

Arrivals / Departures - One vehicle only may enter the premises. A supplement shall be requested in the case of an additional vehicle, left on the additional car park.

Management may change pitch and mobile home numbers without informing the clients. **Campsite gates closed from 11.00 p.m to 6.00 a.m.**

Tent / caravan pitches - All days, even partial shall be considered as due and billed as a full day. Campers must use the pitch indicated by Management, in accordance with its instructions. If your arrival is delayed without prior warning to us, the pitch will be reassigned from 10.00 a.m onwards on the day following your expected arrival.

Rented accommodation - In season, rentals cover weekly periods from Saturday 4.00 p.m to the following Saturday at 10.00 a.m at the latest (if arriving after 7 p.m., please contact Reception). Keys to the various rented accommodation will be given to holidaymakers at Reception on arrival, after presentation of the Booking Form. If your arrival is delayed without prior warning to us, the pitch will be reassigned from 10.00 a.m onwards on the day following your expected arrival.

Payment - The balance (the total price of the stay minus the deposit) must be settled 30 days before the expected date of arrival, without which the reservation may be considered as being null and void, and the deposit retained. For bookings made during the month of the stay, the full amount shall be settled at the time of the booking. **For « tent / caravan hire », the balance must be paid at your arrival.**

Cancellation - In the case of cancellation or departure before the scheduled date, deposits are not reimbursed unless you have cancellation insurance.

Cancellation insurance

I - Statement of guarantees - Cancellation / Interruption / Delay of stay

Events giving rise to guarantee :

- a - Serious illness, accident or decease :
 - of the reservee or any other person expressly mentioned in the booking,
 - of their spouse (or any person living under the same roof),
 - of their parents, grandparents, great-grandparents, children, grandchildren or great-grandchildren,
 - of their brothers or sisters,
 - of their sons-in-law or daughters-in-law,
 - of their nephews or nieces (only in the event of death),
 - of their heir or replacement in the case of a self-employed professional (on condition that said locum or replacement was arranged prior to cancellation insurance being taken out).
- b - Substantial damage caused to the premises of the reservee, whether this is a professional or private lease, a principal or secondary residence, following a fire, explosion, flood or theft, arising in the 48 hours prior to the beginning of the stay or during the stay and necessitating renovation of the premises and the presence of the reservee on location during the period of the stay initially provided for.
- c - Serious damages affecting the vehicle of the reservee following an accident and arising in the 48 hours prior to departure and preventing the Insured from using it.
- d - Modification of holiday dates imposed by the reservee's employer after the holiday was booked and affecting the period booked.
- e - Redundancy of the reservee (or his/her spouse or partner), on condition that the statutory redundancy meeting occurs after the booking of the holiday.
- f - Transfer of the reservee (or his/her spouse or partner) by his/her employer involving a change of domicile, on condition that notification of such transfer is given after the booking of the holiday.
- g - Proven obstacles or strikes preventing the reservee from reaching his holiday destination by any means whatsoever (road, train, aeroplane or boat) and causing a minimum delay of 48 hours.
- h - Natural disasters as defined in the Law of 13/07/1982 causing the relevant authorities to prohibit the use of the campsite for all or part of the period booked.

The guarantee will not come into play unless the event occurs after insurance cover has been taken out.

DEFINITIONS

Insured : the reservee and every person mentioned in the booking form.

Sickness : an alteration to health duly noted by a competent medical authority, preventing the sick person from either leaving his place of residence or the hospital where he is receiving treatment at the date of the beginning of the booking period and preventing him from carrying out any professional or other duties, or obliging him to interrupt the stay.

Accident : any unforeseen and sudden event, causing physical injury to the Insured and not resulting from a deliberate act by him but preventing him from using the booking or obliging him to terminate it early.

EXCLUSIONS

Losses resulting from the following are never guaranteed :

- from an act of the insured other than those set out in the agreement,
- from facts known prior to the booking, it being specified that an unforeseeable worsening of a pre-existing sickness does not constitute a known situation,
- complications or delivery arising after the end of the 6th month of pregnancy,
- sickness of a psychological nature not accompanied by hospitalisation at the date of the stay,
- an operation or medical treatment programmed before the booking was made or that may be carried out after it,
- from intoxication, use of drugs, alteration in health resulting from the absorption of non-prescribed medicines,
- from a vaccination contraindication or from air travel due to pre-existing health problems,
- from civil or foreign wars, riots, attacks, civil unrest,
- from nuclear or chemical incidents, or natural disasters,
- from non-compliance with the services indicated in the initial booking form, regardless of the reasons.

II - Nature and amount of the guarantees

In the event of cancellation of stay, Sarl "Camping Le Mas" shall reimburse the sums paid and actually received, in accordance with the conditions of the initial booking form.

In the event of interruption or delay of stay, Sarl "Camping Le Mas" shall reimburse the services invoiced and not used on a pro rata basis (subject to payment having been received).

The insurance premium, the possible file costs and the costs and payments not included in the calculation of the premium shall under no circumstances be reimbursed.

III - Effective date and duration of guarantees

The Cancellation guarantee shall take effect as of midday on the day after payment of the premium for the period of advanced booking. The other guarantees shall only be in effect for the duration of the stay (including the return trip for Assistance).

IV - Claim declaration

In the event of a claim for cancellation, interruption or delay, advise the "Camping Le Mas" immediately and give notice of the claim in writing, within 5 working days from the date on which you became aware of it (period reduced to 2 working days in the event of theft).

Payment method - Credit card - International money order - Bank transfer (Additional bank charges are payable by the client) - Cash

Refundable deposit

Tent/caravan hire - An additional deposit of 25 € for the access badge and 5 €/person for the campsite armband will be requested on arrival. This deposit shall be fully reimbursed at the end of the stay.

Rented accommodation - An inventory shall be made of the equipment provided. In order to avoid possible disputes, tenants are invited to notify the reception of any errors noted before the following morning. An additional deposit of 200 € shall be requested on arrival for rented accommodation. This deposit shall be fully reimbursed, after deduction of the value of any damage, missing items and/or inadequate cleaning (70 €) at the end of the stay.

Animals are not allowed in rented accommodation.

All persons staying at the campsite shall be considered as having accepted the booking terms and the campsite regulations (displayed at the entrance of the campsite) and as having agreed to abide by them. The person making the booking shall fill out and sign the booking form and return it to the campsite along with the amount of the deposit + reservation fee which is made to the order of the management : "Camping Le Mas". The management shall send back a booking confirmation, which must be presented at the reception on arrival at the campsite.

