

2024 GENERAL CONDITIONS OF SALE

MOBILE HOME RENTALS

1-When to book? The options of a mobile home category are recommended from the previous season and from September directly on the Esterel Caravaning website. Pitch location is subject to change & availability.

2-How do I book? Reservations are accepted by post, fax, e-mail and telephone subject to written confirmation within 72 hours. Fill out and return this contract accompanied by a deposit of 40% of the total price of the stay + €40 of non-deductible administrative fees for any reservation staying in July and August, with a possible increase if cancellation insurance is opted into. After acceptance of the reservation, we will send you a confirmation by post or email. Any confirmed reservation will be seen as a firm & definitive acceptance of these general conditions. **If your reservation is confirmed before December 31st, you get a 10% discount on your rental thanks to the Early Booking offer - cannot be combined/stacked with any other special offers** - this amount will be deducted from the outstanding balance of your stay.

3-How to pay for your stay? The rental will only be final after receipt of the balance which must reach us 6 weeks before the beginning of the stay. If you book less than 6 weeks before your arrival, pay for the entire stay. Payment can be made as follows: by credit card (by phone or by sending a link by email) or by bank transfer, please remember to stipulate your name and your customer reference. We do not accept money orders or holiday vouchers (chèques cadeaux). Any incomplete payment, without written notification, will render the reservation null and void without further notice. **Booking fees are waived for any stay in the month of April, May, June & September.**

4-How to make changes to your stay? Reservations can be modified up to 6 weeks before the start date of the stay and within the limits of our possibilities. The reservation is nominative and cannot be transferred.

5-In case of cancellation? A sum equal to 40% of the price of the stay + a €40 administrative fee, will be acquired at Esterel Caravaning. In case of cancellation less than 6 weeks before the start of your stay, the full price of the stay will be acquired at Esterel Caravaning.

6-Cancellation insurance: We recommend that you take out our cancellation insurance policy as per the conditions defined below:

-the policy fee is €20 per stay, non-refundable, it is payable in full and only 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 reasons 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 reimbursement of the contractual rental price already paid (excluding €40 of administrative fees) 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 and sisters. -economic dismissal of yourself or your spouse. -relocation following a professional transfer. -damage reaching your main residence following a fire, water damage, or real estate degradation following theft or vandalism, storms or natural disasters.

-this list is exhaustive. -the cancellation insurance ceases its effects from the beginning of the rental and cannot be triggered if one of the events listed above occurred during the stay.

7-Your stay: Rentals in high season runs from Saturday 5 pm to Saturday 10 am (**06/07-31/08**). Outside this period, arrivals and departures are possible on weekdays, subject to daily rates and with a minimum stay requirement of 2 or 4 nights (depending on the category). Any tenant must comply with the internal regulations of Esterel Caravaning, and, in addition, we can in no way be held responsible for the loss or theft of personal items, injuries or damage that may occur to holidaymakers or their property during the stay. A deposit of € 200 is required upon arrival. Before leaving, you will have to clean the mobile home and defrost the fridge, otherwise, a €100 end-of-stay cleaning fee will incur. **End-of-stay cleaning: Any check-out that occurs outside normal reception hours will systematically incur the €100 cleaning fee being invoiced.**

8-Non-occupancy: In the absence of a written confirmation from the customer stating that he/she had to postpone the date of his arrival, the mobile home becomes available for rent 24 hours after the date of arrival mentioned on this contract (initial contract). Early departure or delayed arrival will not result in any refund.

9-Our animal friends: Pets (2 maximum) are allowed within the campsite provided they are kept on a leash. Owners must pick up the droppings of their animals.

10- Number of occupants: For administrative reasons, comfort and habitability, the maximum number of people per mobile home, depending on the category, must be respected. A baby counts as one person. Anyone exceeding the permitted threshold will be systematically refused.

11-WI-FI: Wi-Fi is free. The campsite is not responsible for the operation of the network or its connection speed.

12-PARKING: Only one car per mobile home space. Each additional vehicle will be charged € 5 per day by Esterel Caravaning, parking next to the mobile home only if the size of the pitch allows it.

13- Be aware! As per French national hygiene legislation: underwear, Bermudas/board shorts and other shorts are strictly prohibited in the swimming pools (only tight-fitting swimsuits are allowed).

14-SUPPLEMENTS TO BE PAID upon your arrival at Esterel Caravaning:

- a daily fee of € 3 per day per person (free for children under 1 year), which includes a €0.40 eco-tax.

- a daily tourist tax of € 0.86 (subject to all reservations) per day and per person over 18 years.

15-MEDIATOR: In the event of a dispute and after having seized the "customers" service of the establishment, any customer of the campsite can seize a consumer mediator, within a maximum period of one year from the date of the written complaint, by tracked registered letter to the operator. The contact details of the mediator are likely to be entered by the client are as follows: the CMAP (Centre de Médiation et d'Arbitrage de Paris - CCI de Paris): www.cmap.de consommation@cmap.fr 39, avenue F. D. Roosevelt - 75008 PARIS - Telephone: 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.