

## GENERAL TERMS AND CONDITIONS OF SALE FOR ACCOMMODATIONS

### 1<sup>st</sup>) MODES OF RESERVATION

**The reservation can only be made by a person of over 18, present on the pitch during the whole stay. This person is the only one responsible for the people he greets and for the payment of the whole stay.**

**Minors may not book. To stay on the campsite, they must provide parental authorization with the booking contract and be accompanied by a person of over 18, who will be responsible for them during the stay.**

To reserve, you must fill and sign the booking contract and send it back to the campsite with your payment (deposit of 25% of the stay, except tourist tax, + booking fees)

Booking fees rate is 18 €. For shorter stays (from 2 to 6 nights, the rate is 10 €.

We advise you to take a cancellation insurance.

No reservation by phone or fax shall be accepted. Likewise, all incomplete or unpaid bookings will be automatically rejected.

**We cannot guarantee that clients will be given the accommodation of their choice (location, n°...) when they have expressed a preference but we will do all we can to satisfy such request.**

If there is any availability, you will receive a confirmation of the booking to be shown on arrival, and an invoice indicating the conditions of payment of the balance of the stay.

The accommodation equipment is detailed in the price rates.

### 2<sup>nd</sup>) COST OF THE STAY

The global cost of the stay is calculated according to the information noted on your booking contract.

### 3<sup>rd</sup>) MODIFICATIONS OF THE BOOKING

Booking contracts are nominative and cannot be transferred or sublet.

The persons registered in the contract are the only one who may occupy the accommodation. **Any infringement of one of this rule will give the management the right to cancel the booking and exclude the non-authorized persons.**

Any modifications made to the number or identity of the persons initially included on the contract must be notified to us in **writing** before arrival.

**The modification of the booking contract may occur 30 days at most before the contractual date of arrival. If the cancellation occurs less than 30 days before the contractual date of arrival and /or after we receive the balance, the whole stay will be due for the number of persons initially registered on the contract.**

### 4<sup>th</sup>) CANCELLATION OF THE STAY

All cancellations must be made in writing (registered letter with acknowledgement of receipt). The effective cancellation date is that of the dispatch of the letter, the postmark being taken as proof of that date.

- If the stay is cancelled 30 days or more before the arrival date stipulated in the booking contract, the campsite shall retain the amount of the deposit.

- If the stay is cancelled less than 30 days before the arrival date stipulated in the booking contract, the client shall owe the full cost of the stay.

**Only the cancellation insurance (optional) may refund you ; check if you have subscribed it.**

### 5<sup>th</sup>) CANCELLATION INSURANCE (optional)

We advise you to subscribe to this insurance so that you are reimbursed if you have to cancel or interrupt your stay or if one or several registered persons cancel his participation. This insurance must be taken out at the time of the booking.

#### 1. Conditions of guarantee:

Contact assistance will cover the amounts kept by the campsite (subject to excess- see general terms of sale) if your cancellation is caused by the following reasons :

- **Personal** : fire or burglary of your home, serious damage to your vehicle before departure,
- **Medical** : death or major injury concerning yourself or a close relative (including a relapse or aggravation of illness or accidents),
- **administrative** : robbery of identity papers imperatively required for the stay and occurring 48 hours before your departure, summons to take an exam or do jury service
- **professional** : economic dismissal, modification or cancellation of your paid holiday, finding a job or obligatory training course required by the job centre.

**Poor weather conditions may in no case constitute a valid reason for cancelling your stay.**

The persons mentioned on the contract are the only ones to be insured. Any modifications shall lead to the contract being cancelled.

This is only a summary of the guarantees and not a contractual document. You will receive, with the confirmation of the booking, the general conditions of the insurance contract.

#### 2. Insurance rate and payment

- If the price of the stay does not exceed 634 €, the premium to be paid is 24 € ,

- Over 635 €, the amount of the premium corresponds to 3.60% of the price of the stay.

**The payment will have to be done with a separate cheque made out to AVIVA.**

**In case of cancellation, you must advise the insurance company by letter within the allotted time of 5 working days.**

### 6<sup>th</sup>) PAYMENT OF THE STAY

The balance of reservation must be paid at **least one month before your arrival** (excluding the tourist taxes).

For late bookings (less than one month before the arrival), the balance must be paid with the reservation (excluding tourist tax).

Booking fees are never deductible from the balance due.

### 7<sup>th</sup>) ACCEPTED MEANS OF PAYMENT

The payment can be made in € by **cheque** made out to "camping du Lac", **bank transfer** (IBAN : FR76 1007 1400 0000 0020 0024 188 / BIC : TRPUFRP1), **postal order** made out to the campsite, or **secure payment** via Internet.

### 8<sup>th</sup>) ARRIVAL/ DEPARTURE TIMES

In July and August, greeting is provided from 16:00 till 20:30 ; the other months contact us.

For mobile homes and bungalows, rentals are from Saturday till Saturday; for chalets, rentals are from Sunday till Sunday.

In high and peak season, departures may occur from 7:00 till 11:00. People wishing to leave the day before the planned departure must leave before 20:00. In any case, it is necessary to take an appointment at the last day before departure for the inventory. No departure may occur apart from this

time and without the presence of the person responsible for the accommodation.

### 9<sup>th</sup>) LATE ARRIVALS / EARLY DEPARTURES

In case of late arrival or early departure, whatever the reasons, payment of the full cost of the stay shall be required. No reductions or reimbursements will be granted.

Only the cancellation insurance (optional) may refund you; check if you have subscribed it.

### 10<sup>th</sup>) ROBBERY AND INSURANCE

**To fight against robbery**, the management put at the clients' disposal secure safes to put valuables.

**To fight against insecurity** in high season, each resident will be given a bracelet (indication of belonging to the campsite), and a security team will be in charge of the campsite surveillance.

Campers keep however the responsibility of their equipment and must inform the management of the presence of any suspicious-looking persons.

Although, caretaking is provided, it is up to the client to take any precautionary measures to protect his equipment and ,among others, subscribe to a specific insurance including civil liability.

### 12<sup>th</sup>) DEPOSIT

**A deposit of 160 €** will be demanded on arrival to cover any damage caused to the rented equipment and/or failure to clean the lodging at the end of the stay.

This sum will be given back to you at the end of the stay, after deducting the cost of possible damaged or missing equipment and/or a **fixed sum of 50 €** for cleaning expenses.