibited.
- Water and electricity consumption should be reasonable. If the limits are exceeded (150 kW/week for electricity, 5m³/week for water), you will be charged €1 per kW and €5 per m³, deducted from your deposit. While using the air conditioning, doors and windows must remain closed to conserve energy. Help us care for the environment!
- Hanging towels or other items on the balcony railing is prohibited.
- If the accommodation has an awning or protective coverings, they must be closed whenever you are not in the accommodation. Damage caused by wind or other reasons will be deducted from your security deposit.
- The use of barbecues and fireplaces is prohibited, except in accommodations where these are provided and their use has been expressly authorized by Planet Costa Dorada.

- If parking is available, you must only park in the space indicated by Planet Costa Dorada. If there is a wheel clamp or locking mechanism, it must be secured when you leave the parking space.
- Showering before entering both community and private pools is mandatory. Shampoo, soaps, and other products are not allowed in the pool or shower area. In community pools, no games that may disturb other bathers (e.g. balls, paddles, frisbees) are allowed, and inflatable mattresses or floats cannot be used. It is also forbidden to insert objects like parasols, awnings...into the grass.
- Children must always be accompanied by an adult and remain under their responsibility. Planet Costa Dorada will not be held responsible for any accidents.
- Tenants cannot store their belongings (e.g. strollers or bicycles) in the common areas of the building.
- Smoking inside the apartments is prohibited, except on terraces, where it is permitted as long as common areas are respected and neighbours are not disturbed by cigarette butts.
- Pets: If you're bringing a pet, please inform us before booking to confirm the specific conditions regarding pets with Planet Costa Dorada.

Neither Planet Costa Dorada nor the property owner is liable for any damage, direct or indirect, caused by the guest's misuse of the accommodation, including but not limited to fires, thefts, accidents, or other types of damage.

Failure to comply with any of the above rules will result in forfeiture of the prepaid rent and security deposit.

Booking accommodation with Planet Costa Dorada implies absolute and unconditional acceptance of these general conditions, as well as the jurisdiction and competence of local courts, with express waiver of any other jurisdiction that may apply.

What time do I need to check out? Can I leave later?

Check-out is before 10:00 a.m. This information is also included in your booking confirmation email.

If you wish to extend your check-out time, please contact us the day before your departure and we will do our best to accommodate your request, depending on availability. If possible, a surcharge will apply depending on the final check-out time.

Please note that a late check-out is not guaranteed, as other guests may be arriving the same day you leave the apartment.

How do I check out of the accommodation?

The accommodation must be clean and ready for check-out by 10:00 a.m.

Please make sure that rubbish is taken to the street bins.

If the accommodation is left in perfect condition, the full deposit will be returned within 7 days. Otherwise, an additional cleaning charge will apply: Cleaning service according to accommodation + €50 extra.

What do I do with the apartment keys at check-out?

There is no need to return to the office to drop off the keys.

With everything clean and tidy, remove your car from the parking space, and leave the car remote along with the keys on the table in the living room. Close the door as you leave, and we will take care of the rest.

What if I need immediate assistance during my stay?

During business hours, contact us by phone or email.

In case of emergency, please contact our 24-hour assistance line, the number of which will be provided to you upon key collection.

When and how will my deposit be returned?

Between 7 and 10 days after check-out. If you haven't received it after this time, please contact us.

Is there luggage storage available?

We offer a free luggage storage service at our office. Please check the opening hours.

What else should I know about the company?

For more detailed information about us and everything we can do for you, please visit the [About Us](#) page on our website.

