

GENERAL BOOKING CONDITIONS 2012

1. RESERVATION PERIODS:

Pitches: at least 7 nights. Daily arrival and departure (according to our availability). Plots are rented from 4 pm. Departure must take place before 11 am. One pitch is for only one family (parents + kids and babies) and only one basic fixture.
Accommodations: 30/06 > 01/09/2012: whole week renting, 7 nights minimum, from Saturday until Saturday, from Sunday until Sunday or from Wednesday until Wednesday (according to our availability). Other periods: 2 nights minimum. Daily arrival and departure (according to our availability). Accommodations are rented from 04.00 pm. Departure: after inventory from 08 am to 11 am upon appointment.

2. RESERVATION:

The booking only becomes effective with our agreement and upon receipt of a duly completed booking contract together with the deposit and 30 € booking fees remaining a customer charge in case of cancellation. All payment without a booking contract will be void.

- The contract is nominative and may not be yielded in any case to other. (Legal delay for withdrawal 7 days).
- Each contract modification (changing dates, etc.) involve additional costs of 15 €.

- The pitch or the accommodation is given without any difference, according to the arrival of the booking contracts. However we try our best to take into account your preferences.
Pitches: a written confirmation will be send indicating a pitch number. However, the pitch number can be changed without any right for compensation. Each request for modification of the booking (dates, persons, pitch etc.) is probably to result in a change of pitch number.
Accommodations: the allocation will be known the day of arrival.

3. DEPOSIT:

Pitch: 30% of the total sum of your stay.

Accommodation: 30% of the total sum of your stay when your booking contract is dated more than 30 days before arrival date at the campsite. 100% of the total sum of your stay when your booking contract is dated less than 30 days before arrival date at the campsite.

Accepted payment facilities: credit cards, bank transfer.

4. PAYMENT OF THE BALANCE:

- Pitch: the total sum of your stay should be paid on arrival (visa/master card or cash).

- Accommodation: the total sum of your stay should be paid 1 month before arrival. Otherwise the reservation will be cancelled and the deposit will be retained. **No reduction for later arrival or earlier departure.** Guests and supplements must be registered at the reception desk.

5. CAUTION:

For accommodation only: a caution of 200 € per accommodation has to be paid on the day of your arrival. This sum will be paid back the day of your departure (*) minus repair costs. The sum of 110 € will be held back in case the accommodation is not cleaned the day of departure.

(*) Departure on Wednesday, Saturday or Sunday between 8 am and 11 am. If you wish to leave outside these hours, your deposit will be forwarded to you after checking your accommodation.

6. CANCELLATION :

Cancellation without guarantee - Accommodations

Where cancellation (the date of receipt of the letter is valid) occurs:

- More than 60 days before the holiday: 10% of the deposit and administration charges will be invoiced.

- Between the 59th and the 30th day before the holiday: 50% of the deposit and administration charges will be invoiced.

- Between the 29th and the 5th day before the holiday: 90% of the total cost and administration charges will be invoiced.

- **Less than five days before the holiday, non-arrival, late arrival or early departure, no refund will be made for the holiday and the administration charge.**

Cancellation without guarantee - Pitches

Where cancellation (the date of receipt of the letter is valid) occurs:

- More than 60 days before the holiday: 10% of the deposit and administration charges will be invoiced.

- Between the 59th and the 30th day before the holiday: 50% of the deposit and administration charges will be invoiced.

- Between the 29th and the 5th day before the holiday: 90% of the deposit and administration charges will be invoiced.

- **Less than five days before the holiday, non-arrival, late arrival or early departure, no refund will be made for the holiday and the administration charge.**

Cancellation guarantee

It is possible to subscribe to a cancellation guarantee (optional and payable only at the time of the booking). The cancellation guarantee is a fixed sum of 2,50 € per night booked for an accommodation, 1,50 € per booked night for a pitch with a maximum charge of 25 € for an accommodation and 15 € for a pitch, payable only at the moment of the booking. The cancellation guarantee includes repayment of rental costs (excluding administrative charge and cancellation guarantee).

IN CASE OF CANCELLATION, REFUND WILL ONLY TAKE PLACE upon presentation of justification documents in the following cases:

- Serious personal accident, serious illness, hospitalisation or decease of the assured (grantee) or of the spouse or their direct descendants or ascendants. By serious illness is understood an alteration in health declared by a qualified medical authority, which forbids the patient from leaving their room and involving the cessation of all work or other activity. By serious accident, is to be understood an unintentional bodily accident to the victim resulting from a sudden action with outside cause and preventing the victim from independent movement.

- Serious damage that has not occurred at the time of entering into the contract, resulting from theft, fire and natural causes, to the principal residence of the person having made the booking and necessitating their presence on the day of departure.

- Prevention from taking possession of the premises rented following the booker's redundancy or that of the spouse, the booker's work transfer or that of the spouse conditional upon notification by the employer, that is to say after the guarantee becomes effective.

Any holiday that has been started is payable in full. No reduction will be agreed in the event of delayed arrival or early departure.

The cancellation guarantee will become ineffective from the start of the rental and will not come into effect where one of the events set out above occurs during the holiday.

Any request for the cancellation of the holiday should be brought to our attention in writing (post, email or fax) within 48 hours following the event upon which it is based, only the date of the actual originating fact being taken into account.

Disclaimer of Warranties:

- The voluntary participation of an insured person in riots or strikes;

- Alcoholism, drunkenness, drug use, drugs, narcotics, non-medically prescribed;

- Any intentional act that could cause the warranty

7. NON-OCCUPATION:

Without a written message from the client to postpone his arrival, the object of his booking will remain available until midday the following day. This then becomes available again to the campsite. No reduction or compensation will be accorded in the event of a late arrival or an early departure no matter what reason.

8. All guests must abide to the campsite regulations. No abiding to the rules will cause expulsion of the campsite without any refund. Vehicles are not permitted to enter or leave the campsite between 11.30 pm and 07.00 am.

9. Public liability insurance is obliged.

10. The name of each person staying on the campsite has to be written down on the booking contract. The direction of the campsite reserves the right to refuse the access to the campsite to families that arrive with more than the authorized number of persons (maximum 2, 4 or 6 persons according to the type of accommodation, maximum 6 persons for a pitch). Access can be denied to persons that have given false information during their booking and in case of disruptive behavior of clients, contrary to the campsite rules, quietness and serenity of the camp site.

11. During your stay our staff stays at your disposal to respond to your requests and to solve dysfunctions. In order to take into account any claim, it should be expressed during your stay to the direction of the campsite or its representative.