

RENTAL CONDITIONS

Booking – Deposit

- 1) If you wish to book, please complete the **contract** and send it to us **signed** and accompanied by the deposit and booking fee. A **booking contract** must be completed.
- 2) Rentals mean :
 - **For pitches from 12 noon to 12 noon**
 - **For properties by the week from Saturday 4pm to Saturday 10am.**

Any extension of these times will involve the billing of an extra day.

- 3) Booking fees are only valid for one stay and for one family.
- 4) The outstanding balance of the cost of the stay is payable **on the day of arrival on site**, deduction will be made for the **deposit paid**, on presentation of the letter of confirmation of receipt.
- 5) The pitch will be allotted by order of receipt of the binding contract. **No precise pitch can be guaranteed.** It is also preferable, following the allocation of the pitch to make provision for an extension cable of over thirty metres.
- 6) For any change of dates, **it will not be possible to guarantee the same rental property, nor the booking for the desired period.**
- 7) The booking is **personal** and it is forbidden to sub-let or to pass the booking to a third party.
- 8) The booking is **finalized** on receipt of your confirmation, that is to say a letter or email agreeing to your dates and confirming receipt of your deposit.

Arrival – Departure

- 1) **Compulsory presentation of your booking confirmation** on the day of your arrival.
- 2) In case of late arrival or last minute problems, the client must inform the campsite concerned. If there no news from the client **in the 24 hours following the initially understood arrival date**, the pitch will after 3pm be offered for rental.
- 3) Extension of stay : This must be sorted on site. There is no guarantee of an extension beyond the stay originally booked.
- 4) All people staying on the site must adhere to the campsite regulations which will be given out on arrival.
- 5) **People under 18 years old cannot stay unaccompanied on the campsite.**
- 6) The campsite reserves the right to use any photographic support material for advertising in which you might appear.
- 7) Pets kept on a lead are allowed on the campsite on presentation of an up to date vaccination booklet/certificate. Each owner is responsible for his/her pet.

Cancellation conditions

Any cancellation must be notified by registered post with acknowledgement of receipt by the client at the campsite.

- 1) Cancellation **more than 30 days before** the start of the stay : complete refund of deposit (except for booking fee)
- 2) Cancellation of **29 days or less before** the start of the stay : no return of deposit.
- 3) In the case of late arrival, interruption of stay or bad weather there is no entitlement to a reduction or a refund.

Cancellation on behalf of the campsite : In cases of cancellation for reasons of our making, the client will obtain a full refund of monies paid.

We advise you to take out a cancellation policy with your insurer.

Locatifs : Inventaire – Deposit guarantee

- 1) Payment of a guarantee (by cheque) for the sum of **200€** for the “Authentique” and of 300€ for a “Lodge” on arrival.
- 2) The tenant must check and pass on the contents list with his/her comments to Reception on the day of arrival.
- 3) On the day of departure : the guarantee deposit will be returned after a check on the state of the property according to the following conditions:
 - a) The contents list will be checked by a member of Reception. In the case of damage to contents or breakage the deposit will be withheld until repair or payment of the bill by the tenant.
 - b) The tenant undertakes to leave the property in as clean a condition as on arrival (fridge defrosted, barbecue cleaned, etc..)

For long duration rentals, a check will be made every fortnight by campsite staff by arrangement. In cases of poor upkeep of the property, a first warning with a new appointment will be made. If things are not as they should be, cleaning of the property will be undertaken on our behalf and charged to the tenant.

The final cleaning is **charged to the tenant** or ourselves averaging an inclusive price.

- 4) In the case of **sudden departure** or **outside of normal departure hours**, and in all cases where the contents list has not been checked, the **property deposit** will be kept and **returned by post** once a check has been made of the property and contents.

Pets are not allowed in the rental properties.
The properties are non-smoking.

Complaints

The SAS SHALLE cannot be held responsible for accidental incidents, acts of God or people outside the organisation, affecting the smooth running of the stay and the services supplied in that instance. In case of disagreement between the two parties, the dispute will be ruled upon by our local courts.

General information

For a booking for caravan or motor home along with the booking contract you will need to supply :

- The registration document
- A copy of the insurance certificate.

It is the responsibility of the client to sort out insurance. The campsite declines all responsibility in cases of theft, fire, bad weather, etc., and in any case of personal liability of the client.

Dear clients, These precisions are necessary to avoid any ambiguity. We thank you for your confidence and hope that your pending holiday leaves you with nothing but pleasant memories.

The Campsite Management.