

GENERAL TERMS AND CONDITIONS OF SALE 2025

MOBILE HOME RENTAL

1- When to book? Options for a category of mobile homes are recommended as early as the previous summer and from October directly on the Esterel Caravaning website. The location may change, subject to availability.

2- How to book? Reservations are accepted by mail, fax, email, and phone, subject to written confirmation within 72 hours. Fill out and return this contract along with your deposit + a €40 non-refundable booking fee for any reservation in July and August, which may be increased by the cancellation guarantee. **The booking fee is waived for stays in April, May, June, and September. Progressive deposit: paid before 31/10: 20% of the rental, before 30/11: 30%, from 01/12: 40%.** After accepting the reservation, we will send you a confirmation by email. Any confirmed reservation constitutes firm and final acceptance of these general terms and conditions. **If confirmed before December 31, you will receive a 10% discount on your rental thanks to the Early Booking offer - not combinable with other special offers** - deducted from the remaining balance of your stay.

3- How to pay for your stay? The rental will only be final after receiving the balance, which must be paid 6 weeks before the start of the stay. If arrival is less than 6 weeks away, pay the full amount of the stay. Payment can be made as follows: Visa or Mastercard credit card (by phone or via an email link), bank transfer specifying your name and client reference. We do not accept postal orders or holiday vouchers. Any incomplete payment, without written notice, will render the reservation null and void without further notice.

4- How to modify your stay? Reservations can be modified up to 6 weeks before the start date of the stay, subject to availability. The reservation is personal and cannot be transferred.

5- In case of cancellation? The paid deposit and the €40 booking fee will be retained by Esterel Caravaning. If canceled less than 6 weeks before the start of your stay, the full price of the stay will be retained by Esterel Caravaning.

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

the fee is €20 per stay, non-refundable, payable in full and only at the time of booking. The amount is added to your deposit.

to be valid, the cancellation 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 guarantee is specified below. Any cancellation request must be accompanied by precise and undeniable proof.

the cancellation guarantee ensures reimbursement of the contractual rental price already paid (excluding the €40 booking fee) when the cancellation occurs between the booking date and the arrival date at Esterel Caravaning, for an event that was unknown or unpredictable at the time of booking.

events covered by the insurance include:

death, serious bodily injury, or serious illness of yourself, your spouse, ascendants, descendants, siblings.

economic layoff of yourself or your spouse.

relocation following a professional transfer.

damage to your primary residence due to: fire, water damage, property damage following theft or vandalism, storm, natural disasters.

this list is exhaustive.

the cancellation guarantee ceases to apply from the start of the rental and does not cover any of the events listed above if they occur during the stay.

7- Your stay: The rental during the high season runs from Saturday 5:00 p.m. to Saturday 10:00 a.m. **(05/07-30/08)**. Outside this period, arrivals and departures are possible during the week, with nightly rates, for a minimum of 2 or 4 nights (depending on the category). All tenants must comply with Esterel Caravaning's internal regulations, and we cannot be held responsible for loss or theft of personal belongings, injuries, or damage to guests or their property during their stay. A €200 security deposit will be required upon arrival. **Upon departure, for all categories, trash must be emptied, and dishes must be cleaned and put away. Unless cleaning is included or taken as an option, the mobile home must be returned clean, and the fridge defrosted. Otherwise, a cleaning fee of €100 will be charged.**

8- Non-occupancy: In the absence of written confirmation from the client specifying that the arrival date has been postponed, the mobile home becomes available for rental 24 hours after the arrival date mentioned in this contract (initial contract). Early departure or late arrival will not result in any reimbursement.

9- Pets: Domestic animals (2 maximum) are allowed on the caravan site provided they are kept on a leash. Owners must clean up after their animals. **The correct number of animal(s) must be declared, and the corresponding amount for their stay paid, or penalty fees will apply (€5/night/animal).**

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

11- WIFI: Wifi is free. The campsite is not responsible for the network's functionality and connection speed.

12- PARKING: Only one car is allowed to park next to the mobile home. If the pitch allows for a second vehicle, it will be charged €5 per day by Esterel Caravaning.

13- Attention! In compliance with regulations, underwear, Bermuda shorts, board shorts, and regular shorts are prohibited in the pool (only tight-fitting swimwear is allowed).

14- Additional charges to be paid upon arrival at Esterel Caravaning:

the daily fee of €3 per day and per person (free for children under 1 year), including an eco-participation of €0.40.

the tourist tax of €0.86 (subject to change) per day and per person over 18 years old.

15- Mediator: In case of a dispute and after contacting the establishment's "customer service," any campsite client 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 to the operator. The contact details of the mediator available to clients are as follows: CMAP (Centre de Médiation et d'Arbitrage de Paris – CCI de Paris): www.cmap.fr consumption@cmap.fr 39, avenue F. D. Roosevelt – 75008 PARIS – Phone: 01 44 11 95 40.