

## GENERAL CONDITIONS APPLYING TO CHALET/MOBILE HOME AND PITCH RENTAL

### Reservations and payment :

- Your reservation will only be validated after a deposit payment (administrative costs included) and the written confirmation that will follow.

-Minors cannot stay on the campsite if they are not accompanied during their stay by an adult responsible for them.

-The reservation is for the person named in the contract and his/her party only. It is not to be rented to a third party.

-For pitches the balance is to be paid on arrival. Pitches can be occupied from 12pm onwards and must be vacated by 12pm at the latest.

-Mobile home / Chalet: The exact number of people must be confirmed at your arrival at the latest. Any person declared after this date cannot be registered even if there is room left in your chalet / mobile home. It is forbidden to put up a tent on the plot. The balance is to be paid 30 days before your arrival date. If by this time the balance has not been paid your reservation will be cancelled and cancellation conditions will apply. For bookings made fewer than 30 days before the arrival date you will be asked to pay the full amount in advance, which includes the administrative costs. Access to the chalets / mobile homes is guaranteed from 4pm onwards until reception closing time. If you arrive after opening times, you must ring the campsite during opening hours at +33 5 65 46 85 19 to communicate what time you think you will arrive. You need to arrange a check on site for your departure date at the hours available at reception. Upon arrival you will be asked to supply a deposit for the chalet/mobile home and its contents (€220) and for cleaning (€80). The deposit can be made either by a print of your credit card or in cash. You will be given both back at the end of your stay or they will be sent back to you 5 days after your departure with possible deduction for repair charges and/or the value of missing material or damage and/or a deduction of €80 if the chalet/mobile home has not been properly cleaned before departure. It is possible to pay €80 for the « Final cleaning of your chalet/mobil-home » (cleaned by our team). You are not able to take this option if you have not asked beforehand. The booking and payment of this option must be made **2 weeks before your arrival at the latest.**

If you hire a refrigerator for your stay on a pitch, you will be asked to pay a deposit upon arrival: €120 (€100 for the refrigerator itself and €20 for cleaning). To hire a gas barbecue you will need to pay a deposit of €60 (€50 for barbecue itself and €10 for cleaning). If the refrigerator and/or the gas barbecue are not returned clean, the campsite will keep the cleaning deposit. Any specific requests should be mentioned at the time of booking. However, the campsite does not guarantee requests will be granted as it depends on viability and availability. If we are not able to grant your request, a complaint to that effect will have no impact.

**Cancellation insurance :**  
We strongly recommend that you take out cancellation insurance, which you pay at the time of your booking. The sum is due per night. This insurance enables you to be reimbursed minus the administrative costs should you be forced to interrupt or cancel your stay. The following events are covered once official written statement is received; however, they remain subject to official confirmation:

- Serious illness or serious accident or the death of :  
-yourself or your spouse (partner)

-one of your parents, children, sons-in-law or daughters-in-law

-your brother, sister, brother-in-law or sister-in-law

- Extensive material damage to your private property which requires your presence imperatively
- Redundancy
- Serious damage to or theft of your vehicle and/or caravan occurring during your journey to Le Caussanel
- Pregnancy complications before the 7th month
- Obtainment of a permanent employment contract after the date on which the reservation was made if the person was registered job seeker for at least one year beforehand

During your stay if one of the above events should force you to interrupt your stay, you will be reimbursed the amount corresponding to the unused portion of your stay and invoiced by the establishment.

When cancelling or interrupting your stay for one of the above reasons, please send us all documents necessary to enable us to send your file to the insurance company (AXELLIANCE GROUPE, BP 80063, 33164 LA TESTE Cedex - Telephone : 0033 (0)5.56.54.32.17 - Email : annulationhpa@axelliance.com)

If you arrive later than expected, leave earlier than expected or in case of a cancellation **the campsite will not give your money back.**

The campsite must be informed of any cancellation by writing.

### Cancellation :

From the moment you wish to cancel you must inform the campsite in writing. In the event of cancellation under circumstances not covered in the cancellation insurance section above the following conditions will apply:

For cancellations received more than 30 days before the planned arrival date you will forfeit your deposit including the administrative costs.

For cancellations received fewer than 30 days before the planned arrival date you will forfeit the total amount of your stay.

### Change to your booking :

If you want to change anything related to your booking, you must inform the campsite in writing (email or mail).

If you want to change your dates we cannot guarantee the same pitch or chalet/mobile home. You must report any change to the number of people in your party during your stay if it is different from the original booking.

You will not be reimbursed if your stay is interrupted or cut short (late arrival or early departure). If the campsite is not informed by writing of your late arrival, we have the right to rent your pitch or chalet/mobile home to someone else 24 hours following the arrival date.

If the pitch is not cleared by 12am, you will be charged for an additional night.

The maximum number of people on a pitch is strictly limited to 6 (this includes children and babies). For a chalet/mobile home please refer to the corresponding capacity.

### Insurance :

The campsite is in no way responsible for any damage to the camper's equipment. It is the camper's responsibility to take out insurance for his/her equipment covering civil liability.

The campsite cannot be held responsible for theft, fire, weather conditions or accidents related to the camper's civil responsibility.

### Complaints :

All complaints regarding to your stay must be expressed on site to the management of the campsite, enabling them to try and find an immediate solution. If not, your stay will be considered to have taken place under satisfactory conditions.

All judicial or extrajudicial requests originating from rental contracts will lapse after 6 months from the date of the end of the stay. If the stay has not taken place, the 6 month time limit will commence from the agreed date of the end of the stay at the time of booking. In the event of termination of contract the 6 month limit starts on the date of termination or from the arrival date at the latest. The adjudicating court will be in Rodez.

### Methods of payment :

For the payment of your stay the campsite accepts most credit cards or by bank transfer before arrival.

### Others :

#### VISITORS

Parking at the entrance is available to visitors invited by the campsite's clientele. There is a charge of €5 per visitor per day. All visitors must report to reception. If not, he/she will be asked to leave the campsite. Visitor are not granted access to the aquatic area.

#### PETS

Pets are welcome if you carry a valid vaccination certificate and if you keep them on a lead. You are allowed one pet in a chalet/mobile home and two on a pitch. Each pet is subject to an extra charge. Dogs such as Rottweilers, (American) Staffordshire Terriers or dogs showing the same morphological characteristics are strictly forbidden.

#### SECURITY

All campers are required to follow the rules laid out by the campsite. On your arrival and after payment you will receive a bracelet which it is compulsory to wear for your entire stay.

#### WIFI

There is WIFI access everywhere on the campsite (charged). Access codes can be purchased at reception. One code per computer. Low speed: 512kbits. It is not possible to watch videos on the internet.

#### PHOTOS AND VIDEOS

By signing this contract you authorize -without any counterpart- the campsite to use any photographs or videos taken or made during your stay showing yourself and/or your party for any publicity campaign the campsite might make.

#### SERVICES INCLUDED IN YOUR STAY

-Water, gas and electricity for your chalet/mobile home

-Use of the toilet blocks

-Access to the swimming pool and aquatic area

Only traditional swimming trunks are allowed for men. Any other suit is forbidden, such as Bermudas and shorts. Anyone wearing Bermudas or shorts will be denied access to the aquatic area.

-Services and Entertainment are limited during low season (i.e. in May, June and September).

-Access to the sports grounds (tennis court excluded)

-Children's playground

-Rubbish bags supplied during your entire stay (available at reception)

-Use of ironing board and iron, vacuum cleaner (at reception, according to availabilities).