



## 2025 GENERAL SALES TERMS & CONDITIONS

### CARAVAN / CAMPERVAN PITCHES

**1 - The pitch number rented is determined by the deposit receipt, which also confirms the acceptance of the dates and makes the rental contract final and binding.**  
This rental is for the fixed period specified opposite, formally guaranteeing the tenant, who is responsible for paying the full rental amount upon arrival, minus the deposit paid.

**2 – The non-refundable cancellation guarantee:**

We recommend subscribing to a cancellation guarantee under the conditions defined below:

- The fee is €20 per stay, payable in full and only at the time of booking. This amount is added to your deposit.
- To be valid, the cancellation of the stay must be notified by registered letter no later than three days after the event leading to the cancellation. The complete list of covered reasons is detailed below. Any cancellation request must be accompanied by precise and indisputable supporting documents.
- The cancellation guarantee ensures the reimbursement of the deposit (excluding €40 administration fees) when the cancellation occurs between the booking date and the arrival date at Esterel Caravanning, due to an event that was unknown or unpredictable at the time of booking.
- The events covered by the guarantee are: death, serious bodily injury, or serious illness of yourself, your spouse, your ascendants, descendants, or siblings; economic redundancy of yourself or your spouse; relocation due to a professional transfer; damage affecting your main residence due to fire, water damage, real estate damage following theft or vandalism, storm, or natural disasters. This list is exhaustive.
- The cancellation guarantee ceases to be effective from the start of the rental period and does not apply if any of the above events occur during the stay.

**3 - The tenant agrees to take possession of the rented pitch on the specified date.**

If the tenant fails to take possession of the pitch within 24 hours after the agreed arrival date, the rental agreement is automatically terminated without formalities at the tenant's expense, and the deposit paid is retained by ESTEREL CARAVANING as compensation. ESTEREL CARAVANING may re-rent the pitch once this deadline has expired.

**4 - Pitches with a private spa (Imperial, Prestige Spa, Palace de Luxe & Royal Maxi) must be rented for a minimum of four nights.**

**5 - Upon arrival, a deposit will be required for the "Imperial", "Prestige Spa", "Deluxe Prestige", "Prestige", "Palace de Luxe", "Luxe", and "Confort" pitches.**  
This deposit will be refunded at the end of the stay upon return of the key and after an inspection for cleanliness of the pitch and its equipment.

**6 - If the tenant wishes, upon arrival, to change the allocated pitch, this may be possible depending on the availability at the discretion of the Management.**

**7 - The equipped pitches include an electric power outlet, water, and drainage (common sanitary facilities on the campsite).**

Private pitches, such as Imperial, Prestige Spa, Deluxe Prestige, Prestige, Luxe, and Palace de Luxe, include a private bathroom with a hot shower, sink, toilet, electrical outlet, wastewater drainage, and heating.

**8 - Prices are set each year for the season and include water and electricity consumption, access to the swimming pool and games, and entertainment, except for mountain bike rentals.**

**9 - During the high season, pitch rentals are from Sunday to Sunday, with the price for two people calculated per week.**

The invoice will be based on the dates specified in the signed contract and must be paid upon arrival.

**10 - ALL TYPES OF BARBECUES AS WELL AS ANY OTHER FORM OF OUTDOOR COOKING ARE STRICTLY PROHIBITED.**

It is STRICTLY forbidden:

- To install a swimming pool/spa on the rented pitch.
- To connect an individual air conditioner outdoors on the pitch.
- TO CHARGE AN ELECTRIC VEHICLE USING THE PROVIDED OUTLETS ON THE PITCH.

**11 - Maximum of six people per pitch:**

For administrative authorization and comfort reasons, the number of people per pitch is limited to six.

**12 - Pets are allowed and must be kept on a leash.**

Owners are required to clean up after their pets. A dog shower is available.

**13 - The tenant and their companions agree to respect the campsite's internal regulations, which are provided in the welcome booklet upon arrival.**

**14 - WIFI:**

WiFi is free, but Esterel Caravanning is not responsible for network performance or connection speed.

**15 - In accordance with regulations, underwear, Bermuda shorts, board shorts, and regular shorts are prohibited in the swimming pool.**

Only tight-fitting swimwear is allowed.

**16 - MEDIATOR:**

"In the event of a dispute and after contacting the establishment's "customer service," any customer of the campsite may refer the matter to a consumer mediator within a maximum period of one year from the date of the written complaint by registered letter with acknowledgment of receipt to the operator. The contact details of the mediator available to the customer are as follows:

**CMAP (Centre de Médiation et d'Arbitrage de Paris – CCI de Paris)**

Website: [www.cmap.fr](http://www.cmap.fr)

Email: [consommation@cmap.fr](mailto:consommation@cmap.fr)

Address: 39, avenue F.D. Roosevelt 75008 PARIS

Phone: +33 (0)1 44 11 95 40"