

# GENERAL CONDITIONS OF SALE 2021



## RENTAL AGREEMENT

### 1) Booking procedure

A/ Option: It's available during 5 days, the booking have to be made through our website, in « reservation » indeed. Without confirmation from the part of the customer, **the option is cancelled**.

B/ All reservation have to be accompanied by an advance of 50% from total amount of your stay + 12€ for booking fees and potential options.

C/ A confirmation will be send you back by email, summarizing the total price of your stay, tourist tax included. Some days before your arrival, the camping will send you an email with attached the inventory for your rental, in order to facilitate your stay.

D/ The account balance of your stay has to be paid **at your arrival**

### 2) Cancellation fees

If the customer cancels his stay, there is a different invoicing, depending from the moment when he decides to do that:

- Cancellation more that 60 days before the begin of the stay: the deposit will be refunded, booking fees deducted (12€)
- Cancellation between 60 and 15 days before the begin of the stay: the deposit sent **will be charged**
- Cancellation less that 15 days before the begin of the stay: The total amount of your stay will be charged

The comfort reasons (a weather reason for example) are not accepted.

The camping will always propose you to postpone your stay, according to their availabilities.

In case of refuse from the customer, the above conditions apply.

### Cancellation insurance

**In the case of subscription of cancellation insurance**, the camping put you in contact with insurance CAMPEZCOUVERT, who will request you some supporting and will take in account your file for valid reasons (medical reasons, divorce, denial of leave after acceptation from your hierarchy, etc...)

The comfort reasons (weather reason for example) are not accepted.

According to **COVID-19**, just only the reasons for “**individual risks** » are accepted. ( If you have COVID or if you have been in contact with a cluster, for example). The reasons “**mass risks** » are excluded. (Quarantine, containment, national health emergency, closed borders, the closing of administrative establishment).

The insurance guarantee's provides for reimbursement to the insured reserving party of the sums paid by the latter (booking fees and subscription of cancellation insurance deducted), non refundable by provider, subject to the general conditions of sale up to the amounts provided, prescribed in « Guarantees Table ».

You can consult the [guarantees table](#) and [the general conditions of sale's insurance CAMPEZCOUVERT](#) by the links at the bottom of the website page.

### **3) Change of departure or Start**

An early start or a delayed arrival will not entitle you any refund, the total amount will be charged.

The hour of arrival for rentals is **from 4pm**, and the hour of the departure is **between 7am to 10am**.

In low season, the reception is opened from 9am to 12.30 and from 2pm to 7pm. In high season, the reception is opened from 9am to 8pm.

### **4) Cancellation from the Camping Le Roustou**

If the Camping Le Roustou\*\*\* decides to cancel a stay which is reserved, for another reason that a natural disaster, a military conflict, terrorist or other reason outside of the control of the Camping le Roustou\*\*\*, the campsite covenants to refund to the costumer:

- More that 15 days before the start of the stay: the deposit paid by the costumer

- Less than 15 days before the start of the stay: The Camping le Roustou\*\*\* covenants to compensate the customer for the damage suffered.

## 5) Responsibilities

During the stay of the customer, The Camping Le Roustou\*\*\* is not liable for an accident, an injury, irregularities, a loss of luggage or theft case.

## 6) The rates

You can see all rates for 2021 in our website [www.campingeroustou.com](http://www.campingeroustou.com) and in our booklets. The booking fees and tourist taxes (12€) are not included (0.60€ per adult and by night)

## 7) Security Deposit

At your arrival, a security deposit of 200€ for your rental will be asked, as a guarantee. (See the return of the security conditions, chapter n°9)

## 8) Damages or degradation

If some damage or degradation is made by the customer in his rental, the payment of the invoice for repairing will be charged to him.

At the beginning of your stay, let us know to the reception if anything is missing, damaged or broken in your rental

## 9) Check out

The inventory has to be carried out in your presence, between 7 am to 10 am. For a better organization, **at your arrival**, an appointment for the check out has to be made, at the moment to make administrative regulations. The hour established, **depends to time slots of the planning**.

The security deposit will be returned to the customer **at the moment of the rental's check-out**. In case of departure outside of these hours, the security deposit will be returned or destroyed to the customer after the passage of our staff.

At the end of your stay, **your rental must be returned clean and tidy**. The housework must be made by your care or by the staff of the camping, taking the cleaning service option". In case of the rental is not returned properly cleaned, the cleaning option service will be charged.

For further information, the booking service is available  
From Monday to Friday from 9am to 12pm and from 2pm to 6 pm

By phone: +0033 4.92.50.62.63

Or

by email: [info@campingleroustou.com](mailto:info@campingleroustou.com)