

## GENERAL BOOKING CONDITIONS AND TERMS

### 1. BOOKING A PITCH

The booking is not valid until we have confirmed our agreement and received a deposit. You must send us together with the completed booking form a deposit of €75 and €25 booking fee i.e. a total of €100. On the day you arrive the pitch will be available from 2 pm onwards and on the day you leave the pitch must be vacated no later than 12 noon. The remaining cost of your stay must be paid on arrival. Minors must be accompanied by their parents or legal guardians.

### 2. RESERVE A RENTAL

Reservations are only finalised after our approval and after reception of a contractual money transfer. On sending a properly completed reservation request, the client must attach a deposit of €275 + reservation fees of €25 for a total of €300 (€70 for weekends and short stays, no reservation

fees). The entire price of the stay must be paid 30 days before arrival. On arrival, the client will be asked to pay a €200 guarantee. This guarantee will be returned after the inventory of fixtures. (except "KIWI PASS")

Clients will be able to access their accommodation from 16:00 on arrival (10:00 for weekend rentals) and must checkout before 10:00 on the day of departure (18:00 for weekend rentals). On leaving, an inventory of fixtures will be carried out. In cases of damage or missing material, the cost of the repairs will be the responsibility of the client. The rental will have to be returned perfectly clean, if this is not the case €70 will be charged to the client. Minors must be accompanied by their parents or legal guardians.

### 3. LATE ARRIVAL

You should arrive no later than 8pm on the agreed date. If the accommodation or pitch is not occupied on the agreed date of arrival it will be kept free until 12 noon the next day. If it has not been claimed by then and no message has been received from you the booking will be cancelled and the camp-site will make alternative use of the accommodation or pitch. All payments remain the property of the camp-site.

### 4. ON ARRIVAL

A deposit of €200 will be required for an accommodation. Each guest will receive an identification bracelet which he must wear for the duration of his stay. The camp-site does not admit any guest without such a bracelet.

### 5. CANCELLATION

Any cancellation must be given to us in writing. The written notification should be sent by recorded delivery. If the cancellation arrives more than 30 days before the scheduled arrival date, 50% of the deposit will be refunded. If cancellation arrives less than 30 days before the scheduled arrival date the entire balance paid remains the property of the campsite. Reservations costs are not refundable. We recommend that you take out cancellation insurance.

In the event that the campsite should cancel your reservation, an indemnity equal to the amount of your deposit will be refunded.

### 6. Absence of right of withdrawal.

In accordance with article L.121-19 of the consumer code, the sale of accommodation services provided on a determined date, or according to a determined period, is not subject to the withdrawal period of 14 days.

### 7. PETS

Pets are permitted on the camp-site ground but only under certain conditions : dogs must always be kept on a lead. The owner must show a valid vaccination certificate for his dog. Certain breeds are not allowed (category 1 according to French law) Breeds in category 2 according to French law must always be kept on a lead, wear a muzzle and never be left alone. Pets are not permitted in the rented accommodations during July and August.

### 8. REGULATIONS

Every guest must abide by the camp-site regulations.

### 9. LITIGATION

In case of litigation only the court of Béziers will

be considered qualified. In the event of a dispute, after contacting the client department of the establishment, clients of the camping village can appeal to a consumer mediator within a maximum of one year from the date of the written complaint that was sent to the establishment by registered letter with acknowledgment of receipt. The contact details for the mediator that the client may appeal to are as follows:

Centre de Médiation & d'Arbitrage de Paris

39, avenue Franklin D. Roosevelt

F-75008 Paris.

www.cmap.fr

The customer can also seize either one of the territorially competent jurisdictions under the code of civil procedure, or the jurisdiction of the place where he lived at the time of the conclusion of the contract or the occurrence of the harmful event.