



## Camping le Roustou, La Presqu'île

32 chemin du Roustou – 05230 Prunières

04.92.50.62.63 – contact@campingleroustou.com

# Sales Conditions 2022 Rental Agreement

## Validity of the rates

The general sales conditions in force are accepted by the customer, after validation by the latter, at the time of booking, by ticking the box I accept the GTC.

The prices mentioned on [www.campingleroustou.com](http://www.campingleroustou.com) or on our leaflets are valid until 2022 and include VAT. The VAT applied is that currently in force in France, namely a rate of 10%.

Booking fees and tourist tax are not included in the price of the stay. The tourist tax must be paid on site, upon arrival. The rate is €0.60 per adult per night.

Current promotions cannot be combined with those of the ACSI or ANWB card.

## Conditions of the settlement

The reservation option is valid for 5 days, during which time the reservation must be made on the website under the Reservation section. Without confirmation from you within 5 days of your phone call, the option will expire.

All firm reservations must be accompanied by a deposit of 50% of the total cost of the stay, plus €15 booking fee and any options.

Upon receipt of your deposit, you will receive a confirmation email outlining the total amount of your stay, excluding tourist tax.

The balance of the stay must be paid on arrival. The accepted method of payment is by credit card.

Early departure or late arrival will not give rise to any reimbursement, the total amount of the stay remaining due.

The establishment refuses entry to families arriving with a number of persons greater than the capacity of the rented accommodation (including babies and children).

Minors not accompanied by their parents will not be admitted.

Only registered persons may occupy the accommodation or pitch assigned to them. Anyone who is not a registered person is considered a visitor and must be registered at the reception.

The tenant is obliged to comply with the campsite regulations (posted at reception). In case of non-compliance, the management has the right to exclude the tenant from the campsite.

## Rental accommodation

- 4 to 6 persons (babies and children included), depending on the capacity of the rented accommodation

- Parking space for 1 car (which must be parked in front of the house)



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- Access to animation, services and facilities
- Our accommodation is fully equipped with kitchen utensils, crockery, furniture, blankets and pillows.
- Bed linen is not provided, but can be rented at the reception by appointment.
- Possibility of renting a baby bed and high chair at an additional cost
- Additional facilities (small tents) are allowed at an extra charge and with the permission of the management

An inventory of the house will be sent to you by e-mail a few days before your arrival, in preparation for your stay.

The rental periods are from 2 nights in low season. In high season they are rented from Saturday to Saturday.

The arrival time of the rental accommodations is from 5 pm onwards. The departure is at the latest at 10 am.

A deposit of 200€ is requested on arrival, by check or bank transfer.

The cleaning of the rental accommodation must be done by the tenant just before his departure. The deposit will be refunded to you when the chalet has been inspected. If the chalet is not returned in a suitable state of cleanliness, the cleaning option will be charged to you, according to the applicable rate.

The inventory will be made up in your presence on the day of your departure between 7 and 10 am. The appointment will be made at the reception, upon your arrival, and according to the available times in the agenda.

In case of departure outside these times, the deposit can only be returned or destroyed after we have visited the chalet.

## Pitches

The basic package includes :

- 2 persons
- The pitch for the tent, caravan or campervan
- Parking space for 1 car (which must be parked on the pitch)
- Access to sanitary facilities and waste water disposal
- Access to animation, services and facilities

A maximum of 6 people are allowed on the pitch

Maximum capacities per site :

3 tents or 1 caravan and 1 small tent or a camper van and 1 small tent

You will be allocated a pitch depending on the category you have chosen and our availability. During your stay it is not possible to change your pitch, except in exceptional cases and with the agreement of the management.

On the day of your departure, pitches must be vacated by 12 noon at the latest. If this time is exceeded, an extra night will be charged. Your pitch must be left clean and free of garbage.

The magnetic key to open the barrier will be handed over by the receptionist upon arrival during the administrative procedures.



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At the end of your stay, the key must be returned to Reception:

- Either on the day of your departure

- Or, in case of a very early departure, the day before or the key must be left in the mailbox.

In case of loss or damage of the magnetic key, you will be charged 30 euros.

The amperage of the electrical connections is 6 amps (1500 watts). Guests connect to the terminal with their own equipment. European adapters are available at the reception desk.

## Pets

Pets are allowed on the campsite. They must be leashed and be able to show their up-to-date vaccination certificate and tattoo. You are responsible for picking up their droppings. Animals are not allowed on the grassy part of the beach.

- In accommodations, where they are accepted, only one dog is allowed per rental. They may not sleep in the bedding and may not damage property.

Animals must not be left in the accommodation ONLY.

- On pitches they will be accepted by paying a supplement at the time of booking (see Options) Rottweillers, American Staffordshire Terriers, Staffordshire Terriers, Rosas, or dogs similar in morphological characteristics to the 4 breeds listed above are formally prohibited.

## Cancellation of your stay without cancellation guarantee

Any cancellation of a reservation must be communicated to the campsite in writing (registered letter with acknowledgement of receipt or by e-mail). You will be asked for proof of your reservation.

Cancellation by the customer will result in variable charges depending on the date of cancellation:

- Cancellation more than 60 days before the start of the stay : Reimbursement of the deposit, less the reservation fee (€15) and possible cancellation insurance (4% of the total amount of the stay, reservation fee not included)

- Cancellation between 60 and 15 days before the start of the stay : the full amount of the deposit will be charged

- Cancellation less than 15 days before the beginning of the stay: The full amount of the stay will be charged. You will always be offered postponement of the stay, depending on availability.

In case of refusal by the customer, the above conditions will apply

So-called comfort reasons (e.g. weather conditions) are not admissible.

The campsite may, under certain conditions, offer you an additional guarantee for reimbursement of the amount of your stay in case of cancellation.

## Cancellation guarantee

This guarantee will take effect when the rental contract is signed and will expire at midnight on the day preceding the first day of your stay. Subject to compliance with the contractual obligations, this guarantee allows you to obtain the refund of the amounts paid (booking fees and the amount of the cancellation guarantee deducted), if your stay is cancelled in the following cases according to the exhaustive list below:



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### **Serious illness, personal injury or death of :**

- You, your legal or de facto spouse, your relatives in the ascending or descending line, your guardian
- Your brothers, sisters, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, fathers-in-law, mothers-in-law.

Serious illness or serious bodily injury means any temporary or permanent impairment of your physical integrity, established by a physician and involving the cessation of any professional or other activity.

### **- Pregnancy complications**

#### **- Serious damage**

requiring your presence on the day of your planned departure and resulting from theft, fire, water damage or natural elements destroying more than 50% of your main residence or your business premises (certificate from the insurer to be presented).

#### **- Economic loss**

You or your spouse, provided that the procedure was not initiated before booking the stay.

### **- Refusal or modification of leave following a request from your employer.**

#### **- Covid-19**

#### **Free cancellation and refund until the day of arrival in the following cases:**

- The client or a member of the group is positive or with Covid at the time of commencement of the stay.
- Quarantine, following a positive test or confirmed contact case, with the requirement to isolate and perform the PCR test
- Hospitalization of the client or a family member (spouse or de facto spouse, relatives in the ascending or descending line, guardian) with COVID
- Retrieval by authorities in the fight against COVID

**- The so-called mass risk reasons are excluded** (general quarantine and isolation, health emergency, border closure, administrative closure of the campsite, refusal of entry in the country of destination in the absence of vaccination and in case the country of destination has already imposed a vaccination at the time of booking the stay)

- All these reasons for cancellation must be notified by registered letter accompanied by all the necessary supporting documents (expert's report, police report, summons, medical certificate or death certificate, letter from the employer, etc.) as soon as they arise and at the latest within 3 working days following the claim or event.

So-called comfort reasons (e.g. weather) are not admissible.

## **Responsibilities**

Camping Le Roustou, La Presqu'île cannot be held responsible for accidents, injuries, irregularities, loss or theft of personal belongings or luggage.

It is the client's responsibility to take out insurance to cover any accidents or incidents that may arise from legal liability.



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## Image rights

During your stay at our campsite, you may be photographed or filmed for the design and production of our advertising brochures, our website and various promotional materials including Facebook.

This permission is granted free of charge, for all countries and for a period of 5 years, unless you inform the reception in writing on arrival that you oppose this practice.

## Covid

Depending on the evolution of government measures. (To date, a vaccination card is required for persons over the age of 12)

To ensure that we all have a successful summer vacation, please be vigilant and continue to comply with hygiene measures.

## Mediator

In accordance with the provisions of Article L 1612-1 of the Consumer Code, any camper has the right to contact, free of charge, a consumer mediator with a view to amicably settling a dispute with the camper.

The contact information of the Consumer Ombudsman, which can be contacted by the customer, is as follows:

- NAME: CM2C

- Registered via the Internet by filling in the form provided:

<https://cm2c.net/contact.php>

- Registered by mail: CM2C 14 rue Saint Jean - 75017 Paris

- Telephone: +0033 6.09.20.48.86.

In the event of difficulties arising in connection with the implementation of these rules, of the rental contract or as a result of its termination for any reason, and if no amicable settlement can put an end to the dispute, only the courts have jurisdiction.

## Further information

For any further information, the booking department of the campsite is at your disposal

Call +0033 4.92.50.62.63 or [contact@campingleroustou.com](mailto:contact@campingleroustou.com)

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