

2024 GENERAL SALES TERMS & CONDITIONS

CARAVAN / CAMPERVAN PITCHES

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| <p><input type="checkbox"/> OPTIONS: We recommend putting down an option by phone or by e-mail. Valid for 10 days, after which, if we do not receive your rental contract, accompanied by your deposit, your option will automatically be cancelled.</p> <p><input type="checkbox"/> BOOKINGS: Bookings are name specific & non-transferable.
As soon as we have duly received your fully completed contract, accompanied by your deposit (€180) & your booking fees (€40, non-deductible), either by credit/debit card or wire transfer, we will send you a written confirmation with your assigned pitch.</p> | <p><input type="checkbox"/> For stays from July 6th to August 31st, 2024: Bookings are solely available on a week-to-week basis, from Sunday to Sunday.
You can book these on our website:
www.esterel-caravaning.co.uk</p> <p><input type="checkbox"/> DATE CHANGES: Any & all date changes will automatically incur & require the settlement of the dates defined in the signed contract.</p> |
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RENTAL CONTRACT TERMS & CONDITIONS

- 1 - The number of the rented pitch is determined by the receipt of the deposit which also confirms the date agreement & renders the rental contract final & definitive.
This rental is made for the firm period as determined below, to formally guarantee the tenant, at the expense of paying the full rent on arrival, minus the deposit paid.
- 2 - Cancellation insurance: We recommend that you take out cancellation insurance under the conditions defined below:
- the insurance fee is €20 per stay; it is payable in full and is only available at the time of booking. Its amount is added to that of your deposit. -to be admissible, the cancellation of the stay must be notified by registered letter no later than 3 days after the event leading to the cancellation. The complete list of acceptable circumstances covered by this insurance is set out below. Any cancellation request must be accompanied by precise and indisputable supporting documents.
 - the cancellation insurance guarantees the refund of the deposit paid, minus the administrative fees and the insurance premium, when the cancellation occurs between the date of reservation and the date of arrival at Esterel Caravaning, for an event not known or unforeseeable at the time of booking. -the events covered by the insurance are: -death, serious bodily injury or serious illness of yourself, your spouse, your ascendants, descendants, brothers & sisters.
 - economic dismissal of yourself or your spouse.
 - relocation following a professional transfer. -damage to your main residence due to fire, water damage, or real-estate degradation following theft/vandalism, storm, or natural disaster. This list is exhaustive.

-the cancellation insurance ceases its effects from the beginning of the rental and cannot intervene if one of the events listed above occurred during the stay. The cancellation of the reservation, whatever the reason and without a prior subscription to the cancellation insurance, entails the immediate and complete loss of the deposit paid.

3 - The tenant undertakes to take possession of the rented space on the fixed day. Failing this, if he/she has not taken possession of this pitch 24 hours after the day agreed for his arrival, this rental is automatically terminated without any formality to his faults and grievances, and the deposit paid is kept by ESTEREL CARAVANING as damages. ESTEREL CARAVANING may re-rent the pitch as soon as this period expires. Pitches with spa ("Luxury Palace", "Royal Maxi", "Imperial") must be rented for a minimum of 4 nights. Upon arrival, a deposit will be required for the 'Luxury', 'Comfort', 'Imperial' & Deluxe Prestige pitches. This deposit will be returned at the end of the stay upon delivery of the key and after an inventory for the cleanliness of the pitch and equipment.

4 - If the tenant wishes, upon arrival, to select a location other than that designated by ESTEREL CARAVANING, he could be satisfied within the limits of the possibilities of the Management.

5 - The regular pitches include electrical outlets that range in output between 16 Amps to 32 Amps, as well as water facilities and sewage (shared sanitary facilities). The private pitches, called Luxe, Palace De Luxe, De Luxe Prestige & Imperial all offer private sanitary facilities.

6 - Prices are determined each year for the respective season and include water consumption, electricity, entrance to the pool & activities, as well as all the various entertainment options, except for mountain bike rentals.

7 - During the high season, the rental of pitches is from Sunday to Sunday, with the price for 2 people being calculated based on a weekly rate. The invoice will be drawn up per the signed contract and is paid on arrival.

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

9 - For administrative authorizations and comfort reasons, the number of people per pitch is limited to a maximum of 6.

Pets are allowed but must be always kept on a leash. Their owners are required to collect their pets' waste and dispose of it properly. IT IS FORBIDDEN TO FEED WILD BOARS. They are wild animals. Be careful not to leave your litter bins outside, on the terrace and to put always place your waste in the proper containers.

10 - The tenant and their companions must ensure they respect the internal regulations contained in the campsite welcome booklet that is handed to them upon arrival.

11 - WIFI: Wi-Fi is free, but Esterel Caravaning is not responsible for the operation of the network or the connection speed.

12 -**Attention!** As per French national hygiene legislation, underwear, Bermuda/board shorts and other non-conforming swimwear are prohibited in the pool complex (only tight-fitting swimwear is permitted).

13-MEDIATOR: "In the event of a dispute and after having referred the matter to the "customer" service of the establishment, any customer of the campsite has the possibility of referring the matter to 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 seized by the client are as follows: The CMAP (Centre de Médiation et d'Arbitrage de Paris - CCI de Paris): www.cmap.fr consommation@cmap.fr 39, avenue F.D. Roosevelt 75008 PARIS Phone: 01 44 11 95 40

As part of our evacuation procedure, you are required to report any person with a disability participating in the stay.