

# Sales terms and conditions

Dear customers, Please read our general booking conditions very carefully so as to avoid any misunderstanding, and make your holidays a complete success. **Le SOLEIL** offers family-friendly camping holidays in the very traditional sense and all the facilities, recreational and sporting structures and accommodations have been thought and organized to that end. The Management reserves the right to cancel any stay to anyone who would not respect this principle. In order to ensure peacefulness and quietness to our customers and also for safety reasons, you will be given a permanent bracelet at the reception, which must be worn on your wrist for the duration of your stay. Anyone who would not comply with this rule would be excluded from the campsite. People under eighteen must be accompanied by their legal guardian. Dogs are not permitted.

**PITCHES** Every pitch is delineated (between 80 m<sup>2</sup> and 100 m<sup>2</sup>) with electricity (6 A, 1500 W) and suitable for caravans (only single-axle ones), motorhomes and tents. Some pitches called "Grand Confort" offer water evacuation and electricity (10 A, 2200 W). Maximum six persons + one car per pitch. Free access to the swimming-pool, sanitary facilities (hot showers), entertainments, sports and leisure activities. Departure day: you are requested to vacate the pitch by noon. After noon, you will be charged an extra day.

**MOBIL-HOMES** All our accommodations are fully equipped (as detailed in the appendix). You are requested to vacate the accommodation by 10 a.m. After 10 a.m., you will be charged an extra day. The mobil-home must be left clean on departure. Anything that would be broken, damaged or missing in the mobil-home will be charged as well as the cleaning, if necessary. Your deposit will be returned to you on your departure day once your accommodation has been checked, after deducting the cost of the damage caused ? on presentation of invoices. If the cost of the damage is higher than the deposit, the Management reserves the right to keep the deposit and charge you an extra fee. You are requested to clean the mobil-home at the end of your stay. If the mobil-home is not clean, you will be charged 50 Euros inclusive of tax. Only one car is permitted on the pitch. Anything else put up next to the mobil-home, such as a tent, is strictly forbidden.

**BOOKING CONDITIONS** The rental contract needs to be confirmed (internet) or signed by the customer who must accept the general booking conditions. Your booking will be confirmed only after receiving your deposit and after the agreement of the Management. Hiring is for personal use. If several members of a same family expect to take over, one booking form must be completed by each successive member of the family. Hiring is for personal use. Sub-letting to a third party is not permitted. You will know the number of your pitch only on your arrival. The Management reserves the right to refuse families especially in the following cases: -more people than the maximum number allowed on the pitch or in the accommodation (a baby counts as a person). -people not stated in the contract.

**Pitches Bookings:** minimum seven nights stay. The booking includes one pitch and one person minimum. Maximum six persons per pitch (a baby counts as a person). Arrival day: between 1 p.m. and 9 p.m. Any day in May, June and September. Only on Wednesdays and Saturdays in July and August. Departure day: before noon. The pitch must be left clean on departure. (All the rubbish must be thrown in the appropriate bins before leaving). Payment conditions You will be asked to send 100 Euros as a deposit and 20 Euros for the reservation fee together with your booking contract. The balance must be paid on your arrival. Under no circumstances will reimbursements be made due to you cancelling your booking (unless you have taken out a cancellation insurance). If you have not arrived 24 hours after your booking was due to commence, the contract will be cancelled and the camping will use the pitch.

**Mobil-homes** Any day of arrival and departure and no minimum length of stay in May, June and September. Arrival day: you will be given your key from 4 p.m. and will be asked to leave a deposit of 200 Euros. Departure day: you will have to go to the reception the day before and arrange an appointment between 7 a.m. and 10 a.m. In July and August: minimum seven nights stay. Arrivals and departures only on Wednesdays and Saturdays. The rental includes: the use of the mobil-home (as detailed in the appendix) by the people as stated in the contract, the use of the pitch, water and electricity, and all the entertainments, sports and leisure activities. Options (on prior booking and subject to availability): Disposable linen 5 Euros a pair for the duration of your stay, high chair 1 euro a day, cot 1 euro a day. Payment conditions For bookings made more than thirty days before the first day of your stay, you will be asked to pay 30% of the total when signing or when accepting the contract on-line. The balance must be paid at the latest thirty days before the first day of your stay, failing that, the contract will be cancelled and the deposit will be kept. For bookings made less than thirty days before the first day of your stay, you will be asked to pay the total when signing or when accepting the contract on-line.

**CANCELLATION AND MODIFICATIONS** Any requests for modification of your stay should be sent by fax, post or e-mail. On receipt of your request, by return, we will send you the updating of your booking. This document will be asked on your arrival and will be the only valid document proving that your request has been accepted. We remind you that no modification concerning your stay will be taken into account by phone. The Management reserves the right to change the number of your mobil-home or your pitch, if necessary. **REFUNDS FOR UNUSED SERVICES** Under no circumstances will reimbursements be made due to you interrupting or shortening your stay (late arrival, early departure). If the Management cancels your stay (except for cases of force majeure) you will get the cost of your stay refunded. This cancellation will, however, not lead to any damages.

**YOUR STAY** The lead booking person is responsible for any trouble or nuisance caused by any of the persons occupying the mobil-home or the pitch as well as any of their visitors. The Management reserves the right to end any contract without a refund in case of non-respect of the general campsite rules. It is your responsibility to take out insurance. The Management disclaims all responsibility for theft, fire, bad weather etc, and accidents caused by the customers themselves (customer's civil liability).

**VISITORS** Visitors must go to the reception on their arrival and give the exact number of people. They will be given individual bracelets. Visits: from 8 a.m. to 11 p.m. 4 Euros per adult. The visitors have access to all the campsite facilities except for the swimming-pool and the entertainments. In case of late arrival of visitors, we advise our customers to inform the reception, since no bracelet will be given to visitors outside the opening hours of the reception. **TAXES** The Management reserves the right to modify the prices in case of a change of taxes or of the VAT. The tourist tax is set by by-law. Our brochure always gives the tourist tax of the previous year.

**CANCELLATION INSURANCE** See our cancellation guarantee on page 2

**DISPUTES AND COMPLAINTS:** Any disputes will come within the competence of the Court of Justice of Perpignan. Any complaints relating to our failure to fulfil our contractual commitments must be made by post with acknowledgement of receipt to the campsite within the thirty days following the last day of your stay.

# CANCELLATION GUARANTEE

In the event of a cancellation, your deposit will be refunded provided that you have taken out our cancellation guarantee :

- Mobile-homes :
  - Cost : 3.5% of the total amount of your stay. With a minimum of 10 euros for shorter stays.
- Pitches :
  - Cost : 10€.

## Refund policy:

- If you cancel at least one month before the first day of your stay :  
Full refund of your deposit whatever the reason for your cancellation might be.
- If you cancel less than a month before the first day of your stay :  
Full refund of your deposit if one of the following events occurs (before your arrival and not during your stay) :
- Critical illness, serious accident or death caused to
  - Yourself, your legal spouse or common-law partner.
  - Your ascendants and descendants, your partner's ascendants and descendants, sons-in-law and daughters-in-law.
  - Your brothers, sisters, brothers-in-law and sisters-in-law.
- Pregnancy complications
  - Upon presentation of a medical certificate.
- Serious damage to your property requiring your presence and caused by :
  - Fire, explosion, water damage, burglary or vandalism, storm or natural disasters.
- Accident or total theft of your vehicle and/or caravan
  - Occuring on the direct route to your place of stay.
- Redundancy
  - Of yourself, your legal spouse or common-law partner
- Leave cancellation or change of leave dates **by your employer.**

Your deposit will be refunded provided that one of these events occurs between the date of your booking and the first day of your stay and on presentation of official documentary evidence.

Please note that the booking fee is non-refundable.

### **Procedure to follow in the event of a cancellation :**

- 1/ The management of the campsite must absolutely be advised within 24 hours following the event or the onset of the illness.
- 2/ Your cancellation request must be accompanied by the necessary documentary evidence and sent by registered post with acknowledgment of receipt -namely :
  - A medical certificate stating the nature, cause and severity of the accident or illness.
  - A death certificate.
  - Any supporting documents showing proof of the event.

**Under no circumstances will reimbursements be made if you have not taken out our « Cancellation guarantee ».**  
In case of late arrivals or early departures no refund will be given. **We will make sure to find a quick solution to any problem.**