

## **GENERAL BOOKING CONDITIONS (2018)**

### **Reservation:**

The reservation is non transferable and cannot be given or rented to anybody else in any case.

Please give us the name and the birth date of each person that will occupy the pitch, the mobile home, the chalet or the Lodge tent. The reservation is only accepted for persons entered in the contract. These persons will not be allowed to be replaced by a third person. Minors should always be accompanied by (one of) their parents. If these clauses are not respected, the contract will be cancelled and the downpayment will not be given back.

Preferences stipulated during the reservation will be satisfied as far as possible, but will never commit the establishment.

Any camper or lodger will have to obey the camp site rules and regulations.

Between 10.30 p.m. and 6.00 a.m. the camp site will be closed for all motorised traffic.

For safety reasons, every camper will get, upon arrival, a permanent bracelet that has to be worn during his whole stay at Eurosol.

**Charcoal barbecues are strictly forbidden on the camp site.**

### **Camping pitch:**

The reservation includes the pitch for one main tent or caravan, one little extra tent, the parking place for one vehicle, six persons as a maximum (babies included), and the access to all common facilities, the swimming pools and the free activities. Additional costs are the Tourist Tax (0,66 euro/night p.p. older than 17 years) and the Ecological Waste Contribution (0,40 euro/night p.p. older than 3 years).

The lodger accepts the pitch in its initial state. He disclaims the responsibility of the establishment in case of damages caused by branches or pine cones falls, rainstorms, natural disasters, burglary, glass breaking. On the pitch it is not allowed to dig drainage ditches.

The pitch must be vacated before 12.00 p.m and given back in its initial state at this time. If a delay has not been notified, the pitch will stay booked until 12.00 p.m. on the day after the arrival date. After this date, the pitch will stay at the disposal of the camp site. The down payment and the reservation fees will not be given back.

### **Rentals:**

The reservation includes the caravan or the chalet for the chalet for as many persons as stipulated (babies included), its complete inventory, the parking place for one vehicle and the access to common facilities, the pools and the free activities. Additional costs are the Tourist Tax (0,66 euro/night p.p. older than 17 years) and the Ecological Waste Contribution (0,40 euro/night p.p. older than 3 years).

**It is not allowed to put a little spare tent next to the rental.**

**For hygiene reasons, animals are forbidden in and around rental accommodation.**

During high season (July and August) chalets and mobile homes reservations have to be made from Saturdays, Sundays or Wednesdays. Arrivals from 5 p.m.; departures before 10 a.m. Outside the high season, it is possible to book per night (2 nights minimum and according to availabilities)

In case of a late arrival, the booking is automatically cancelled at 12.00 p.m. on the day after the arrival date, except if the customer informs us in the meantime. The down payment and the booking fees will not be given back.

### **Payments:**

Your booking claim will not be taken into consideration until we receive the signed contract, a down payment of 100 euro for a camping pitch or 175 euro for a rental, plus 25 euro of non-refundable booking fees. We will send you a written confirmation of your reservation.

The global amount of the stay according to the following conditions:

- Pitches: upon your arrival at the camp site.
- Rentals: on the 15<sup>th</sup> June at the latest.

Caution! Any rental booking that is not paid by 15<sup>th</sup> June will automatically be cancelled and the cancellation conditions below will be applied.

### **Cancellation:**

#### **\* From the customer:**

If you must cancel your reservation, please inform us by letter no more than 3 days after the event having caused the cancellation. All cancellation requests must be accompanied by precise, indisputable documents justifying the request.

In case of cancellation, the following amounts will be retained:

#### **Camping - Caravaning:**

- More than 30 days before your arrival date, a standard amount of 25 euro equal to the booking fees will be retained on your down payment.
- Less than 30 days before your arrival date, your entire down payment will be retained.

#### **Rentals:**

- More than 30 days before your arrival date, the amount of your down payment will be retained.
- Less than 30 days before your arrival date, the entire amount of your stay will be retained.

#### **\* From the camp site:**

In case the cancellation is due to our responsibility, except in case of Act of God that would lead us to cancel the stay so as to guarantee the security of the holidaymakers, we will refund to the customer the whole sums paid.

### **Cancellation guarantee:**

We propose you an optional cancellation guarantee of 20 euro per pitch and 40 euro per lodging in the reservation contract. This guarantee has to be subscribed and completely paid when you book and will be added to the deposit.

The cancellation guarantee ensures the refunding of the down payment(s) when the cancellation occurs between the date of booking and the day of arrival at the camp site, due to an event that was not known and could not be foreseen at the time of booking. It is important to notice that the booking fees will never be refunded.

The events covered by this cancellation guarantee are (exhaustive list):

- 1) Death, serious bodily accident or serious illness of yourself, the persons on the booking form, your ascendants, descendants, brothers or sisters.
- 2) Lay-off of yourself, or the persons on the booking form.
- 3) House removal due to a professional transfer.
- 4) Damage caused to your main residence as a consequence of fire, water, degradation of fittings consecutive to burglary, vandalism, storm, natural catastrophe.

The cancellation guarantee ceases to be effective as soon as you arrive on the camp site and may in no way apply if the events listed above should occur during your stay.

The holidaymakers are supposed to have public liability insurance for their caravan, their tent and/or their equipment.

### **Animals:**

For hygiene reasons, **animals are forbidden in and around rental accommodation.**

If holidaymakers are going camping, only trained animals will be accepted, provided they have been declared upon reservation, they do not damage the quietness and the security of the holidaymakers, and they respect the elementary hygiene rules and the facilities. They must always be kept on a lead, never be left alone, and toilet outside the camp site.

You will have to show their up-to-date vaccination card upon arrival.

For safety reasons dangerous dogs belonging to the first or second category in France will not be accepted on the camp site.

Any offence will involve the expulsion of the owner.

Between July 7<sup>th</sup> and August 25<sup>th</sup> 2018, the reception desk will open from 9 a.m. till 12.30 and from 2 p.m. till 8.00 p.m. Outside these dates we open from 9 a.m. till noon and from 3 p.m. until 7 p.m.