

# RENTAL TERMS AND CONDITION

## Booking

The reservation can only be processed upon receipt of the rental contract accompanied by a deposit, the amount of which is calculated according to the type of rental:

- For booking a pitch : €80 deposit + booking fees. + cancellation and interruption insurance costs (optional) + Flex Option (optional)
- For booking accommodation : 30% of the rental price + booking fee + cancellation and interruption insurance costs (optional) + Flex Option (optional)
- For booking a week-end : all + €10 booking fee + cancellation and interruption insurance costs (optional) + Flex Option (optional)

The reservation becomes final as soon as it has been confirmed in writing by us. The reservation is nominative, it is forbidden to sublet or transfer to a third party. Any modification of the contract that may lead to a variation in the amount of royalties, more or less, must be reported and will only be effective after the agreement of the manager. In the event of inaccurate declaration, the contract will be automatically terminated and the sums paid will remain with the campsite.

**Note: minors unaccompanied by their parents will not be admitted..**

## PAYMENT TERMS

Accompanied by the signed reservation contract by bank card (16 digits + expiry date + cryptogram) for reservations, telephone or internet.

Bank transfer: note the references of your reservation in order to be able to attribute the payment to your stay.

## SALE OF STAYS

The payment of the balance is made as follows:

- for rentals and pitches: full balance to be paid 30 days before your arrival.\*

\*If you book less than 30 days before your arrival, the stay must be paid in full upon booking.

**Please note:** you will not receive any payment reminders. Upon receipt of your payment of the balance, we will send you the voucher. In the absence of payment of this balance within the aforementioned deadlines, the rental will be considered automatically canceled and all sums paid will remain with the campsite.

## PRICES

They include:

- the rental of the pitch or accommodation (for the number of people indicated, a baby counting for one person),
- supply of gas and electricity for accommodation,
- access to the aquatic area (reserved exclusively for campsite customers), playgrounds, shared toilets, certain activities, etc....

They do not include :

- Booking Fees,
- Cancellation and interruption insurance,
- Flex Option
- The Tourist tax (this municipal tax is mandatory and is collected with the balance, at the current rate and during the collection period),
- supplements such as: animals, certain activities, linen rental, cleaning of the rental at the end of the stay, various rentals (bicycles, etc.)
- Wi-Fi package,
- deposits for rentals requested as a guarantee of return of the rental in GOOD CONDITION (€200 returned on departure after inventory, subject to missing or damaged equipment

## Deposit (Mobil-Home)

A deposit of €200 will be requested on the day of your arrival, as a guarantee that the accommodation will be returned in good condition and perfectly clean.

A control of the accommodation is carried out before each arrival by the staff of the campsite. On arrival, we will give you a control sheet to fill in and return to reception within 24 hours. On the day of your departure, we ask you to respect the instructions (cleaning, defrosting and cleaning the refrigerator, clean and wiped dishes, etc.).

72 hours before your departure, you will be asked to make an appointment to agree on the time of the exit inventory. A member of the campsite staff will check your rental, and the deposit will be returned to you (in July/August).

## MISCELLANEOUS (Barbecue, aquatic area, animals, playgrounds, shooting, etc.)

### • Only gas barbecues are allowed.

- The aquatic areas are reserved for our customers. Access is prohibited to visitors. Children must be accompanied by an adult.
- Pets are accepted for a fee. They must be leashed, tattooed/chipped and vaccinated. Their health record will be requested on the day of your arrival. 1st and 2nd category dogs are prohibited. They must not be left free, nor even locked up in the absence of their masters who are civilly responsible for them. One animal per pitch is allowed (animals are not allowed in the rentals).
- "Leather football" balls are strictly prohibited within the campsite.
- We may photograph you and your family for the advertising purposes of our campsite. If you do not want this, you will have to notify us by registered mail before your arrival.
- The campsite cannot be held responsible for any disturbance caused by wild animals or insects.

## EXCERPT FROM THE RULES OF PROCEDURE

- Swimming pool: bathing shorts are strictly forbidden, wearing a bathing suit is compulsory. It is strictly forbidden to drink or smoke in the enclosure of the swimming pool, under penalty of expulsion from the campsite.
- Silence: the circulation of motor vehicles is limited to 10 km/h and is prohibited in the campsite between 11 p.m. and 7 a.m. (the access gates are closed between these times). The use of sound devices must not be perceived beyond the perimeter of each location. From 11 p.m., everyone must respect their neighbours' right to rest.
- Electric vehicle: it is forbidden to charge your electric vehicle on the campsite. If necessary, any damage to the network will be your responsibility.

## DELAYED ARRIVAL - EARLY DEPARTURE

The campsite manager must be notified in writing (email or post) of any delay in your arrival, in order to keep your pitch or accommodation rental. Without news from you 24 hours after the planned arrival date, he reserves the right to dispose of the planned location.

There is no refund or reduction in the event of late arrival or early departure for any reason. Payment for all the days and/or nights reserved is due in full to the campsite.

## CAMPEZ-COUVERT CANCELLATION AND INTERRUPTION INSURANCE (optional)

No refund of the sums paid will be possible if you do not subscribe to the Cancellation and interruption insurance package. We recommend that you take out the CAMPEZ-COUVERT insurance guarantee in the amount of:

- 5% of the booking amount (minimum €20) (excluding booking fees and tourist taxes).
- In the event of cancellation or interruption of stay, the responsibility of the campsite cannot be engaged. As a result, this will not give rise to any reimbursement from the campsite.

- The insurance premium must be paid in full when booking the stay and is non-refundable.
- Cancellation and interruption insurance reimburses all sums paid before the arrival of the stay and the amount of the stay not used pro rata temporis in the event of premature return (excluding booking fees, tourist taxes and deductible of 15 € / lease). According to certain general conditions that we advise you to consult.
- In the event of a claim, you must notify the company within 5 days.
- **The complete general cancellation conditions are available on request or can be viewed online at [www.campez-couvert.co.uk](http://www.campez-couvert.co.uk)**

## OPTION FLEX (optional and cannot be combined with cancellation insurance)

The Flex option guarantees you the benefit of an immediate credit note, an amount corresponding to 90% of the sums paid (excluding the Flex option).

Terms :

- You can cancel no later than 72 hours before your arrival, you will have NO reason or proof to provide! Once this period has passed, you can no longer use the Flex option. To benefit from it, the cancellation must concern the entire stay included in the reservation..
- The cancellation request can be made via our contact form, by email at: [infos@campingcoteplage.com](mailto:infos@campingcoteplage.com), or by phone at 02.51.58.86.58
- At the end of your cancellation, you will receive by email the reference of your voucher, corresponding to 90% of the amount paid including tax (excluding the Flex option).

Terms of use:

This voucher can be used for a future reservation, to be made only at the Côté Plage campsite..

- This voucher will contain a code, to be entered on your next reservation, and the reduction will automatically apply to the total amount.
- This voucher is valid for 18 months from the arrival date of your initial stay. It will be sent to you by email after the request for cancellation of your stay.
- It will expire at the end of the validity period and cannot be replaced, exchanged or refunded.
- This credit cannot be split and can be used all at once.
- No minimum purchases. If the value of your voucher is greater than the total value of your new file, you will not be able to obtain a credit note or a refund of the remainder of your voucher.
- This voucher is nominative, it can only be used in favor of a file on which at least one of the participants appears.
- This voucher cannot be combined with a promotional offer.
- In the event of cancellation no later than 72 hours before the initial arrival, the customer will be given a voucher for a value corresponding to 90% of the amount including tax of the sums paid (excluding the amount of the flex option) . This purchase voucher replaces any other reimbursement and by accepting it the customer cannot therefore claim additional reimbursements in cash.

## CONSUMER MEDIATOR

In the event of a dispute and after having contacted the "customer" service of the establishment, any customer of the campsite has the possibility of seizing a consumer mediator, within a maximum period of one year from the date of the written complaint. , by LRAR, to the operator. The contact details of the mediator likely to be contacted by the client are as follows: CM2C - The Consumer Mediation Center of Justice Conciliators - 14, rue St Jean - 75017 PARISPARIS