

GENERAL TERMS OF THE CAMPSITE

Holiday balance

Owing to the terms of the cancellation insurance we advise you to pay the balance of your stay 30 days before the date you planned to arrive.

Without cancellation insurance

- . If you cancel more than 30 days before the arrival, you will be refunded the deposit.
- . If you cancel less than 30 days before the arrival, you will be refunded the deposit providing that you pay the balance of the stay before.

With cancellation insurance

- We advise you to take out such an insurance for 10 € per pitch and per stay.

In case of cancellation, you will be deducted or you'll have to pay :

- . The renting and insurance fees
- . As a compensation for a breach of contract :
 - o An amount equal to 20% of the total amount of the stay, if you cancel more than 30 days before the date you planned to arrive.
 - o An amount equal to the total amount of the stay if you cancel less than 31 days before the date you planned to arrive or if you don't come that date.
 - o The amount corresponding to the time you don't stay and already charged by the campsite if one of the events below happens during your stay forcing you to put an end to it.

Covered events:

- . diseases or serious accident or even your death or the one of your husband or wife, the one of your ascendants, descendants, sons-in-law or daughters-in-law.
- . death of a brother, a sister, a brother-in-law, a sister-in-law,
- . serious material damages affecting your property and imperatively calling for your presence,
- . redundancy,
- . accident or theft of your vehicle and/or caravan arising on your (direct) way to the stay place.
- . getting a permanent contract after the date of reservation.

Not covered :

- . Disasters caused by foreign war, civil war, strike, nuclear or radioactive effects,
- . Disasters deliberately caused by the insured party,
- . The accident, the disease or the death :

- arising before the effective date of the cover,
- resulting from a chronic bad health,
- affecting a person of more than 80 years old except if the death occurs less than 5 days before the beginning of the stay,
- nervous breakdown leading to hospitalization shorter than 3 days.

What to do in the event of a disaster ?

- . Within 24 hours, imperatively inform the management of the campsite as soon as you know you can't leave due to some event,
- . inform the insurance company within 48 hours and give the information and documents required more particularly a certificate, a death record, a copy of your social security statement or any documentary evidence about the event.

You must send all the documentary evidence to the insurance company of the campsite :

Cabinet SART
61 rue du port
F-33260 LA TESTE DE BUCH
Tel : (00.33)(0)5.56.54.32.17 / fax : (00.33)(0)5.56.54.60.70

Arrival

- . Arrivals are **from noon**.
- . Any reserved plot must be occupied before 8.00 P.M (6.00 P.M in low season), if you can't be there on time you must phone the reception specifying the approximate hour of arrival.
- . You must notify the reception of any change as the stay goes on (number of people and so on...)

Pets

- . Pets are allowed for an extra charge of **2,00 € per day and per pet**.
- . You must show the vaccination record on arrival.

Departure

- . Pitches must be vacated **between 9.00 A.M and noon**.
- . You won't be refunded in case of early departure.

Reception opening time

- . In season (from 01/07 to 31/08) : everyday 9.00 -12.00 A.M/2.00-8.00 P.M
- .
- . Off-season : everyday except on Sunday 9.00 -12.00 A.M /2.00-6.00 P.M

GENERAL RENTING TERMS

Holiday balance

Owing to the terms of the cancellation insurance we advise you to pay the balance of your stay 30 days before the date you planned to arrive.

Without cancellation insurance

- . If you cancel more than 30 days before the arrival, you will be refunded the deposit (deducted 15€ for the reservation fees).
- . If you cancel less than 30 days before the arrival, you will be refunded the deposit (deducted 15€ for the reservation fees) providing that you pay the balance of the stay before.
- .

With cancellation insurance

- We advise you to take out such an insurance for 13 € per accommodation and per stay.

In case of cancellation, you will be deducted or you'll have to pay :

- . The renting and insurance fees
- . As a compensation for a breach of contract :
 - An amount equal to 20% of the total amount of the stay, if you cancel more than 30 days before the date you planned to arrive.
 - An amount equal to the total amount of the stay if you cancel less than 31 days before the date you planned to arrive or if you don't come that date.
- The amount corresponding to the time you don't stay and already charged by the campsite if one of the events below happens during your stay forcing you to put an end to it.

Covered events :

- . diseases or serious accident or even your death or the one of your husband or wife, the one of your ascendants, descendants, sons-in-law or daughters-in-law.
- . death of a brother, a sister, a brother-in-law, a sister-in-law,
- . serious material damages affecting your property and imperatively calling for your presence,
- . redundancy,
- . accident or theft of your vehicle and/or caravan arising on your (direct) way to the stay place.
- . getting a permanent contract after the date of reservation.

Not covered :

- . Disasters caused by foreign war, civil war, strike, nuclear or radioactive effects,
 - . Disasters deliberately caused by the insured party,
 - . The accident, the disease or the death :
 - o arising before the effective date of the cover,
 - o resulting from a chronic bad health,
 - o affecting a person of more than 80 years old except if the death occurs less than 5 days before the beginning of the stay,
- nervous breakdown leading to hospitalization shorter than 3 days.

What to do in the event of a disaster ?

- . Within 24 hours, imperatively inform the management of the campsite as soon as you know you can't leave due to some event,
- . inform the insurance company within 48 hours and give the information and documents required more particularly a certificate, a death record, a copy of your social security statement or any documentary evidence about the event.
- . You must send all the documentary evidence to the insurance company of the campsite :

Cabinet SART
61 rue du port
F-33260 LA TESTE DE BUCH
Tel : (00.33)(0)5.56.54.32.17 / fax : (00.33)(0)5.56.54.60.70

Arrival

- . Arrivals are **from 3.00 P.M.**
- . Any reserved accommodation must be occupied before 7.30 P.M (6.00 P.M in low season), if you can't be there on time you must phone the reception specifying the approximate hour of arrival.
- . You must notify the reception of any change as the stay goes on (number of people and so on...)
- . **You must check the rented accommodation and inform us about any anomaly when you arrive.**

Deposit

- . **200 € per rented accommodation.**

- . You will be refunded this deposit when you leave once possible charges for the damages caused deducted (repairing of damages, cleaning or replacing of missing material) .

Pets

- . **Pets are not allowed in our rented accommodation.**

Departure

- . **Between 9.00 and 11.00 in the morning**
- . There's no refund for early departure.
- . If the tenant leaves in the afternoon, he/she will be charged an extra night.

Reception opening time

- . In season (from 01/07 to 31/08) : everyday 9.00 -12.00 A.M /2.00-8.00 P.M
- . Off-season : everyday except on Sunday 9.00 -12.00 A.M /2.00-6.00 P.M