

# Rental contract Pitch

To be returned to the campsite

## Customer information

Customer number : ...

Name : ..... First name : .....

Address : .....

Postcode : ..... City : .....

Phone number : ..... Mobile phone number : .....

Email : ..... @ .....

Would you like to receive your booking confirmation by e-mail?  yes  no

Would you like to receive our newsletter to find out about our offers and news (approx. 3 per year)?  yes  no

## PARTICIPANT INFORMATION

NAME	FIRST NAME	DATE OF BIRTH

Registration : ..... Number of people : ..... (6 people max. per pitch)

**Please note! Only one vehicle is allowed on the site. The second, in the free private outdoor car park.**

Pets :  yes  no **Note: Minors not accompanied by their parents will not be admitted.**

### INFORMATION STAY, I WANT TO RENT :

#### A PITCH

The balance is payable 30 days before your arrival.

**Date of arrival:** ..... / ..... / ..... from 1.00pm  
(2.00pm in low season)

**Date of departure :** ..... / ..... / ..... to 12.00am

So ..... nights

Tent  Caravan  Motor-home  Van

Size : .....

**Remember to bring a European plug cable and 1 x 25m extension lead.**

### I WOULD LIKE TO RENT (subject to availability)

Fridge  Gas BBQ

**Location preference:** (We will do our best to accommodate this as far as we are able)

.....

How did you hear about Les Cyprès campsite?

Word of mouth  Internet  Already come

Other : .....

I declare that I have read the General Terms and Conditions (on the back of this document) and agree to abide by them.

### DEPOSIT TO BE PAID

	Low season	High season
Booking fees	10 €	25 € Reduced fee by credit card
Deposit	so : 80€ €	
<input type="checkbox"/> Option : Cancellation insurance	5% of the stay, excluding FD and taxes (Minimum of 20€)	
Conditions and declaration to download from our website	€	€
<b>Total deposit to pay *</b>	€	

\* booking fee + pitch deposit + cancellation insurance

### METHOD OF PAYMENT

Cheque  Holiday voucher<sup>(1)</sup>

Mandat cash  Credit card

Bank transfer :

IBAN : FR76 1470 6001 7873 9642 3719 855

Code BIC : AGRIFRPP847

Please indicate the day of the transfer

(1) Please note: holiday vouchers are not accepted for payment of tourist tax.

**Date and signature :**

# GENERAL TERMS AND CONDITIONS

## RESERVATION

Reservations can only be processed on receipt of the rental contract accompanied by a deposit calculated according to the type of rental:

- For camping pitch bookings: €80 deposit + booking fees + cancellation and interruption insurance (optional).
- For accommodation bookings: 30% of the rental price + booking fees + cancellation and interruption insurance (optional).
- For weekend bookings: the full amount + €10 booking fee + cancellation and interruption insurance (optional).

The booking becomes definitive once it has been confirmed in writing by us. Reservations are by name only and may not be sublet or transferred to a third party. Any change to the contract that could lead to a variation in the amount of the charges must be notified and will only be effective after the manager's agreement. In the event of an inaccurate declaration, the contract will be terminated automatically and the sums paid will be retained by the campsite.

**Note: minors** not accompanied by their parents will not be admitted.

## GROUP RESERVATION

Any booking of more than 3 accommodations or pitches by the same individual or by different individuals who know each other and are travelling together for the same reasons on the same dates is considered to be a group.

Our accommodation is exclusively for individuals. For all group booking requests, you must contact us by telephone, e-mail or via our Contact Us section. We reserve the right to examine the booking request before accepting or refusing it.

No tents, marquees or other facilities will be allowed on the campsite.

## TERMS OF PAYMENT

Accompanied by the signed contract: by bank or post office cheque, postal order, ANCV holiday vouchers (in full with top stub), bank transfer or credit card for online bookings.

Bank transfer: please make a note of your booking references so that we can allocate the payment to your stay. Reception will not accept cheques over €50 less than 30 days before your arrival. Please note: holiday vouchers cannot be accepted for payment of the tourist tax when the balance is paid. **Reception will not accept cheques over €50 less than 30 days before your arrival.**

Please note: holiday vouchers cannot be accepted for payment of the tourist tax when the balance is due.

## BALANCE OF STAY

The balance is paid as follows: - for rentals and pitches: full balance to be paid 30 days before arrival\*.

\*If you book less than 30 days before your arrival, the stay must be paid in full at the time of booking.

**Please note:** you will not receive any payment reminders. On receipt of your payment of the balance, we will send you the holiday voucher. If the balance is not paid within the above-mentioned period, the rental will be considered cancelled and all sums paid will be retained by the campsite.

## PRIVES

They include

- the rental of the pitch or accommodation (for the number of people indicated, a baby counting as one person),
- access to the aquatic area (reserved exclusively for campsite customers), play areas, shared sanitary facilities, certain activities, etc.

They do not include :

- booking fees,
- cancellation and interruption insurance,

• TOURIST TAX (this municipal tax is compulsory and is collected with the balance, at the current rate and during the collection period),

- extras such as: pets, certain activities, linen hire, cleaning at the end of your stay, various rentals (bicycles, etc.),
- WiFi package,
- deposits for rental accommodation requested as a guarantee that the accommodation will be returned in GOOD CONDITION (€200 returned on departure after inventory, subject to missing or damaged equipment).

## DEPOSIT

### A – FOR MOBIL HOME

A deposit of €200 will be required on the day of arrival to guarantee that the accommodation will be returned in good condition and clean.

The accommodation is checked by the campsite staff before each arrival. On arrival, you will be given a check sheet to fill in and return to reception within 24 hours. On the day of your departure, we ask you to follow the instructions (tidy up, defrost and clean the fridge, clean and dry dishes, etc.). 72 hours before your departure, you will be asked to make an appointment to arrange a time for the departure inventory of fixtures. A member of the campsite staff will check your accommodation and the deposit will be returned (in July/August).

### B – FOR PITCH

A deposit of €10/pool wristband for non-permanent wristbands.

**MISCELLANEOUS** (Barbecues, aquatic areas, animals, playgrounds, filming, etc.)

- Only gas barbecues are permitted.
- The aquatic areas are reserved for our customers. Access is forbidden to visitors. Children must be accompanied by an adult.
- Pets are accepted for a fee. They must be kept on a lead, tattooed/chipped and vaccinated. You will be asked for their health record on the day of your arrival. 1st and 2nd category dogs are prohibited. They must not be allowed to run at large or even locked up in the absence of their owners, who are civilly responsible for them.
- One animal per pitch is permitted.
- Leather footballs are strictly forbidden on the campsite premises.
- We may photograph you and your family for the purposes of advertising our campsite. If you do not wish to be photographed, you must notify us by registered letter before your arrival.
- The campsite cannot be held responsible for any inconvenience caused by wild animals or insects.
- Any false declaration concerning the number of occupants (1 baby counts as one person) may result in eviction without reimbursement or compensation.
- A No canvas structures (marquees, folding screens, tents, etc.) are permitted on rental pitches.

## EXTRACT FROM THE INTERNAL RULES

- Swimming pool: swimming shorts are strictly forbidden, swimming costumes must be worn. It is strictly forbidden to drink or smoke in the pool area, under penalty of expulsion from the campsite.
- Silence: motor vehicle traffic is limited to 10 km/h and is prohibited on the campsite between 11 p.m. and 7 a.m. (access gates

are closed between these times). The use of sound equipment must not be heard beyond the perimeter of each pitch. After 11 p.m., everyone must respect their neighbours' right to rest.

• Electric vehicles: It is forbidden to recharge electric vehicles on a plot. Any damage to the network will be at your expense.

Recharging points are available (for information on rates, ask at reception).

## ARRIVAL/DEPARTURE

For mobile home rentals:

- Arrivals from 4pm (except weekend option + in low season).

Departures until 10am (except weekend option + in low season).

For pitches

- Arrivals from 1pm (high season), 2pm (low season)

- Departures are until 12 noon.

## DELAYED ARRIVAL - EARLY DEPARTURE

The campsite manager must be notified in writing (email or post) of any delay in your arrival, in order to keep your pitch or accommodation. If no news is received from you 24 hours after the scheduled arrival date, the campsite manager reserves the right to dispose of the pitch. There will be no refunds or reductions for late arrivals or early departures for any reason whatsoever. Payment for all days and/or nights booked is due in full to the campsite.

## CANCELLATION AND INTERRUPTION INSURANCE (optional)

No refund will be made if you do not take out the Cancellation and Interruption Insurance package. We recommend that you take out NEAT CAMPING cancellation and interruption insurance.

Our partner Neat Camping undertakes to refund all or part of your holiday.

## Optional cancellation insurance Flex by Neat Camping :

- The insurance premium must be paid in full when booking your holiday and is non-refundable,

-The cost is 5% of the total cost of the holiday (excluid booking fees and tourist tax).

-The full terms and conditions of cancellation can be viewed and downloaded from our website (at the bottom of the home page).

No refund will be made if cancellation insurance has not been taken out.

In the event of cancellation, please notify the campsite of your withdrawal by post or e-mail as soon as an event preventing your departure occurs. If the claim is covered by the general cancellation conditions, notify the insurer within 48 hours and provide all the necessary information and supporting documents.

## CONSUMER OMBUDSMAN

In the event of a dispute, and after contacting the campsite's customer service department, any campsite customer may refer the matter to a consumer ombudsman, 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 who may be contacted by the customer are as follows: "CM2C - Le Centre de Médiation de la Consommation de Conciliateurs de Justice - 14 rue St Jean 75017 PARIS".