



GENERAL BOOKING CONDITIONS

BOOKING YOUR STAY

- ✓ All booking requests must be accompanied by the payment of a deposit (in favour of SARL MARS « Camping de l'Esquiras ») in the amount of 30% of the total cost for rental locations or 100€ for camping pitches, plus booking costs. Booking charges are set at 18€ per dossier (free in the low season).
- ✓ On receipt of your request, and according to availability, we will send you a confirmation of your booking by post or by e-mail. Where we cannot accommodate your request for the dates indicated, your deposit will immediately be returned.
- ✓ All bookings are non-transferable. They may not be passed on nor sub-let, without the agreement of the management.
- ✓ Your camping pitch or your rental home will be allocated on the day of your arrival.
- ✓ Rental period :
 - Camping pitches are available from 14h00 and should be claimed by 19h00. On the day of departure, pitches should be vacated by 12h00 at the latest.
 - Rental homes are available from 16h00 and should be claimed by 19h00. On the day of departure, rental homes should be vacated by 10h00 at the latest.

PAYMENT FOR YOUR STAY

- ✓ The balance of the cost of your stay is payable:
 - On the day of your arrival, for camping pitches.
 - One month before the beginning of your stay, for rental homes. Failing full payment one month in advance of your stay, SARL MARS « Camping de l'Esquiras » reserves the right to consider the booking cancelled, according to the cancellation conditions cited below. In the case of bookings made less than a month before your stay begins, the full amount is payable at the time of booking.

CANCELLATION & EARLY DEPARTURE

- ✓ In case of cancellation of your stay, costs forfeited will be :
 - The administration charge
 - The deposit, if the cancellation occurs more than one month before the start of your stay
 - The full cost, if the stay is cancelled less than one month before the start date .
- ✓ For these reasons, we advise you to take out insurance to cover cancellation and interruption of your stay.
- ✓ All cancellations must be notified by registered letter, with acknowledgement of receipt.
- ✓ In case of cancellation on the part of SARL MARS « Camping de l'Esquiras », with the exception of exceptional circumstances/acts of God leading us to cancel for the safety of holiday makers, clients will be fully reimbursed.
- ✓ An early departure or a late arrival will not qualify for any reimbursement.

DAMAGE AND INSURANCE

- ✓ It is the holiday-maker's responsibility to be insured. Camping Esquiras declines all responsibility in case of theft, fire, bad weather, breakdowns, etc. and in case of incidents relating to the client's civil liability.
- ✓ Each named rentee is responsible for any trouble and nuisance caused by persons staying with him/her. When a resident disturbs or causes a nuisance to other residents, or damages any part of the property, the stay may be immediately terminated, without compensation.

DOMESTIC ANIMALS

- ✓ Pets may be allowed with the prior agreement of the management. They must be kept on a lead/tethered. A current certificate of anti-rabies vaccination (health record) will be requested on arrival.

RULES OF THE ESTABLISHMENT

- ✓ Residents of the campsite are obliged to conform to the rules of the establishment, which are displayed at the camping reception.

DISPUTES

- ✓ In case of dispute and after entering service 'customer' of the property, any customer of the campsite has the possibility of seizing a Consumer Ombudsman, within a period of one year maximum from the date of the claim in writing to the campsite.
- ✓ The details of the mediator that may be entered by the customer are as follows:
- ✓ Medicys, 73 boulevard de Clichy, 75009 PARIS, Téléphone : 01.49.70.15.93