



GENERAL TERMS AND CONDITIONS 2020

BOOKINGS:

All bookings are specific to the chosen establishment and may not be transferred to any other member of the RESABEST network. On booking, the client becomes party to a rental contract. All bookings are made in the client's name and may under no circumstances be transferred to a third party. Sub-letting is also forbidden. The booking becomes firm only after receipt of the booking confirmation. This is to be sent by the client, by email or by post, along with payment of 25% of the overall amount plus €40 to cover handling fees, which cannot be reimbursed for peak-season bookings*. The balance must be paid in full one month before the beginning of the stay or by 1st June 2020 for all bookings made for dates between 1st July 2020 and 31st August 2020 (summer peak season). For all bookings made within one month of the start date, and after 1st June 2020 for stays between 1st July 2020 and 31st August 2020 (summer peak season), the total cost of the stay must be paid in full at the time of booking and/or signing the rental contract. Non-payment of the balance by the due date will result in the rental contract being rightfully terminated without prior notice.

A booking is considered to be firm on payment of the deposit amount after which the balance becomes due under the provisions set out above.

The rental takes effect only with our agreement. As soon as we receive the contract and corresponding payment, a receipt will be sent to you. This receipt must be presented on your arrival at the reception desk of the establishment holding your booking. The number of your rental unit is given as an indication only and is subject to change if you have not taken out the "guaranteed location" option proposed during the booking process. Bookings made for the period between 1st July and 31st August are for periods of 7 (minimum), 10 or 11 nights with arrivals and departures possible on Wednesdays, Saturdays and Sundays. Weekend bookings can be made for that period (2 nights minimum), as well as 1-night bookings when availability permits, and only with our written agreement. The cost of your stay is calculated on the basis of the dates mentioned in the rental contract and no discount shall be granted for early departures or late arrivals. All rates are based on economic indexes, the state of availability and the group's investments, and may increase or decrease in line with changes in these factors. (VAT 10%).

Standard, Premium and VIP rentals accommodate up to 6 people. The rate for these rentals includes

2 people. An extra daily charge will apply for any additional guests (see [table of extra charges](#)). For low-season rentals, the rate includes 4 people, with an extra daily charge applying for any additional guests (see [table of extra charges](#)).

Photos and maps shown on our various communication tools are non-contractual and shall not constitute a basis of argument in the event of a claim.

CANCELLATIONS:

PLEASE NOTE: In the event that you need to delay your arrival or cancel your stay, please let us know as soon as possible in writing. (Phone messages are not accepted.) If we are not informed, your pitch/accommodation will be deemed available for other clients as from 12 noon on the day following your planned arrival date, and full payment will remain due by way of damages. In the event of cancellation, the following amounts will be withheld or deemed due:

a) Handling and insurance fees

b) By way of compensation for contract termination: 25% of the overall cost of the stay, in the event of:

- cancellation before 1st June 2020 for stays between 1st July 2020 and 31st August 2020 (summer peak season)
- cancellation more than one month before the planned arrival date for other times of year

The full cost of the stay, if you cancel:

- after 1st June 2020 for stays between 1st July 2020 and 31st August 2020 (summer peak season)
- within one month of the planned arrival date for other times of year
- or if you do not arrive on the planned date.

CANCELLATION INSURANCE:

For those who require greater flexibility in terms of cancellation, RESABEST proposes an optional [cancellation insurance](#) (click [here](#) for terms and conditions).

RENTAL TERMS AND CONDITIONS:

For insurance and safety purposes, it is forbidden to exceed the number of occupants indicated for each type of accommodation. The campsite manager will not accept any guests beyond the stated capacity. The occupant declares having read the campsite rules and undertakes to comply with them. Animals are strictly forbidden inside the rental units except in specified cases.

UNACCOMPANIED MINORS:

Anyone under the age of 18 years may stay without adult accompaniment on the condition that they produce written parental consent and that their rental contract has been signed by one of their parents or legal guardians.

ARRIVALS - DEPARTURES:

All campers and occupants must comply with the establishment's rules and regulations.

SECURITY DEPOSITS:

For rentals of mobile homes, cottages, bungalows, chalets and apartments, a security deposit will be requested on your arrival to cover any damage to the rented accommodation, as well as an additional deposit to cover any end-of-stay cleaning costs. You will be invoiced for any broken, lost or damaged items.

All campers and occupants must comply with the establishment's rules and regulations.

PETS:

It is **COMPULSORY** for pets to be kept on a lead and to wear a collar. Pets must be tattooed and vaccinated (vaccination record required) and declared at reception. Attack and protection dogs (Categories 1 & 2 in France) are strictly prohibited from entering the premises (by Ministerial decrees dated 30/06/1992, 22/01/1985 and 06/01/1999). Please do not let your pet do its business on the premises.

IMAGE REPRODUCTION RIGHTS:

During your stay you may be photographed or filmed on our premises. We may use such photos or films for marketing or advertising purposes, unless you indicate to us in writing, on your arrival, that you are opposed to such practice.

ADMISSION TO CAMPSITE:

All campers and occupants must comply with the establishment's rules and regulations.

ADMISSION TO WATER PARK:

All campers and occupants must comply with the establishment's rules and regulations.

DISPUTES:

Any claims relating to the non-compliance of services/facilities included in the rental contract must be sent in writing (registered mail with recorded delivery), to the manager of the establishment concerned or to RESABEST, within 30 days of the end of the stay. Any legal disputes shall fall under the jurisdiction of the commercial court of DAX.