



## General terms and conditions

### **Offer**

The contract for any rental unit and pitch is nominative and cannot be assigned to someone else. All pitches have a maximum allowance of 6 people. For rentals please check the room capacity of the specific rental unit.

Whilst we endeavour to allocate the Pitch of your specified choice (if one has been requested), it cannot be assured. Any booking (rental or pitch) becomes effective upon receipt of the booking contract duly completed and signed and upon receipt of the down-payment.

A non-refundable deposit of 25% of the total cost of the booking is payable at the time of booking for any pitch or rental as well as a 15 euro booking fee.

No discount or refund will be granted for late arrivals or early departures.

If we have not heard from you within 24 hours of your expected arrival date, we reserve the right to re-let your pitch and retain the reservation fee and deposit.

The 14 -day cooling-off period will not apply for the rental of a pitch or a mobile home.

If you do not respect a single term and condition of this contract, the manager reserves the right to bring an end to the contract.

### **Site rules**

In placing a Booking Request you agree that you and your party (guests and visitors) will at all times comply with the requests of the site rules

### **Civil liability insurance**

Do not forget to take out a civil liability and multiple-risk insurance to provide cover against unexpected events (theft, fire, water damage...).

### **Arrivals**

It is important that you report to Reception on arrival to get different information (site rules, swimming-pool wristband...).

Full payment of the booking is payable the day you arrive at the site and a 20€ deposit will be asked for the gate swipe card. For any rental, a 200€ deposit will be asked.

Rental units will not be available until 4:00pm and pitches until midday. Please contact the manager to make special arrangements concerning arrival times.

### **Departures**

All rental units must be vacated by 10 am on the day of your departure. It is necessary to make an appointment for the departure inventory and checking the cleaning the day before your departure. If the rental unit is not perfectly clean you will be charged 50 euros. For any missing or defective item the manager will also bill you.

Pitches must be vacated by midday at the latest on the day of departure.

### **Responsibility**

Le Clos campsite accepts no responsibility for theft, loss or damage of personal belongings whilst visiting the site. Children under 18 are the responsibility of their parents or guardians so please supervise your children carefully inside the campground (movements, play area, swimming pool...).

Swimming pool: Children under 18 are the responsibility of their parents or guardians. Shower and foot bath are compulsory before entering the pool and men must wear Speedos (no bathing trunks or bermuda shorts allowed).

Opening times: 10:30am to 1:00pm / 3:30pm to 8:00pm.

Please keep noise at a level which will not disturb other guests, especially between 10.30 pm and 8.00 am.

We make every effort to keep the site facilities clean and tidy and ask for your assistance in maintaining this standard by using the refuse and recycling bins and chemical disposal points provided, and by leaving all facilities clean after use (no spitting, no littering, no cigarette ends).

Smoking is strictly forbidden inside mobile homes.

Little insects have been in the nature since the dawn of time and the campsite accepts no responsibility for their presence.

For safety reasons, only one private vehicle (car or motorbike) is allowed on each pitch. Try not to park along pathways or means of access.

When the gate is closed, please leave your car parked outside the campsite.

### **Pets (cats and dogs only)**

Pets are allowed (except first and second category dogs). Dogs may not weigh more than seven kilos (15 lb). D must be kept on a leash at all times whilst on-site and they must not be aggressive. Barking can be a real irritant to other campers so do not leave your dog unattended and take your pets with you when you leave the campground. Please be courteous and always clean up after your dog. Dogs do not have access to the swimming pool and sanitary facilities. Dogs should be microchipped or tattooed and they must be registered in reception the day you arrive. Make sure that your dog's vaccinations are up-to-date and take your dog's veterinary records just in case. If your dog causes a disturbance you may be asked to leave the campsite.

Pets are not allowed inside rental units.

### **Visitors**

All day visitors should report to reception and pay the visitor fee.

### **Tourist tax**

This tax is in addition to the price of the stay and due per person (people 18 and older) and per night. It will have to be paid immediately on arrival at the campsite. The amount can be modified by the municipality.