

GENERAL TERMS AND CONDITIONS

Booking your stay :

At the time of booking, a deposit is payable of 20% of the total price of your stay + 12 € booking fees.

Payment by :

- Bank card

Bank card n°/...../..... -/...../..... -/...../..... -/...../.....

Expiry date: /

Only communicate number and expiry date by normal mail or by fax.

- Cash / International money order

- Bank transfer to SARL LA FALCONNIERE

IBAN: FR76 30003 00225 00020155739 30 – BIC : SOGEFRPP

Société Générale – 1, rue du Général de Gaulle – 84110 Vaison la Romaine

Le Camping de l'Ayguette will confirm that it has received your deposit. The balance of the contract will be payable 30 days prior to the day of your arrival. You will receive a confirmation that must be presented at the reception upon arrival.

Arrivals : The rented accommodation is available from 4.00 pm and up to 7.00 pm maximum, from saturday to saturday.

A security deposit (300 € / mobil-home) will be payable on arrival and refunded on the day of departure minus any necessary deductions for repairs or costs of replacing missing items.

Departures : from 8.00 am to 10.00 am. If you wish to extend your stay beyond the agreed date of departure, you must obtain the agreement of the campsite at least three days before the departure date.

Cleaning service: the mobil-home must be cleaned before you leave it. If further cleaning is required when you leave, the cost will be deducted from the security deposit. (Minimum charge of 50 €).

Cancellation : In the event that your stay is cancelled before you arrive, that your stay is cut short or in the event of late arrivals for whatever reason, illness, accident or unforeseen event, the holidaymaker shall be liable for the payment of the balance of the booking and no refund will be granted. Any modification to the booking form must be notified IN WRITING. Should you fail to arrive and if you have not informed the camp site, the rented accommodation will be given to an other client as of 12.00 am on the next day.

Vacation cancellation insurance: We allows you to benefit from the guarantees of an insurance policy covering the cancellation and interruption of your vacation. This optional insurance is paid via a surcharge to the rent at the same time as the deposit. Price: €€ € € €€€€€€€€€€€ € €€€€. If you get this insurance, it covers:

BEFORE YOUR DEPARTURE, in the following instances:

- **serious illness** or **serious accident** or **death** to:
 - yourself or your spouse (official cohabitant),
 - one of your relations in direct ascending or descending line, son-in-law or daughter-in-law;
- **death to a brother, sister, brother-in-law or sister-in-law**;
- **considerable material damage** to your property requiring your presence;
- **redundancy**;
- **accident to or theft of your vehicle** and/or **caravan** occurring on the (direct) journey to the place you are staying at.
- **permanent employment obtained subsequent to booking**

➤ **YOU WILL BE REIMBURSED:**

- 20 % of the hiring fees in the case of an event occurring between the date of reservation and the 30th day before the scheduled date from which the reservation runs;
- 100 % of the hiring fees in the case of an event occurring less than 30 days before this date.

DURING YOUR STAY, should one of the aforementioned incidents occur obliging you to shorten your stay,

➤ **YOU WILL BE REIMBURSED:**

for the sum corresponding to the part of your visit non-effected and which has already been invoiced by the camp-site.

EXCLUDED FROM THE GUARANTEE

- **damage arising from wars with foreign countries, civil wars, strikes, nuclear or radioactive effects,**
- **damage caused intentionally by the insured person,**
- **suicide or attempted suicide by the insured person,**
- **accident, illness or death :**
 - **occurring before the date the guarantee comes into force,**
 - **subsequent to a chronic state of health,**
 - **affecting persons aged over 80 years unless that person's death occurs less than 5 days before the date from which the reservation runs.**
- **depression leading to hospitalisation of less than 3 days.**

WHAT TO DO IF AN INCIDENT OCCURS ?

- Notify the Management of the camp-site without fail as soon as you know of an incident which will prevent your departure and in all cases within 24 hours of the said incident,
- Notify the insurer within 48 hours and provide all the necessary information and documents, in particular :
 - a medical certificate specifying the nature, origin and the seriousness of the accident or illness,
 - a copy of the detailed account from your social security offices,
 - a death certificate,
 - all documents proving the incident,

All these documents should be forwarded to your insurer :

CABINET SART

61, rue du Port

33260 LA TESTE DE BUCH

Tel. 05 56 54 32 17 / Fax 05 56 54 60 70

This document is provided for information purposes only. A copy of the general terms covering this policy is available at the offices of the insurance company.

Complaints :

We shall not be held liable for acts of God, force majeure, climatic catastrophes or disturbance that may perturb, interrupt or prevent your stay. In the event of a problem in the mobil-home, you must put in a claim on site with a person in charge. Any claim concerning the inventory, the condition or the cleaning of the mobil-home must be made the arrival day. After that time, claims will not be taken into account and you will be held liable for any damage or missing items upon departure.

Tenants insurance :

Tenants are responsible for taking out insurance with an insurance company to cover risks relating to their occupation, i.e.: theft, loss of or damage to their personal belongings and damage they may cause to the furniture provided in the rented accommodation and also damage they may cause to the entire estate, by their actions or negligence.

Clients must prove that they have such insurance upon request. It is hereby specified that the belongings, luggage, objects, furniture, valuables and vehicles belonging to clients are not covered for theft, loss or damage howsoever caused. Therefore the parties agree that our company shall not be held liable for such and that the tenant is responsible for taking out all insurance policies he considers necessary.

Tenants must comply with the campsite and swimming pool regulations.