



1228 Avenue du maréchal Leclerc 63150 LA BOURBOULE

## GENERAL CONDITION SALE mobile home and chalet rental

**1-RIGHT OF WITHDRAWAL:** In accordance with article L.121-21-8 of the Consumer Code, the tenant is informed that he does not have a right of withdrawal following signature of this contract.

**2-RESERVATION:** For any reservation, an "option" is recorded (subject to availability) upon receipt of your request. This is valid for a maximum of 7 days. The reservation only becomes firm upon receipt of the deposit of 30% of the base rate + supplements (excluding management fees and taxes) and the reservation contract dated and signed by the customer. All reservations are nominative and cannot under any circumstances be transferred or sublet without the agreement of the campsite. Any option not confirmed within a maximum of 7 days will be automatically canceled.

**3-PAYMENT OF THE BALANCE:** For all rentals, the balance of the stay must be paid one month before your arrival.

**4-TOURIST TAX:** Tourist taxes, collected on behalf of municipalities, are given for information only and are not contractual. They are to be paid by the holidaymaker at the place of stay upon your arrival

**5-CANCELLATION INSURANCE:** The amount is payable in full and only when booking. It is added to that of the deposit and concerns people registered for the stay. Its amount is 4% of the base price + supplements (excluding management fees and taxes). Effective date: the day the contract is taken out // Expiration of the guarantee: the day of departure. More information on: [www.campez-couvert.com](http://www.campez-couvert.com) For any cancellation without guarantee: no amount will be refunded. An early departure or delayed arrival will under no circumstances give rise to a refund.

**6-ARRIVAL and DEPARTURE:** arrival and departure days are free and rentals can be made for a minimum duration of 2 days except in high season (7 days minimum). Arrivals are between 3:00 p.m. and 7:00 p.m. Departures must take place between 08:00 and 10:00. In the absence of any written message from the tenant (telephone message not accepted) specifying that he had to postpone his arrival, the rental will become available 12 hours after the arrival date mentioned in this contract. Payments paid will remain with the campsite. For security reasons, the campsite gates are constantly closed. The opening of the campsite entry and exit barriers is possible between 7:00 a.m. and 11:00 p.m. with a magnetic badge given upon your arrival for the duration of your stay (only 1 vehicle per pitch). Any fraudulent use of this badge will be punished. In the event of a late arrival or early departure during the stay, outdoor parking is available to our customers.

**7-ADDITIONAL PERSON and/or VISITOR:** If on arrival or during the stay, the number of tenant(s) exceeds that specified in the contract, the campsite reserves the right: either to refuse additional tenants, or to request a price increase according to the current rate. In all cases the number of people cannot exceed 6 (a baby or child counts as one person) and the maximum capacity of the rented accommodation. For security reasons, visitors are prohibited on the campsite. Any fraudulent introduction of visitors will be punished.

**8-DOMESTIC ANIMALS:** Dogs and cats are accepted at an additional cost. They will be kept on a leash and must be accompanied outside the campsite to do their business. Under no circumstances must they remain alone on the site and must not inconvenience the neighborhood with their barking or dirt. In the event of non-compliance, the campsite may evict the dog and its owners.

**9-DEPOSIT AND INVENTORY:** A deposit of €350 by check or cash for the mobile home, and €500 for the rental of the chalets. On the day of your departure, the mobile home or chalet must be returned before 10:00 a.m. in perfect condition, ready to be rented again. Deposits will be returned upon departure depending on inventory and state of cleanliness or returned 8 days after departure.

Outside of inventory time slots, deposits will be returned after checking the rental. PLEASE NOTE: The deposit will be fully retained if the smoking ban has not been respected.



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**10- SANITARY BLOCKS:** Mobile home and chalet tenants are not authorized to use the campsite sanitary blocks except for the use of the washing machine. They must use the sanitary facilities of the mobile home or chalet.

**11-ELECTRIC VEHICLE:** Tenants of mobile homes and chalets are prohibited from plugging their electric vehicles into the sockets of mobile homes and chalets. The sockets are not intended for this purpose and could cause a short circuit or electrical overload in the accommodation.

**12-INTERNAL RULES:** All accommodation tenants are required to scrupulously comply with the establishment's internal regulations which are displayed and of which everyone can obtain a copy on simple request. Any tenant of a mobile home or chalet must have resort insurance and/or civil liability insurance. The manager declines all responsibility in the event of theft, fire, bad weather or various accidents falling under the customer's responsibility.

**13-CLAIM:** Any complaint relating to a stay must be sent within 7 days of taking possession by registered letter with acknowledgment of receipt. In accordance with the provisions of the Consumer Code concerning "the mediation process for consumer disputes", the customer has the right to use the mediation service offered by the campsite free of charge. The "consumer law" mediator thus proposed is MEDICYS. He can be reached via his website: [www.medicys.fr](http://www.medicys.fr), or by post: MEDICYS, Mediation Center, 73 Boul de Clichy, 75009 PARIS.