



## 2024 RENTAL CONDITIONS

### 1- BOOKING CONDITIONS

- The reservation is only effective after agreement of the campsite, upon receipt of the deposit and upon receipt of either the fully completed and signed reservation contract, or upon acceptance of the general terms and conditions of sale when booking online.
- Reservations are only binding on the campsite if the latter has accepted them, the campsite has the right to accept or refuse the reservation, depending on availability and in general any circumstances that could be detrimental to the execution of the reservation made. Campsite Les Bastets offers family holidays, in a traditional way and the accommodations are specially designed for this purpose. Camping Les Bastets reserves the right to refuse all bookings that violate this principle or those who attempt to circumvent this principle.
- The reservation of a camping pitch or rental accommodation is strictly personal. Under no circumstances may you sublet or transfer your reservation without the prior consent of the campsite.
- Minors must be accompanied by their parents or by a legal guardian.

#### Camping pitches

The basic package includes the pitch for a tent, a caravan or a motorhome for 1 or 2 people, electricity, access to the sanitary facilities and reception facilities.

#### Rental accommodations

The rental accommodations are fully equipped. The basic package is, depending on the type, suitable for 2 to 6 people. The campsite reserves the right to refuse entry to groups or families arriving with a number of people larger than the allowed capacity of the booked accommodation.

#### Reservation costs

Campsite Les Bastets **does not charge reservation costs** for rental accommodation and bare pitches.

### 2- RATES

The stated rates are valid for the 2024 season. They are valid for one night and are in euros and include VAT. The indicated prices are subject to change. The campsite reserves the right to change the rates at any time. Reservations are billed based on the rates prevailing on the day of booking, subject to availability. It is advisable to check the rate by contacting the campsite directly. Offers and promotions are not retroactive and cannot be combined.

### 3- TERMS OF PAYMENT

- For reservations made more than 30 days before the start of the stay, a deposit of 25% of the amount of the reserved facilities must be paid to the campsite right upon the booking. The outstanding amount must be paid no later than 30 days before the start date of the stay. If the balance is not paid within the time frame, which is at the latest 30 days prior to the arrival, the campsite reserves the right to cancel the reservation and to offer the accommodation or the pitch for rent again.
- For reservations made less than 30 days before the start date of the stay, the full amount must be paid at the time of booking (a 25% deposit + the rest of the accommodation cost).

### 4- CHANGING YOUR RESERVATION

The customer can request the change of his / her stay in writing (by letter or by e-mail), depending on availability and possibilities. Retention of the same pitch or accommodation cannot be guaranteed, nor does a reservation for the required period.

It is not possible to move your reservation to the next season. If no change is made, the customer will either use his / her stay according to the original booking conditions, or can cancel it according to the cancellation insurance conditions. Any request for an extension of the stay is subject to availability and applicable rates. Any request to shorten the length of stay is considered a partial cancellation and is subject to the cancellation and interruption conditions of the stay.

## - CANCELING YOUR RESERVATION

### a- In case of cancellation by the campsite

In case of cancellation by the campsite, except in the case of force majeure, the stay will be fully refunded. This cancellation can under no circumstances give rise to the payment of compensation and / or an interest payment.

### b- In case of cancellation by the campsite guest **without a cancellation guarantee**

#### For one the following reasons :

- Borders closure
- Administrative closure of the campsite
- Customer placed in quarantine on arrival or return to home country

A credit for an amount corresponding to the total amounts already paid, valid two years, will be issued by the campsite. If the customer rejects the credit, he will receive a refund, on request, of the corresponding amount.

#### For all the other reasons :

##### Cancellation between the booking date and 30 days before arrival:

The deposit of 25% of the price of the stay will be kept by the campsite by way of cancellation costs. Amounts paid, minus the deposit, will be refunded. If the payment has been made in part or in totality using a credit voucher of a value greater than that of the deposit : the deposit of 25% of the amount of the stay will be kept by way of cancellation costs. A new non-refundable credit voucher, valid for 2 years, will be issued for the amount of the initial credit voucher after deduction of the 25% deposit. The remaining amounts paid other than by credit voucher will be refunded.

##### Cancellation between 30 days before arrival and the start date of your stay:

All amounts paid will be kept by the campsite.

### c- Cancellation by the campsite guest **with a cancellation guarantee**

We strongly recommend that you take out our cancellation insurance. This means you are insured for a number of situations, including those related to COVID-19. The amounts paid are guaranteed under the cancellation policy and you will leave with peace of mind, for only 5% of the accommodation costs you paid. For more details, see the [IPID \(information about the insurance products\)](#) and the [GIC \(general insurance conditions\)](#), as well as the [Covid-19 coverage](#).

If the reason is not covered by the cancellation insurance the general conditions of sale of paragraph 5-b apply and the cost of cancellation insurance will be deducted from the amounts paid in the event of cancellation.

## 6- YOUR STAY

### Arrival for rental accommodations

- For rental accommodation with a free arrival / departure day: arrival from 2 pm.
- Between 06/07/2024 and 31/08/2024 you rent the accommodation for a minimum of 7 nights; outside this period: for a minimum of 2 to 3 nights, depending on availability.
- It is not possible to place a tent beside a rental accommodation.
- A deposit of € 200 for the accommodation and a deposit of € 80 for the end of stay cleaning will be required by credit card. For Premium accommodations an additional deposit of € 100 will also be reserved by credit card.

### Arrival pitches

For pitches with a free arrival / departure day: arrival from midday (12 O'Clock - noon).

**During your stay**

It is the camper's responsibility to ensure that: The campsite guest is responsible for supervising his / her personal belongings. The campsite does not accept any responsibility in the event of incidents involving the civil liability of the camper. All customers must comply with the rules of the internal regulations. Every tenant / campsite guest is responsible for any nuisance and / or nuisance caused by the people staying with him / her, or for any of his/her visitors.

**Departure from a rental accommodation**

- On the day of departure, the accommodation must be empty by 10:00 am.
- The accommodation must be left in perfect condition, the inventory will be checked, any broken or damaged items will be at your expense, as well the clean-up and restoration of the premises should this be necessary. The deposit will be refunded to you after departure, after deduction of any compensation with supporting invoices, for any damage found during the check-out check.
- **If the accommodation is not properly cleaned before your departure, a cleaning fee of € 80 will be deducted from the deposit, this amount includes VAT.**

**Departure from a campsite pitch**

On the day of your departure the pitch must be empty by midday (12 O'Clock – noon).

