



# GENERAL CONDITIONS

## CHARGES :

- Upon registration the contract must come with a deposit representing at least 30% of the total amount due for the stay.
- Reservation is only valid after the deposit has been paid and a confirmation receipt issued by the campsite.
- The rest of the amount due for your stay should be paid at least **4 weeks** before the day of your arrival.
- The rate applicable to the stay is the rate in effect on the day of the booking. We advise you to check the applicable rate by contacting the campsite. This price may change as the date of your stay approaches and is subject to availability. It may be modified without notice and is not retroactive.

## DEPOSITS (pre-authorization by credit card) :

- **DEPOSIT FOR A PITCH : 30€.** Your deposit will be retained by the campsite if you don't hand in your badge before you leave, or if your pitch isn't clean upon your departure.
- **DEPOSIT FOR THE COTTAGE : 450 €** (420€ for the cottage, 15€ for the access card to open the gates, 15€ for the cleanliness of the pitch upon your departure). **The pre-authorization of the deposit allows to fund the sum of the money of 450€ maximum and to box it only during or after your stay in case of damage proven related in your rental or in the campsite. Before the inventory the cottage must be cleaned (cleaning, crockery, refrigerator, cooking facilities, aso.). A failure to comply will lead to a cleaning charge of 89 € being deducted from the deposit. Any claim will be considered within 24h, from the client's arrival. After this period, in the event of breakage or deterioration of the mobile home or its accessories by the occupant, the security deposit of 450 € will be cashed systematically and later refunded, after the price of the damage suffered has been deducted. Broadly speaking, in the event of any damages to the campsite, all the deposits will be automatically cashed.**

## GENERAL INFORMATION :

### A Cottage is a Mobil-Home

Every client must wear a bracelet on the Campsite. In case of loss, it will be invoiced 15 €.

- Each family member should be registered on the contract. The rights of this contract are not transferable. The rent is a precarious rent. This rental is a precarious rental strictly for an individual clientele.
- Our pitches and Cottage are intended to accommodate **6 people maximum, including children and babies ; any additional people will be refused.**
- **In the event of late arrival or early departure, for whatever reason, no refund, nor reduction, nor compensation will be made.**
- **Upon arrival of the client, no money will be refunded in case of unexpected absence of any participant.**
- **Arrivals are accepted from 4 p.m. onwards ; in July-August, no arrivals may be registered and no keys handed over before 4 p.m.**
- **Departure between 8 am and 10 am.**
- **Arrivals are accepted until 7p.m.** Afterwards, the camping site keeps a pitch for 24 hours ; after that, if there is no news of the client, the camping site will dispose of the pitch or accommodation. The absent client is deemed to have wavered the reservation, the present reservation will be terminated by right, with no further notice and due to the client's fault. Sums paid to the campsite will be retained as compensation.
- Should a camper desire a pitch or lodging other than indicated, his requirement will be satisfied when possible. In accordance with article L221-28 of the French consumer code, you do not have the right of withdrawal.
- Upon signature of this booking contract, the client expressly indicates approval and understanding of the rules for use of the « LA MAISON CARRÉE » cinema, « LES LUTINS CAMARGUAIS » children's club the « L'ANNEXE AND THE SWIMMINGPOOL ».

## CANCELLATION :

- Cancellation has to be made by a registered letter with acknowledgment of receipt.
- **Without subscription to cancellation guarantee :**

CANCELLATION FEES :	DEPOSIT PAID :	BALANCE PAID :
OVER 30 DAYS BEFORE ARRIVAL	⇒ DEPOSIT RETAINED	⇒ 0 % RETAINED
LESS THAN 30 DAYS BEFORE ARRIVAL	⇒ DEPOSIT RETAINED	⇒ BALANCE RETAINED

## CANCELLATION GUARANTEE :

We recommend that you take out cancellation guarantee at a cost of 6 € per day. **The guarantee is payable in full at the time of booking only.** It is added to the deposit payment and covers the persons registered for the holiday.

- To be admissible, holiday cancellation should be notified by registered letter with acknowledgment of receipt, 3 days at the latest after the event that has caused the cancellation. **A full and irrefutable** list of reasons covered by the present guarantee is set out below. All cancellation requests should be accompanied by precise, indisputable documentary evidence.
- Cancellation guarantee covers repayment of the contractual cost of hire if cancellation occurs between the day of booking and 15 days before the arrival at the campsite for a reason that was unknown or unforeseeable at the time of booking. Beyond 15 days before the arrival date, you will be refunded 25% of the total amount of the rented accommodation. Sums not repaid : cancellation guarantee and a cancellation fee of 84 €.
- Events covered by cancellation guarantee (exhaustive list) :
  - Death, serious physical accident or serious, sudden illness caused to you or to a member of your immediate family.

- Redundancy : of you or your partner. Moving house following a job transfer.
- Damage to your main residence caused by fire, flood damage, damage to property caused by theft, vandalism, storms or natural disasters. Cancellation guarantee ceases to have effect from the start of the hire period and may only intervene if one of the events listed above occurs during the holiday.
- In case of cancellation of the reservation by the campsite, the deposit paid will be fully refunded, without damages or interest **except in case of force majeure**. In the case of government measures that would force the client to cancel his stay even though the campsite can honor him, a non-refundable credit note will be made to the client and will be valid for 12 months from its issue.

## LIABILITY :

- The campsite management declines all responsibility in the event of theft, fire, bad weather of any kind, whether covered by an insurance policy or not etc., and in the event of civil responsibility. The swimming pools and children's play areas are not monitored and the safety regulations must be observed.
- All minors remain under the responsibility of their parents present on the camping. Clients are required to take out civil liability insurance and must be able to show proof of such a policy through an up to date, paid up certificate.
- In the event of serious breach of the campsite regulations (noise, breakage, etc.), the perpetrator will be expelled.
- Open fires are prohibited. It is strictly forbidden to smoke in the cottage.
- Motorised vehicles are not allowed to drive within the campsite BETWEEN 1 A.M. AND 6 A.M. DURING THIS TIME NO MOTORISED VEHICLES MAY EITHER ENTER OR LEAVE THROUGH THE CAMPSITE GATES. VEHICLES SHOULD BE PARKED OUTSIDE THE CAMPSITE. IT IS FORBIDDEN TO CHARGE THE BATTERY OF YOUR VEHICLE BY PLUGGING IN YOUR HOME. The car park at the entrance is for second cars exclusively and a car parking fee is charged.
- Tenants must comply with the campsite regulations that are displayed at the entrance and which are available on request.
- Premises under video surveillance, located in a natural risk zone.
- In case of litigation the Nîmes tribunal will have exclusive jurisdiction.

## NON-CONTRACTUAL PHOTOS

The photos on the campsite's website are provided for informational purposes only and are not contractual. They are intended to give a general idea of the services and facilities offered. However, they may not exactly reflect reality due to modifications or changes made to the infrastructure or services.

**Van's or small trucks hauling caravans are strictly forbidden for security reasons regarding measurements.**

## BOOKING CONDITIONS

### Our prices include :

the pitch, the number of persons, one car, electricity, the sanitary installations (hot water), free admission to the swimming pools L'ESPACE BLEU (one indoors and heated at the beginning and the end of the season), entry to the air-conditioned cinema LA MAISON CARRÉE, and, in high season, the daily entertainment. For the Cottage the consumption of water and gas is included, the empty bottles of gas have to be changed by the tenants at the reception between 8 am to 7 pm.

- Payments by credit cards, cash and remote sales are accepted.
- For reserved or non reserved stays, whose balance remains to be paid at less than 4 weeks of arrival, payment is obligatory by credit card or cash.

### LENGTH OF STAY :

IN HIGH SEASON : reservation recommended.

Booking fee 22€/stay.

- Pitches (from 07/07 to 17/08) : minimum rental : one week.
- Cottages (from 07/07 to 24/08) : minimum rental : one week from Saturday to Saturday, Sunday to Sunday or Wednesday to Wednesday.

THE REMAINDER OF TIME : Free application fees

- Pitches : no obligatory days to reserve.
- Cottages : minimum rental : 2 nights.

## PETS

**Category 1 and 2 pets are not allowed.**

An up-to-date vaccination booklet must be shown.

I hereby declare that my animal is vaccinated, that I own a vaccination booklet for it and that my animal wears a collar with its name on it.

Dogs must be kept on a lead at all times, must not disturb the peace and cleanliness of the campsite and must not display aggressive behaviour.

Only one dog or cat is allowed on a rented pitch or cottage.