
Terms & Conditions for mobile homes, chalets and lodges

All rentals are name-specific and are not under any circumstances transferable.
Only persons shown on the contract are permitted to stay at the campsite.

Bookings

- Bookings become firm on receipt of the duly-completed booking form, accompanied by a down payment equivalent to 25% of the total cost of the stay.
- A booking confirmation is systematically issued to you by post or e-mail.
- The balance due for your stay is payable 30 days before your arrival, and includes the tourist tax for all persons aged 18 and over.
WARNING: after the 30-day deadline, the reservation will be considered as cancelled, and the accommodation will be returned for sale. All the amounts already paid will be retained as termination indemnity.
- Administrative fees are €20 and are non-refundable.
- The booking shall be considered null and void in case of false declarations.

- **Arrivals are from 4 p.m. and before 8 p.m.** Your location will be reserved for 24 hours after the scheduled arrival date. After this deadline and if no news is received from you, your booking will be automatically cancelled.
- **Departures from 8 a.m. and before 10 a.m.**, a cleaning checkout will be done by the campsite staff.
- Upon arrival, a 100 € deposit will be requested. It will be returned on departure, **as long as the rental is left perfectly clean.**
- Any damage caused to the property will have to be paid for before leaving the campsite.
- During low season, nightly rental is possible (minimum 2 nights). **Contact us.**

- Parking for one vehicle.
- One blanket by bed is provided. It is obligatory to supply your own bedding (sheets, pillow cases) and towels. **Rental possible only on reservation:** linen or childcare equipment. **Contact us.**

- Late arrivals and premature departures shall not give rise to any refunds.
- Your location number will be designated by the manager on your day of booking.

MODIFICATION, CANCELLATION AND REFUND OF YOUR STAY:

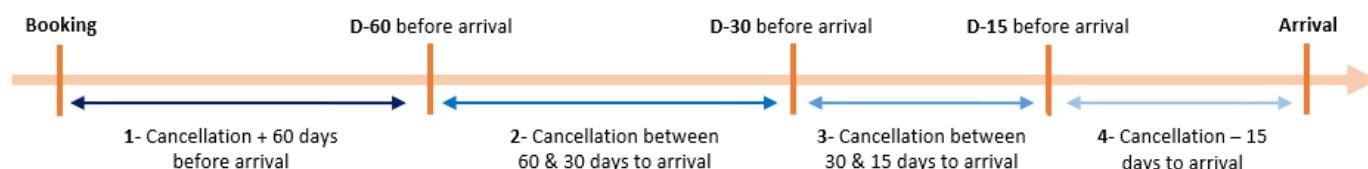
Modification of your reservation: A request for modification of the stay (dates, type of accommodation) can be made to the campsite (by mail or e-mail), as far as availabilities. No postponement will be accepted for the following season. If no changes are made, the client must make his stay in the initial booking conditions.

Any request for extension of stay or change of category of rental will be made according to availability and according to the current rates.

Any request for change of stay occurring 15 days before the date of arrival will not be accepted.

Cancellation by the customer: in case of cancellation, please notify the campsite as soon as possible by e-mail or mail.

In case of cancellation without insurance:



1- Cancellation occurring more than 60 days before the date of arrival: the entire deposit will be refunded. A compensation of € 20 will be retained as a cancellation fee.

2- Cancellation occurring between 60 and 30 days before the date of arrival: the entire deposit will be kept as a cancellation fee.

3- Cancellation occurring between 30 and 15 days before the date of arrival: 50% of the total price of the stay will be retained as a cancellation fee.

4- Cancellation occurring less than 15 days before the date of arrival: the total amount of the stay will be retained as a cancellation fee.

• In case of cancellation with insurance:

A part of the amount paid (excluding application fees, insurance costs and tourist taxes) will be refunded* according to the cancellation conditions available on our website.

The cancellation insurance is charged 2,9 % of the price of the stay per rental (subject to increase and modification by the insurer). It is optional and must be purchased at the time of booking.

** In case of no-refund by the insurance and upon presentation of a proof, we will refund you according to the conditions of cancellation without subscription to the insurance, excluding the cost of the cancellation insurance.*

Interruption of stay: An interrupted stay or a late arrival due to the customer will not give rise to any credit or refund, except in case of subscription to the cancellation insurance, according to the conditions of interruption available on our website.

Special clause – Cancellation and Covid-19, cancellation of your stay only if:

- lock down;
- restriction of movement;
- fortnight or quarantine in your city, department, region or country (on proof of residence);
- if one of the participants of the stay is infected with Corona virus within 20 days of the arrival date (cancellation possible only on presentation of a positive test and a medical certificate).

The campsite propose you a choice of:

- a credit note corresponding to the amounts paid, plus 20%*, valid for 2 years and non-refundable;
- a refund of the sums paid, excluding cost of cancellation insurance.

*maximum increase of €100.

Please note: the fear of travel is in no way an admissible reason for cancellation.

Cancellation due to the campsite: in case of cancellation due to the campsite, except in case of force majeure, the stay will be refunded in full. Such cancellation shall not give rise to any payment of damages.

INTERNAL RULES

Extract (the internal rules of the campsite are available on the website):

- Parking for one vehicle.
- Bracelet must be worn for the duration of the stay
- Only electric barbecues are allowed. Charcoal or gas barbecues are prohibited.
- Guests who do not spend the night will be charged a daily fee of €5; access to the pool is not allowed.
- **Pets only 1 accepted by location:** dog (except category 1 and 2 dogs, which are prohibited at the campsite) or cat. Pet must be kept on a lead further to presentation of a current vaccination certificate. They must be taken outside the campsite for walks and must not under any circumstances disturb the pace of other campers or be left unaccompanied on your pitch.

- Access to the water park is strictly reserved for campsite clients. Visitors do not have access to the pool area.
- The wearing of the bracelet is mandatory, as well as an outfit suitable for swimming (swimsuit type slip or boxer for men and bikini or one-piece swimsuit for women). For reasons of hygiene, the wearing of swim shorts, burkini or diving suit is not allowed. Only anti UV t-shirts are accepted.

- The water park area is unguarded. Access to the pool is prohibited for children under 14 years of age without an adult.

- **Internal pool rules and slide rules (e.g., minimum size 1.20m) are posted within the water park; customers will have to comply with them. (Internal pool rules available on the website)**

Right to image: *During your stay at our establishment, you and all participants in the stay are likely to be photographed or filmed by a staff member or by an external service provider mandated by our services. The sole purpose of this approach is to ensure the promotion and animation of our establishments and will in no way damage your reputation.*

You can report your objection to the distribution of your image in writing, upon your arrival, to the Reception. Otherwise, the photos or films are deemed free of right for any country at the signing of the rental contract, and may be used for commercial or advertising purposes, especially on the websites of Vacances Giens Group, social networks (including Facebook and Instagram), as well as any other communication medium used by our services (travel guides, partner sites, ad portals, etc.).