

2022 GENERAL TERMS AND CONDITIONS

MOBILE HOME RENTAL

1-When to book ? Reservations for mobile homes are taken from November. You can also book on line on the website www.esterel-caravanning.co.uk

The office is closed during the school holidays at Christmas.

2-How to make a reservation ? Reservations are accepted by post, telephone, e-mail. Requests by telephone need to be followed up in writing within 72 hours. The booking form, with all details completed, needs to be returned to the address indicated on the form. The following needs to be paid when the reservation is made : a down payment of 40% of the rental cost and if desired, the amount due for the cancellation insurance. A non-refundable amount of 40 € to cover administrative reservation costs.

3-Payment in full : The booking will only be definite once the remaining amount is transferred to us, 6 weeks before the arrival date. Should your booking be made 6 weeks or less before the booked period, the total amount should be transferred. Payment may be done either by credit card or bank transfer. Regretfully, payment by international money-order cannot be accepted. In the absence of any explanation with regard to non-payment of the full amount, your reservation will automatically be cancelled. The reservation fee is offered for all stay in April, May, June and September.

4-Booking modification: Bookings can be updated up to 6 months before arrival, within the limits of availabilities.

5-Cancellation : If the reserved accommodation is cancelled at least 6 weeks before the intended period, the down payment of 40% of the rental cost + €40 booking fee will not be refunded. If the reserved accommodation is cancelled less than 6 weeks before the intended period, the total of the rental cost will not be refunded. Late arrival or early departure will not result in any refunding of part of the rental cost.

6-Cancellation insurance: We recommend you to subscribe a cancellation insurance.

-the cost amounts to €20 per stay (non refundable) and should cover the paid amount for the booked period. The insurance can only be taken out when the initial reservation is made. The amount due for the insurance must be paid with the initial down payment.

-the insurance will only pay out if you notify Esterel Caravanning of the cancellation by registered mail together with the relevant (official) statements and/or documents within 3 days after the event giving rise to the cancellation.

-the insurance will only pay out if notification is given between the date of reservation and the first day of the booked period. -the following items are covered: *death, a serious accident with bodily harm, a serious sickness of yourself or next of kin. *dismissal by the employer of yourself or your spouse. *a move as a result of a transfer within the organisation that employs you. *damage to your house as a result of fire, breaking and entering, vandalism, bad weather conditions or natural disasters.

-the insurance will only pay out if one of the above events happens before your stay and not during your stay.

7-Your stay: From 07/09 to 08/27, the mobile homes are at your disposal from Saturday 5 pm until Saturday 10 am. At other times, arrival and departure may take place on any day of the week provided that the minimum stay is 2 or 4 nights (depending on the category). In such case, the rental costs will be calculated per night. Every tenant is obliged to take note of and abide by the site rules of Esterel Caravaning. Whom cannot be held liable for loss or theft of personal belongings, personal injuries or damages occurring during your stay. A €200 security deposit per mobile home must be paid on arrival. Before your departure, you have to clean the mobile home and defrost the fridge, otherwise and end-of-stay cleaning fee will be charged (€100).

8-Unoccupied mobile home: In absence of a written confirmation of the hirer saying that he wants to change his arrival date, the mobile home will become available for hiring 24 hours after the arrival-date mentioned on the original contract.

9-Pets: Pets are welcome (2 maximum). Please notify us if you wish to bring an animal. Dogs should be permanently held on a leash.

10-Occupancy : For administrative reasons and for your comfort, the maximum number of people, depending on the category, must be respected. Any additionnal persons to the maximum allowed for each type of mobile home will be refused. A baby counts for a person.

11-The WIFI is free but Esterel Caravaning cannot be held responsible for the network or the connection rate.

12-Parking: One car per mobile home. €5 per day will be charged for any additional vehicle. Only if the size of the place allows this.

13-Board shorts and shorts are strictly forbidden in the swimming pool.

14-TAX AND SITE FEE : A tourist tax and a site fee are due, the amount needs to be paid in full upon arrival :

*The tax (subject to change) per day amounts to €0.66 per person from 18 years of age.

*The charge of €3 per person per day is required by Esterel Caravaning (offered for baby under 1 year of age) to cover utility costs and your use of the site facilities - Eco tax of €0.40 € included -

This site fee includes water, electricity and gives you the access to all the activities and services on the site.

15-MEDIATOR: In case of a dispute and after contacting the company's «customer» service, any campsite customer has the ability to contact a consumption ombudsman, within a period of one year from the date of the written complaint, by registered letter, to the owner. The coordinates of the mediator susceptible of being used by the customer, are: CMAP (Centre de Médiation et d'Arbitrage de Paris - CCI de Paris): www.cmap.fr consommation@cmap.fr 39 Av. F.D Roosevelt 75008 PARIS Phone +33 1 44 11 95 40.