



GENERAL TERMS AND CONDITIONS OF SALE

Thank you for your trust.

Confirmation of your booking implies full and unconditional acceptance of these general terms and conditions of sale.

✦ **1. Booking & payment terms**

Any booking becomes effective upon receipt of:

- a deposit corresponding to **25% of the total stay amount**,
- administrative fees (**€15**, non-refundable),
- cancellation insurance (if taken out),
- as well as a **€3 waste management contribution**.

The balance of your stay must be paid **no later than 30 days before your arrival**.

✦ **2. Cancellation insurance**

We strongly recommend that you take out cancellation/interruption insurance at the time of booking. The terms and conditions are available on our website.

✦ **3. Cancellation policy**

In the event of cancellation:

- The deposit paid remains non-refundable;
- less than 30 days before arrival: **50% of the stay is due**;
- less than 7 days before arrival: **100% of the stay is due**.

No refund will be granted for a stay that has started, is shortened, or for a delayed arrival.

✦ **4. Security deposit / bank card guarantee and condition of the accommodation**

In order to ensure the smooth running of your stay, a **€200 credit card pre-authorisation** is taken before or upon your arrival. This pre-authorisation serves as a guarantee and does not correspond to an immediate charge.

We attach particular importance to the quality and cleanliness of our accommodation. The accommodation must be returned in a satisfactory state of cleanliness (dishes washed, bins emptied, surfaces cleaned) and in the same condition in which it was handed over to you.

Failing this, a **€120 cleaning fee** may be charged.

In the event of any damage to the accommodation, its equipment or fittings, additional charges may be invoiced. The bank card pre-authorisation may be charged, in whole or in part, within a maximum period of **48 hours after your departure**, in the following cases:

- accommodation not returned in a satisfactory state of cleanliness;
- damage noted;
- failure to comply with the house rules, particularly in the event of repeated and confirmed noise disturbances, observed by our team or reported by several guests.

In the event of a charge, the customer will be informed in advance of the reasons for it, by any appropriate means (telephone, e-mail or discussion on site).

✦ **5. Organising your stay**

Rental accommodation:

- Arrival: **between 4:00 pm and 7:00 pm**
- Departure: **between 9:00 am and 10:00 am**

Pitches:

- Arrival: **from 12:00 pm**
- Departure: **before 12:00 pm**

In the event of a late arrival (after 7:00 pm), we invite you to contact reception in advance to find out the access arrangements. Your booking is held for **24 hours after the scheduled date of arrival**. After this period, without any news from you, it will be considered cancelled and the stay will remain payable.

✦ 6. Rental conditions

During the high season, rental accommodation is let **from Saturday to Saturday**. Shorter stays may be offered outside the main period (please contact us).

- Accommodation is equipped with pillows and blankets.
- Bed linen and towels can be rented subject to availability (please contact us).
- Water and electricity consumption are included in the rental price.

✦ 7. Capacity & occupancy

Each booking is made for a specific number of people. Any false declaration (identity, number of occupants, etc.) will result in cancellation of the booking.

- In rental accommodation: no additional person may be accepted if the maximum capacity of the accommodation has already been reached.
- On pitches: visitors must be declared at reception.

✦ 8. Access & parking

- Parking for **one vehicle only** is included in your stay.
- For your peace and quiet, vehicle entry into the campsite is no longer permitted **after 11:00 pm**.
- **Additional vehicles** and visitors must park outside the campsite (nearby parking).
- **Visitors** are not authorised to park inside the campsite; parking is available 50 metres away, by the cemetery.
In addition, they are not permitted to access the swimming pool.

✦ 9. House rules & way of life

In order to guarantee a calm and pleasant atmosphere for everyone, we kindly ask you to respect the campsite house rules, as well as those of the swimming pool and dedicated areas.

- Pets **are not allowed within the establishment**.
- During the high season, wearing an **identification wristband** may be required.
- For hygiene reasons: **swim shorts are not allowed in the swimming pool**.
- **The campsite reserves the right to exclude, without prior notice, any camper or family in the event of inappropriate behaviour, failure to comply with the house rules, or noise disturbance.**

✦ **10. Safety & equipment**

- Only electric barbecues are permitted. **Charcoal, gas or other types of barbecues are prohibited (prefectural regulations).** The campsite provides a terrace equipped with two electric griddles and two picnic tables; cooking tokens are available at reception for an additional fee.
- It is strictly **forbidden to charge electric vehicles on the campsite.** A paid charging station is available in the village of Giens.
- The campsite declines all responsibility in the event of loss, theft or damage to personal belongings. **Each customer remains responsible for their belongings during their stay.**

✦ **11. Pitch allocation**

We do everything possible to respect your preferences. However, for organisational reasons, we reserve the right to allocate another equivalent pitch.

✦ **12. Customer commitment**

By confirming the booking, the customer acknowledges that they:

- have read these conditions,
- and undertake to comply with them during their stay.

The whole team is delighted to welcome you and will do everything possible to offer you a pleasant, restful and high-quality stay.

Coulomb family & team.