

# 2019 BOOKING CONTRACT

To book a camping pitch or rental accommodation, please complete and sign the booking contract and return it to Le Domaine de Longemer, along with the deposit, and the booking cancellation insurance fee (if applicable). On reception of your completed booking contract, we will send confirmation of your booking. The acceptance of your booking remains **subject to availability**. Places will be allocated on a first come first served basis. We do however our most to fulfill any special request.

Last name ..... First name ..... Date of birth : ..... / ..... / .....  
Address .....  
Post Code ..... City ..... Country .....  
Tel ..... Mobil-phone .....  
E-mail .....

## Accompanied by :

Last name ..... First name ..... Date of birth : ..... / ..... / .....  
Last name ..... First name ..... Date of birth : ..... / ..... / .....  
Last name ..... First name ..... Date of birth : ..... / ..... / .....  
Last name ..... First name ..... Date of birth : ..... / ..... / .....  
Last name ..... First name ..... Date of birth : ..... / ..... / .....

**RENTALS** Arrival date (from 4 pm) : ..... / ..... / ..... Departure date (before 11 am) : ..... / ..... / .....

<input type="checkbox"/> Bivouac	2 Personnes	<b>DEPOSIT</b> : Total amount of the booking ..... € x 25% = ..... €
<input type="checkbox"/> Bivouac	3 Personnes	
<input type="checkbox"/> Chalot	4 Personnes	<input type="checkbox"/> I wish to subscribe to a cancellation insurance
<input type="checkbox"/> Chalot	5 Personnes	I add 3 € x ..... night, totalling ..... €
<input type="checkbox"/> Classic Lodgetent	5 Personnes	<input type="checkbox"/> I choose the cleaning fee of 40 € payable on arrival
<input type="checkbox"/> Comfort Lodgetent	5 Personnes	
<input type="checkbox"/> Villa Belbriette	4/6 Personnes (2 chambres)	
<input type="checkbox"/> Villa Longue Mer	6/8 Personnes (3 chambres)	
<input type="checkbox"/> Villa Hohneck	4/6 Personnes PMR	
<b>TOTAL</b> : ..... €		

Minimum 2 nights.

Between 06 / 07 / 2019 and 24 / 08 / 2019, minimum stay of 7 nights for the Maisons des Lacs (arrival on Saturday, departure on Saturday), 7 nights for the Lodgetents (arrival on Sunday, departure on Sunday), 4 nights for the Chalots, 2 nights for the Bivouacs. I agree to pay the balance of my booking one month before the arrival date. For bookings made less than 30 days before the date of beginning of the stay, full payment must be made at the time of booking.

**CAMPING PITCHES** Arrival date (from 12 pm) : ..... / ..... / ..... Departure date (before 12 pm) : ..... / ..... / .....

<input type="checkbox"/> Tent	<b>DEPOSIT</b> : Total amount of the booking ..... € x 25% = ..... €
<input type="checkbox"/> Caravan : ..... x ..... meters	
<input type="checkbox"/> Camping – Car (on camping pitch) : ..... x ..... meters	<input type="checkbox"/> I wish to subscribe to a cancellation insurance
<input type="checkbox"/> Camping – Car (on camping-car parksinde) : ..... x ..... meters	J'ajoute 3 € x ..... nuits, soit ..... €
	<input type="checkbox"/> I want to keep my vehicle on the pitch
	I add 3 € x ..... nights, so ..... €
For ..... people, with ..... dog(s), with ..... tent(s).	<b>TOTAL</b> : ..... €

Minimum 1 night.

For bookings made less than 30 days before the date of beginning of the stay, full payment must be made at the time of booking.

**REQUESTS** : .....

.....

## PAYMENT

Bank card (contact us at 03.29.63.27.10)

Bank transfer (specify the name of the booking on the bank transfer)

I have read and acknowledge terms and conditions

Date : ..... / ..... / .....

IBAN : FR76 1007 1880 0000 0020 0227 822

BIC : TRPUFRP1

A/C Name : Camping de Longemer

Signature :

# GENERAL TERMS OF SALE

## 1/ OUR SERVICES

### Pitch

Pitch for tent, caravan or camper. The price is calculated using the applicable rates (pitch, number of people, electricity 16A...). It includes access to reception, toilet blocks and entertainment. Tourist tax is not included.

The booked pitch will be available from 12:00. The occupation will end on the last day at 12:00.

Any unreleased pitch before 12:00 will be increased by an extra night.

A fee will be charged for vehicles from 8/07 to 25/08 and additional vehicles and tents and for visitors based on current prices.

### Rental accommodation

Our prices include the people (according to the capacity of accommodation), electricity, a vehicle, and access to the reception, toilet blocks and entertainment. Tourist tax is not included.

Arrivals are from 4:00 p.m and departures before 12:00.

A fee will be charged for additional vehicles and tents and for visitors based on current prices.

Your accommodation must be left in the initial state upon departure otherwise a cleaning fee will be charged.

## 2/ PAYMENT OF THE STAY

### Accepted payment conditions

Regarding the deposit as well as the balance, you can pay your reservation or your stay using the following methods of payment:

credit card or bank transfer.

### Terms of settlement

Any booking request from the buyer must be made in writing and accompanied by a deposit of:

- 25% of the price of the pitch or the rental accommodation and the fee for cancellation insurance (if purchased).

The booking contract (completed and signed) must be sent at the time of booking by email or mail.

It must be accompanied by the deposit that will be settled by means of payment quoted previously.

This reservation has contractual value after the buyer receives a confirmation from the campsite.

For rented accommodation, the balance must be paid at the latest 30 days before your arrival to confirm the stay.

Tourist tax is payable at the same time and conditions as the balance. It cannot be changed or refunded on your arrival.

## 3/ LAST MINUTE BOOKING

Any reservation made less than 30 days before the date of arrival must be paid in full and by credit card only.

## 4/ LATE ARRIVAL AND EARLY DEPARTURE

In case of late arrival or early departure compared with the dates mentioned on your booking voucher, the entire stay will remain due. You will not be entitled to any refund for the part of the stay not carried out.

## 5/ IF YOU DO NOT COME

In case of not arriving at the campsite within 48 hours from the beginning of your stay and without any proof or news of your arrival, we will make use of your accommodation as we see fit. The retained fees are the same as those stated in our cancellation conditions.

## 6/ CANCELLATION

### From the buyer

All cancellations must be notified by registered letter, which will come into effect from the date of receipt of the mail.

- For the cancellation of a pitch, whatever the date of receipt, the total amount due on reservation is retained

- For the cancellation of a rental accommodation:
  - More than 30 days before your arrival, the campsite will retain the amount of the deposit
  - Less than 30 days before your arrival, the total amount of the rent will be retained.

To obtain possible compensation, we suggest you sign the cancellation or interruption of stay insurance when reserving.

- If you have signed the cancellation insurance, the refund will be made in the following conditions:
  - Cancellation more than 30 days before the beginning of the stay : 25% of the price of the stay will be retained;
  - Cancellation between the 20th and the 8th day before the beginning of the stay: 50 % of the price of the stay will be retained;
  - Cancellation between the 7th and the 2nd day before the beginning of the stay: 75 % of the price of the stay will be retained;
  - Cancellation the day before or the day of arrival initially planned: 100 % of the price of the stay will be retained.

In case of a non arrival of the customer, there will be no refund.

### Risks covered by the cancellation insurance

- illness, accident or death affecting the insured himself or his family such as:
  - Spouse
  - Ascendants and descendants
  - Step-son or step-daughter
- an accident in the main home, second home, business premises of the insured or his vehicle
- a professional hindrance :
  - transfer
  - redundancy
  - changes in leave
  - getting a job or a paid work experience
  - summons as a juror
  - summons for a retake exam
  - natural disaster or an attack on the place of the stay.

### Terms of repayment

The cancellation insurance must be signed when reserving.

In every case, so that expenses are covered, the motive for cancellation must:

- be foreseen to the contract ;
- have taken place after the subscription of the insurance;
- be unforeseen at the subscription of the insurance;
- be not deliberate.

Then, the insured must make a declaration of cancellation within the time specified in the contract (usually set to 5 days after the disaster) by enclosing the supporting documents:

- invoice;
- amount of cancellation charges;
- reason for cancellation.

### From the campsite

If the campsite must cancel its rental of pitch and / or accommodation, any contracting party having received its confirmation of stay, will be informed by registered letter and reimbursed in full for the amount it has paid.

## 7/ SECURITY DEPOSIT

For rented accommodation, a deposit (from 100 to 300€ according to the accommodation) is required upon arrival, which will be returned at the end of your stay after the inventory or at the latest within eight days by mail after your departure.

The campsite is entitled to keep part or the total amount in case of damage to the accommodation and its contents and / or equipment on the site.

The campsite also reserves the right to deduct the sum of the fixed price for cleaning to mitigate the expense of cleaning if this was not done before the departure.

## 8/ CHECKING

Upon arrival a check list will be given to each tenant. It must be returned, signed, within 24 hours after arrival, together with any comments. Failing that, the inventory will be considered correct and the equipment in good condition.

On the departure an inventory of fixtures will be carried out together with the manager or his representative.

In case of malfunctioning rental equipment, the tenant must notify us.

We will do everything possible to ensure the repair or replacement as soon as possible. No compensation or refund can be requested.

## 9/ OCCUPATION OF ACCOMMODATION

Any rent is name specific and can be in no way sold or rented to a third party.

Accommodation is furnished with the equipment necessary for daily life in sufficient number to accommodate the maximum of people specified in the rental agreement. The accommodation must not be occupied by a superior number to that indicated in the contract.

It is forbidden to use the beds without sheets. Bed linen is not provided but can be on request with a supplement (disposable sheet set).

Barbecues are forbidden inside the accommodation and under awnings, as smoking is prohibited.

It is recommended to remove shoes before entering the Lodge tents.

## Minors

Minors unaccompanied by their parents are not allowed in accommodation.

For any pitch booking, parental consent is required.

## 10/ ANIMALS

### For pitches :

Dogs and cats are allowed, except for dogs of 1<sup>st</sup> and 2nd category.

We require dogs to be leashed in the campsite.

You must observe hygiene with respect to the surroundings.

A health certificate must be presented upon arrival. Rabies vaccinations and tattoo certificates are required.

### For rented accommodations:

Pets are not allowed.

## 11/ INTERNAL RULES

The contract involves the respect of the internal rules of the campsite and conforming to measures and current rules in effect.

## 12/ INSURANCE

The tenant is responsible for damages. He is required to be insured by a liability insurance contract (holiday resort insurance).

The campsite disclaims all liability in case of theft, fire or other incident relative to the civil liability of the customer.

## 13/ COMPLAINTS

Any possible complaint following a stay must be formulated in writing and sent by registered letter with recorded delivery within 20 days following your stay.

01/01/2019