

# General terms and conditions of sale

## PROVISIONAL BOOKING

### (possible until 20/06) :

It is valid 7 days. After that time, it will be automatically cancelled. It leads to draw up a booking contract.

Camping pitches and rentals are randomly allocated in conformity with the elements mentioned in the booking contract.

When booking, if you mention a wish (pitch, exposures, ...) we do our best to meet your request subject to our availability but this additional service does not constitute a contractual guarantee. If a wish has not been carried out, it would not be, in any case, a reason for cancellation or an excuse to any refund or compensation request.

The definitive number of persons to be registered and their age must be made known as well as the number of units. Any excess shall be either denied or subject to an additional charge.

## DEPOSIT :

It confirms your booking and will be deducted from the rental amount.

It represents 25 % of the rental amount inclusive of tax and 100 % of booking and insurance charges. We must receive the deposit within

7 days from the registration date.

## FILE CHARGES :

Every rental booked in advance is subject to a handling fee of 20 €.

For any cancellation, whatever the reasons, file charges are retained by the Village Camping Océliances and will not be refunded.

## BOOKING OF THE STAY :

The booking becomes effective only with our agreement and after we receive your contract duly signed together with your deposit (in case of unpaid cheque, the booking is cancelled without notice).

A confirmation will be sent to you specifying the balance due to pay and its payment deadline.

However, if the period of time between your booking request and your stay does not allow us to send you your contract, you are then deemed to accept all the terms and conditions mentioned as well as our campsite rules and regulations.

**We remind you that an accommodation for a definite number of occupants should not be, in any case, occupied by a superior number of persons.**

The accommodation is booked exclusively for the persons named on the booking contract, it cannot be assigned or sublet.

## PAYMENT OF BALANCE :

For rental accommodation, the outstanding balance is due no later than 30 days before the scheduled arrival date.

PLEASE NOTE: After that time, if we have not received the payment of balance, we will consider your booking as cancelled and the accommodation will be re-let. Besides, the amounts paid will be retained as a compensation for breach of contract.

If booking is made less than 30 days before the scheduled arrival date, full payment for the stay and file charges will be required at the time of booking.

For campsite pitches, the balance of the stay will be required at the latest on the day of arrival before entering the campground.

In both cases, we will give you a bill.

## ARRIVAL AND DEPARTURE TIME :

For rental accommodation:

On the day of arrival, rental accommodation is available from 16h pm.

On the day of departure, the rental accommodation must be left perfectly clean and vacated before 11h am.

For camping pitches:

On the day of arrival, pitches are available from 13h pm.

On the day of departure, they must be vacated before 11h am.

For arrival and departure, you must report to reception at the opening hours. In case of arrival or departure outside opening hours, it is up to the client to check opening days and hours of the reception and to advise the management.

In case of late arrival, the reception may be unable to let you in. The campsite shall, in no circumstances, be liable nor bear the costs refund of any kind (hotel nights, meals, supplements, ...)

## ALTERATION FROM THE SIDE OF THE CLIENT :

In case of delay on the day of arrival :

The rental accommodation or the camping pitch remains at your disposal during 48 hours. If we do not have a written message from you within that period of time, we will cancel your booking. The full payment of the amounts remains required.

In case of delay on the day of departure :

In case of departure after 11h am., an additional night's fee will be charged to you as a compensation.

No reduction will be allowed in case of delayed arrival or early departure.

For any alteration in the booking contract you have to make a request. It will be accepted subject to availability and you will be charged a 14 € for file costs. If the alteration made involves an alteration in the cost of the stay, a document will be sent to the client he must sign and return as soon as possible in order to confirm the new booking.

Any extension of stay can be done only within the bounds of a prior agreement and will be charged on the tarif basics.

In case of any alteration in dates of stay, the same pitch allocation cannot be guaranteed.

## SECURITY DEPOSIT :

For any rental accommodation a security deposit has to be paid at the reception as soon as you arrive : 200 € per residence.

This security deposit will be refunded at the time of your departure after checking the rental unit and fixtures and fittings, less the costs for cleaning, if necessary, loss or damage of equipment or repair. The tenant has to make an inventory of fixtures and fittings and report any defect on the very day of arrival.

## CLEANING COST OF THE RENTAL UNIT :

You are responsible for final cleaning. The home, fixtures and fittings, crockery and pitch must be left clean on the day of departure. If not, after inspection a charge will be levied for cleaning costs according to the tarif.

## CANCELLATION FROM THE SIDE OF THE CLIENT :

For a stay with cancellation insurance :

As soon as you know that an event prevents you from departure, you have to notify your cancellation by registered letter with receipt of delivery within 24 hours. You have as well to inform your insurer within 48 hours and provide all necessary information to draw up your request file for refund. The conditions of refund are mentioned in the annual booklet.

You must warn Quattro Assurance by 48 hours and you must provide all the information that could be useful for your refund request.

For a stay without cancellation insurance :

You will not have any form of refund if you cancel or shorten your stay.

However, if an early departure arises from a specific reason outside your control, a written and justified request (supported by the relevant documents) may be sent to the manager of Village Camping Océliances. The refund request will be investigated within 2 months. If refund for the unused stay is accepted, file charges of 14 € will be retained.

## ALTERATION OR CUTTING SHORT FROM THE SIDE OF VILLAGE CAMPING OCELIANCES :

In case of cancellation from the side of Village Camping Océliances all payments made will be refunded excluding any damages.

In case of cancellation dictated by a specific reason outside our control or for the security of the clients, we will do our best to suggest an alteration to your stay. You will have 72 hours to accept these alterations or to waive the stay. In case of waiving, the payments made are not refunded.

## INSURANCE :

The campers must have a personal liability insurance.

In case of loss, theft, damage to personal effects or damage due to reasons beyond our control such as storm, flood, fall of trees, ... the Village Camping Océliances shall not be responsible. We recommend that you contact your insurance company in order to take an extension, if necessary, of your personal guarantees (holiday insurance).

*In case of misprints or omissions in the issue of our booklet, we reserve the right to correct any practical error that would have slipped into the text of this document.*