



# **TERMS AND CONDITIONS**

## **I Effective date of reservation**

Reservations are intended to arrange the accommodation of tourists for a predetermined period in one of our rentals.

Your online reservation is made on a secured site. You will receive, within a very brief period of time, an e-mail confirmation of your reservation, which is nominative and non-transferrable.

It is **immediate** and **final** at the time of advance payment online by debit card (unless the latter is rejected).

It is final for other means of payment (bank transfer, cheque, traveller's cheque) after **payment of deposit**.

**High season:** Saturday-to-Saturday rental. **Out of season:** per day rental of your choice (minimum 2 nights).

## **II Amount of reservation**

Sums paid on the day of reservation are advance payments (deposits) and constitute a definitive agreement between the leaser and the renter. A confirmation e-mail is sent you at the time of receipt of your deposit, corresponding to 25% of the total cost of your stay + the booking fee + a **discretionary** cancellation guarantee (2.6% of the cost of the stay not including tourist tax).

The renter may be required to pay the entire cost of the stay in the event of cancellation unless this takes place at least **60 days before the start of stay**. In this case, only the sums already paid will be retained as compensation for damages caused by cancellation.

## **III Advance on balance of cost of stay**

The price of stay given in the booking contract corresponds to services including furnishings, blankets, dishes and kitchenware, glassware, and garden furniture (table and chairs).

Not provided: sheets, pillowcases, bathroom towels, and household linens (table napkins, tea/dish towels, etc.).

Complete sets of sheets and duvet covers are required, as is special bedding for young children.

A more detailed inventory is given on the website.

**The renter must pay the balance of the cost of stay four weeks at the latest before the day of arrival without necessarily being reminded by the leisure mobile home park.**

If full payment is not made before arrival (in accordance with the conditions set out above), we reserve the right to consider the booking cancelled.

Any booking made less than or equal to 4 weeks before the date of the start of stay will require the full payment of the cost of stay.

Prices includes taxes and are guaranteed except in the event of the modification of VAT rates and/or the tourist tax, which will cause a modification corresponding to the price including taxes, which the client accepts unreservedly.

## **IV Cancellation of stay**

Reminder: cancellation of stay less than **60 days** before the renter's arrival date will incur a damage fee equal **to the price of the entire cost of the stay, payable by the party requesting the cancellation**.

All cancellations MUST be indicated via letter or e-mail in order to be taken into account.

## **V Interruption of stay**

Services included in the price of stay and not used by the renter will not be reimbursed for any reason.

## **VI Availability of premises rented**

Check-in to premises rented will be possible from 4:00 p.m. onward and until 7:00 p.m. on the date of arrival and check-out must take place between 8:00 a.m. and 10:00 a.m. on the date of departure. **All accommodations are non-smoking, and those including bunk beds are not suitable for children aged less than 6 years (applicable to the "Helios" mobile home and to holiday rental cottages).**

In the case of a planned late check-in, the leisure mobile home park must be notified to give prior approval: barring this, the promissory renter's absence will be considered as a withdrawal.

In the event of absence on the arrival date and if there has been no notification from the renter specifying that it has been necessary to change the arrival date, the rental property will become available within 24 hours and the complete payment already made will not be refunded.

Telephone messages must be confirmed in writing (do not forget to give your name and reservation date).

No reimbursement will take place in the event of delayed arrival or early departure; the full payment for the stay will not be refunded.

Reservations are made taking renter's wishes into account as far as is possible. Residents are rented for a maximum number of occupants stipulated in the contract, no matter the age of children. Any additional person not exceeding the maximum authorised per rental must pay the supplementary cost stipulated in the "optional" rate.

**No additional persons exceeding the maximum authorised may occupy the rental without prior agreement of the operator.**

If, however, the operator has given permission for an additional person beyond the maximum, this additional person must also pay the supplementary cost.

No additional accommodations may be installed on the land of our rental accommodations. The addition of any supplementary beds, tents, or caravans is not permitted (except in the case of dispensations granted by the operator).

Moreover, if the operator also gives exceptional permission for an additional tent on the rental location in order to exceed the maximum number of occupants authorised for the rental property, the rate for additional occupants will be applicable.

The inventory of premises rented is given to the renter upon arrival; the renter must indicate and cause to be corrected any possible anomalies on the same day by the management. Any claim concerning these anomalies arising after entry into play of the premises will not be accepted. Repairs made necessary by negligence or poor upkeep during rental will be payable by the renter.

## **VII Rules and regulations**

Renters must observe the rules and regulations available in each lodging and also available for consultation on our website in order to take note, especially, of the opening dates of the leisure park. Clients grant image reproduction rights to Etangs du Bos for its communication.

## **VIII Security deposit**

This is payable either by leaving the leisure park operator an imprint of the client's debit card or in the form of 2 cheques:

Security deposits are **€300** for material goods and **€60 or €70** for housekeeping (**which will not be paid in cash**) and which will be destroyed within a maximum of fifteen days, and **deducted from the price if not incurred for:**

- cleaning of the rented premises (set at a fixed rate of €60 or €70), (including for cleaning undertaken by the renter that is considered "partial" or not correctly done; that is, not left in a state identical to its condition upon the renter's occupancy of the premises). Moreover, if the "end of stay cleaning" option has been chosen by the renter, the premises must nevertheless be vacated **in decent condition**.

- missing items, possible damages, or costs incurred by the setting to rights of the rented premises.

This is the total value of the cost of replacement (objects, furniture, or materials broken, cracked, chipped, damaged, or deteriorated, and those whose wear and tear exceeds what is normal for the duration of rental), cleaning (of blankets or coverings made dirty), of compensation (for damages of any kind involving curtains, ceilings, windows, bedding, etc) that may become applicable.

For all night-time departures, the price of cleaning of rental premises (set at €60 or €70) will automatically be payable.

## **IX Insurance**

Renters must be covered by civil holiday/vacation insurance for all damages caused by them.



## RULES AND REGULATIONS:

These rules and regulations are applicable to all persons residing in our rental properties of any kind in any capacity.

### 1° - OPENING – CLOSURE

Leisure park rentals are open from **the end of April to mid-September**. The Leisure Park is fully open beginning on the 1<sup>st</sup> Sunday in July and running through the last Sunday in August, inclusive, including park activities (barring extremely unfavourable weather conditions or technical problems preventing the total or partial operation of these activities).  
**Out of season: park entrance is still accessible to renters** (with no obligation for the running of park activities linked to when the park is open to the public).

### 2° - LEISURE PARK RECEPTION OFFICE

Opening period: beginning of July – end of August  
Opening hours: 11:00 a.m. – 8:00 p.m.  
(If the park is closed, reception will be open from 11:30 a.m. to 1:30 p.m. and from 4:00 p.m. to 7:00 p.m.).

### 3° - CONDITIONS OF ADMISSION

In order to be admitted to enter into and set up on our site, you must be authorised to do so by the person in charge of the reception office (or by the operator).  
After that, the renter must occupy the premises personally and act with due diligence regarding their upkeep.  
The act of staying at our site implies acceptance of the provisions of these rules and regulations and agreement to comply with them.  
Any infraction may result in expulsion of the party responsible with recourse to the law if necessary.

### 4° - POLICE FORMALITIES

All persons of foreign nationality spending at least one night on site must previously present themselves to the person in charge of the reception office and provide identification, as well as fulfilling any formalities required by the police.

### 5° - SETTING UP

Users must respect the general aesthetic of the site; in particular, the land must not be encumbered with any other residential installations or goods or furnishings other than those serving the mobile home.

### 6° - TOURIST TAX

This is charged according to the number of nights spent on site and payable for all those aged 18 and over.  
Its rate is determined by the local council community.

### 7° - NOISE AND SILENCE

Renters are requested to avoid making noise and having conversations that might bother their neighbours.  
Sound devices must therefore be kept at low volume and the closing of car doors and trunks/boots must be as discreet as possible.

Dogs and cats must be kept on leashes within the site and never allowed to run free or unattended either inside or outside the rental accommodations or in a car.  
Their owners are legally responsible for them and must ensure their cleanliness (in this case by picking up their waste).  
Their owners must be in possession of their tattoo card and anti-rabies vaccination certificate.

In accordance with article 211-1 of the rural code, and with the applicable government decrees and orders, 1<sup>st</sup> and 2<sup>nd</sup> category dogs are prohibited.  
There must be complete silence between 10:00 p.m. and 7:00 a.m.

## RENTAL PORTION OF SITE

### 8° - VISITORS

Visitors (wishing to enter only the part of the park referred to as the “rental” portion) are admitted under the responsibility of the renter and must be declared in terms of both number (maximum of 2 people) and their identities to the operator or his/her representative.  
If the visit lasts more than two hours, these visitors must pay a fee of €3 per visitor.  
**Out of season**, fishing and mini-golf are available at a price for visitors (rates can be found in the leisure park reception office), while swimming is reserved solely for our renters.

**In high season** during the operating period of the leisure park, if visitors wish to enter the park, **they must pay the entry price under the same conditions and at the rates defined for the public opening period and must not use the private residents’ entry** (unless prior agreement of the management is given, on pain of expulsion).

### 9° - TRAFFIC AND VEHICLE PARKING

Within the residential part of the site, only vehicles belonging to renters are authorised to be on the roads, at a speed no higher than 10 km/hour.  
Driving is not prohibited between 10:00 p.m. and 7:00 a.m. but must be done as quietly and discreetly as possible.

Parking must not:

- be done on the grass, but only on rock surfaces by their users.
- hinder traffic or prevent new arrivals from setting up.

Visitors are required to park their vehicles outside the site reserved for renters by using the parking area intended for the public at the leisure base.  
Users are advised to take the usual precautions for the safeguarding of their vehicle and possessions.

### 10° - CONDITIONS OF RENTAL

All individuals are required to abstain from any actions that may be harmful to the cleanliness, hygiene, and appearance of the site and rental properties.

The following are prohibited:

- **discarding polluted or dirty water on the ground,**
- **washing cars within the site,**
- **smoking inside rental properties,**
- **throwing baby wipes, including biodegradable ones, condoms, and feminine sanitary products away in the sanitary facilities.**

**Household waste, garbage of any kind, and paper must be placed in closed garbage bags and then discarded in trash bins.**

Washing must never be hung from trees.  
Plantings and floral décor must be respected. It is forbidden to put screws into trees, cut branches, or plant vegetation.  
It is also prohibited to mark out the placement of an installation by personal means, and to dig out the dirt.  
Any harm done to vegetation, fences, ground, or installations on the site will be payable by the person or persons responsible.  
Out of season, the washing machine is not in service; however, the laundry facility will remain accessible for the borrowing of vacuum cleaners, use of the iron and the ironing board.



## 11° - SAFETY

### A- FIRE

Open fires are prohibited. Barbecues are allowed but **may not in any case** be operated on the terraces of rental properties, including in rainy weather. Renters must make sure that coals are completely extinguished before putting them in a waste bin bag.

In case of fire, alert the Management immediately.

### B- THEFT

The Management is not responsible for theft that may occur in any part of the site whatsoever. Notify the manager immediately if the presence of any suspicious person on site is noted.

Renters are advised to take the usual precautions for the safeguarding of their property on the site; the Management is not the depository or guardian of any renter property or materials on site.

## 12° - GAMES

No violent or disruptive games may be organised near the lodgings. Games areas in the leisure park are available for children *under the sole responsibility of their parents.*

## 13° - ACCESS TO PARK/FISHING

Renters are authorised to enter the leisure park (including during operating season) whenever they wish, as long as their presence does not bother other residents due to behaviour unsuited to community life.

This access is free for residents. Activities subject to the use of tokens are additional services for which prices may be obtained at reception or on the website.

Fishing (no kill) is a free activity for our renters, who must nevertheless be in possession of their own materials (2 lines per fisher) and bait/lures and must also respect the areas suited for this activity (do not leave hooks or garbage on the ground).

**Children must always be accompanied by a responsible adult and must not handle the digicode box and gate enabling access to the leisure base by themselves.** If this lock is damaged, the person responsible for the damage will be responsible for its replacement or repair.

If the private access gate is frequently poorly closed, the management, in order to avoid and limit unauthorised access, may close it down, which would require residents to enter the park through the public entrance.

Bicycles are strictly prohibited in the leisure park.

## 14° - SWIMMING

Renters are required to comply with the **rules and regulations of the park posted at reception**, particularly with regard to **swimming**, for which they must comply with **lifeguarding schedules**.

There is no lifeguarding: In the off-season (see the opening dates at reception) and in the event of closure of the leisure park to the outside public in high season (due to unfavourable weather conditions).

## 15° - CAMP MANAGER

The camp manager is responsible for the order and upkeep of the site. He is required to impose penalties for serious infractions of the rules and regulations and, if necessary, to expel the person or persons responsible for them.

A book for claims is kept available to renters. These are only taken into consideration if they are signed, dated, as specific as possible, and regard relatively recent events.

## 16° - DEPARTURE

Renters must arrange a meeting time to conduct inventory no later than the day before their departure.