

# BOOKING CONTRACT

Open from 06/04/2019 to 28/09/2019

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

**Between** : S.A.R.L Camping LA PIERRE VERTE\*\*\*\* 1880, Route Départementale 4, 83600 FREJUS – France – Tél. +33 (0)4 94 40 88 30  
Fax.+33 (0)4 94 40 75 41 - Classement \*\*\*\* from 7th August 2017 - SIRET : 448 768 766 000 19 – APE : 5530Z [www.campinglapierreverte.com](http://www.campinglapierreverte.com) -  
[info@campinglapierreverte.com](mailto:info@campinglapierreverte.com)

**And:**







Surname ..... First Name ..... Date of birth ...../...../.....  
Address .....  
Postcode ..... Town/City ..... Country .....  
Phone ..... Mobile .....  
E-mail N# 1..... E-mail N# 2 .....  
ID or Passport number .....  
Car registration number ..... Additional car registration number (charged) .....

**Accompanying persons (\*) :**

1/ Surname ..... First Name ..... Date of birth (\*\*) ...../...../.....  
2/ Surname ..... First Name ..... Date of birth (\*\*) ...../...../.....  
3/ Surname ..... First Name ..... Date of birth (\*\*) ...../...../.....  
4/ Surname ..... First Name ..... Date of birth (\*\*) ...../...../.....  
5/ Surname ..... First Name ..... Date of birth (\*\*) ...../...../.....  
6/ Surname ..... First Name ..... Date of birth (\*\*) ...../...../.....

(\*) Only the persons declared and listed on this contract will be accepted on the campsite (\*\*) Compulsory

The renter must have civil liability insurance: The name of insurance company.....Number of the insurance policy .....

CAMPING PITCHES	RENTALS/ UNUSUAL UNITS /LODGE
<p>Arrival Date: .....</p> <p>Departure Date: .....</p> <div style="display: flex; justify-content: space-around;">      </div> <p>Size of the installation*: .....m X .....m <b>*If you do not provide us with the size of your installation, your booking request will not be taken into account.</b></p> <p><input type="checkbox"/> CONFORT <span style="float: right;"><input type="checkbox"/> 6 Amp.</span>  <input type="checkbox"/> CONFORT + <span style="float: right;"><input type="checkbox"/> 10 Amp. + </span>  <input type="checkbox"/> Cancellation Insurance <b>Camping pitch : €15/Stay*</b></p>	<p>Arrival Date: .....</p> <p>Departure Date: .....</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> LODGE  <input type="checkbox"/> LODGE SANS VUE  <input type="checkbox"/> <b>TOI &amp; MOI</b>  <input type="checkbox"/> MIAMI  <input type="checkbox"/> ZENITH  <input type="checkbox"/> <b>SUNSET</b>  <input type="checkbox"/> CALYPSO  <input type="checkbox"/> GALAXIE  <input type="checkbox"/> COSMOS                 </div> <div style="width: 48%;"> <input type="checkbox"/> COLORADO  <input type="checkbox"/> TEXAS  <input type="checkbox"/> JUPITER  <input type="checkbox"/> INDIANA  <input type="checkbox"/> CABANE DUO  <input type="checkbox"/> CABANE QUATRO  <input type="checkbox"/> COCO SWEET DUO  <input type="checkbox"/> COCO SWEET QUATRO  <input type="checkbox"/> COSMOS                 </div> </div> <p><input type="checkbox"/> Cancellation Insurance <b>Rental units : €3/Day*</b></p>

\*If you want to subscribe to the cancellation insurance « **CampezCouvert** » please tick the above box provided for that purpose.

You'd like a preference number? **Preference pitch number** extra option: **€25/ booking**: Choice1 .....Choice2.....Choice3.....

**EXTRA FEES €**

- |   |   |   |  |
|---|---|---|--|
| <input type="checkbox"/> Extra vehicule | <input type="checkbox"/> Fridge Table Top           | <input type="checkbox"/> Cotton Bedlinen for Double bed | <input type="checkbox"/> Towels pack (1 large + 1 small)                           |
| <input type="checkbox"/> Trailer        | <input type="checkbox"/> Fridge Table Top <b>XL</b> | <input type="checkbox"/> Cotton Bedlinen for Single bed | <input type="checkbox"/> Baby pack (bed - high chair - bath)                       |
| <input type="checkbox"/> Pet            | <input type="checkbox"/> Electrical Plancha         | <input type="checkbox"/> Disposal Sheets                | <input type="checkbox"/> Final Cleaning (advance notice 48h before departure max.) |

**TO RESERVE\***: Deposit of **€200** for Camping pitch booking & **30%** of the total amount for Rental units + Non-refundable booking fees: **€25**

**BANK CARD**    CARD N°  EXPIRY DATE ...../..... SECURITY CODE

I authorize Le Camping « LA PIERRE VERTE » to debit my account of .....€

- CHEQUES VACANCES « ANCV » 
- EURO BANK CHEQUE (made payable to CAMPING « LA PIERRE VERTE »)
- BANK TRANSFER (IBAN Crédit Agricole Fréjus : FR76 1910 6000 0443 5142 6459 825 – BIC AGRIFRPP)

\*I, the undersigned, declare to have read and approved the «**General Booking Conditions**» as well as the «**Cancellation policy**» on the reverse side of this page and certify to fully comply with these terms. Date and signature preceded by the handwriting mention "**Read and approved**".

Date : .....

Signature : .....

## GENERAL TERMS AND CONDITIONS

**BOOKING CONDITIONS** The reservation becomes effective solely with the agreement of the Village, upon receipt of the down payment and either upon receipt of the booking contract duly completed and signed, or upon your agreeing to the « **General Terms and Conditions** » when booking online. Le camping "La Pierre Verte"\*\*\*\*\* offers family holidays, in the traditional sense, and the accommodation has been specially designed for this purpose. Le camping "La Pierre Verte"\*\*\*\*\* reserves the right to refuse any booking that might contravene or attempt to pervert this principle. Le camping "La Pierre Verte"\*\*\*\*\* is not bound by bookings unless the campsite has accepted them. It is free to accept or refuse bookings depending on availability, and, in general, depending on any circumstances that are likely to be prejudicial to the execution of the booking made. Le camping "La Pierre Verte"\*\*\*\*\* reserves the right to refuse the access of the site to families or groups whose numbers exceed the capacity of the accommodation rented or the pitch chosen. This booking agreement is strictly personal. Under no circumstances may you sub-let or transfer your reservation without the prior consent of the campsite.

### **PAYMENT CONDITIONS**

The customer promises to respect the payment deadlines given below. If the host does not receive the advanced payment or the remainder to be paid within the deadlines, the host reserves the right to consider the reservation as cancelled, and the terms of the cancellation conditions given in these same general terms and conditions will apply.

For bookings made more than **30 days before the beginning of the stay**:

**FOR « CAMPING PITCHES »**: The basic package includes 1 to 2 people, 1 pitch, 1 installation, 1 vehicle, electricity (6A or 10A depending on the type of pitches booked) access to the sanitary blocks and the facilities. Occupancy of maximum 5 people per pitch (baby included). The type of the installation as well as the dimensions are compulsory. Advanced payment required is **€200 + €25 for the booking fees (225€ in total)** Cancellation Insurance is not mandatory but highly recommended. In case of subscription to the cancellation insurance an extra fee of **€15** per booking is to be added. Once the booking is confirmed the balance of the stay must be fully paid 30 days before the start date, unless agreed differently by Le camping "La Pierre Verte"\*\*\*\*\*. If the balance is not paid in time then the campsite is entitled to cancel the holiday and retain your deposit. Once the balance is paid, a paid invoice will be issued and the customer has to show it upon arrival.

**FOR RENTALS « MOBILE HOMES »**: The rented accommodation is fully equipped and includes all kitchenware and tableware as well as bedding. Bed linen, towels and end cleaning are not included in the basic package.

Advanced payment required is **30% of the total + €25 for the non-refundable booking fees**. Cancellation Insurance is not mandatory but highly recommended. An extra fee of **€3/per day** for rental units is to be added to the cost of the stay. The deadline for the payment of the balance is mentioned on the confirmation must be fully paid 30 days before the start date, unless agreed differently by le camping "La Pierre Verte"\*\*\*\*\*. If the balance is not paid in time then the campsite is entitled to cancel the holiday and retain your deposit. Once the balance is paid, a paid invoice will be issued and the customer has to show it upon arrival.

Full payment will be required at the time of booking if the period of your stay is **less than 30 days before the start date and also if the period of your stay encompasses a Holiday Weekend or is of six days or less**.

**MEANS OF PAYMENT** Reservations can be paid by bank card, cheque, bank transfer or ANCV cheque, accepted in the following conditions:

#### **1-Remotely (website, post, telephone):**

- Credit and Debit cards (with the exception of American Express Cards) up to the day of arrival unless agreed differently by Le camping "La Pierre Verte"\*\*\*\*\*.
- Bank Transfer : up to 30 days before the beginning of the stay
- Cheque or ANCV cheque: up to 30 days before the beginning of the stay unless agreed differently by le Camping "La Pierre Verte"\*\*\*\*\*.

#### **2-On site :**

- Bank card, cash or ANCV cheque: up to the day of arrival with the agreement of the campsite.

**PRICES AND TOURIST TAX**: Prices shown are effective for 2019 season. They are quoted in euros, including VAT- The tourist tax may be modified without any warning from the local council

**PITCH NUMBER PREFERENCE**: The host provides an optional "pitch preference" in exchange for payment of a fixed sum of **€25** per application for rented accommodation and for campsite pitches. The customer can choose a specific pitch number. The host will do everything possible to respect the preference given for a specific pitch. If the customer's pitch preference cannot be satisfied, the host will refund the customer the fixed sum paid at reservation.

**ARRIVALS / DEPARTURES**: All bookings are nominative and cannot be transferred or sublet. The customer and any accompanying persons shall be asked to provide proof of identity at check-in. Any stay that is interrupted, or shortened (late arrival, early departure) by the customer cannot give rise to any refund. Check-in and check-out times are given below. It is not possible to check in before the time shown, except when the host has given explicit agreement. No refunds can be given in case of if guests depart prior to the end of the booked holiday. Despite the balance having been paid, if there is no news from the customer (by e-mail or registered letter with acknowledgment of receipt), 48 hours after the beginning of the stay, the host reserves the right to take back the accommodation or pitch. The customer shall then not be entitled to any compensation.

**FOR CAMPING PITCHES**: The pitch rental begins at **2.00 pm** and must be vacated by **12.00 noon**. After this time, the customer shall be billed for an additional night.

Pitches have to be left clean for the new campers. Upon arrival, our reception staff will kindly ask to show your paid invoice paper. In case of prior consent with the campsite, the balance may be paid upon arrival. The customer shall be asked to pay a security deposit in case of a "fridge rental" or any other material.

**FOR « MOBILE HOMES » RENTALS**: Rentals begin at **3 pm (to 7.30 pm)**, and the rented premises must be vacated by **10.00 am maximum**. On check-in, the customer will be asked for the paid invoice or the confirmation document in case of prior consent of a payment upon arrival as well as a **security deposit of €280**:

-€200 for the accommodation cashed in case of any damage or broken items inside the accommodation.

-€80 for the end-of-stay cleaning. The customer is asked to check and inform the management of any anomaly in the accommodation and must inform the host of any dissatisfaction with the general conditions, the inventory or the cleanliness in the rented accommodation within **24 hours** of arrival so that the situation can be remedied. **No complaints about inventory will be accepted after that time.**

Check-in and check-out times are given below. It is not possible to check in before the time shown, except when the campsite has given explicit agreement. On the day of departure, after the specified check-out time, **(between 8.00 am and 10.00 am at the latest for rentals** – appointment must be taken at the reception 48 hours before the departure day otherwise it will be imposed in accordance with available check out time on the departure planning. The deposit will be returned to the customer after the host has checked the inventory, the cleanliness and general condition of the rented accommodation. If the customer leaves the premises outside usual inventory times, the deposit will be sent to the customer or released within 48 hours of departure. Rented accommodation must be left in excellent general condition, tidy and with the inventory checked. Any item that has been broken, damaged or is missing will be charged to the customer, as well as for any housekeeping that may be required. Customers are responsible for cleaning and tidying the accommodation at the end of their stay. If the customer has opted for "end-of-stay housekeeping" (free or at an extra charge), he or she must leave the accommodation in good general condition: it should be tidy, with the kitchen and fridge clean, the dishes cleaned and the bins emptied. Failing this, the host reserves the right to make an extra housekeeping charge to the customer, up to the total amount for the housekeeping option corresponding to the rented accommodation. If the customer has not opted for the "end-of-stay housekeeping" service, he or she must leave the accommodation clean and tidy, and ready for the following customer. If the customer has not cleaned the accommodation in a suitable way before departure, the host reserves the right to charge an additional fee for the housekeeping service. It is not possible to check in before the time shown, except when the host has given explicit agreement. On the day of departure, after the specified check-out time, the host reserves the right to charge the customer a penalty equal to an additional night's rent, without the customer having the right to spend an additional night on the premises. The security deposit does not constitute a limitation of liability.

**CANCELLATION AND ALTERATIONS** Customers may request that their stays are altered (dates, accommodation, size of the materials type) by writing to Le camping La Pierre Verte\*\*\*\*\* (by post or email), subject to availability and options. The size of your unit, including any tents and gazebos, must be stipulated at the time of booking to ensure that the allocated pitch is large enough. Should you subsequently alter your requirements we cannot guarantee to provide an appropriately sized pitch. Postponements to the next season will not be permitted.

#### **CANCELLATION WITHOUT INSURANCE**

From **the booking date to 60 days** before the arrival, the initial deposit is refunded except the booking fees **€25** and the pitch preference **€25**.

Between **60 days and 30 days before the arrival date**, initial payment will be retained by the campsite

Between **30 days and the day of your arrival or in case of no show**, **100%** of the payment will be retained by the campsite (both initial payment and balance).

**CANCELLATION OR INTERRUPTION OF THE STAY WITH INSURANCE**: A cancellation insurance (including for an interrupted stay) is on offer to the customer, with insurance provided by **Gritchen Affinity**, the host's partner. The cancellation insurance (including for an interrupted stay) refunds all amounts paid (excepting for the insurance excess €15, the total insurance amount **€15/stay** for the camping pitch and **€3/day** for rentals and the administrative costs and preference number) before the stay begins. If the stay is interrupted, the amount due for the remainder of the stay will be calculated prorata for the stay. **This applies solely to customers having initially subscribed to the insurance « Campezcouvert » (www.campezcouvert.com).** In the event of an accident, the customer must inform the campsite by e-mail or by registered letter with acknowledgment of receipt & also inform within 48 hours of it taking place, either on the website : <https://www.declare.fr/> or by e-mail: [sinistre@declare.fr](mailto:sinistre@declare.fr). In the event of cancellation by le camping La Pierre Verte \*\*\*\*\* , except in the case of force majeure, the stay will be refunded in full. This cancellation shall not however incur the payment of damages and interest. The general terms and conditions for the cancellation insurance are available on request and can be consulted on the host's website: <http://www.campinglapierreverte.com/medias/files/pdf/assurance.pdf>

**GENERAL RULES & CONDITIONS OF YOUR STAY**: The **rules and regulations** are displayed at the entrance to the establishment and at the reception. The customer is required to read them upon checking in and undertakes to follow them. If the rules and regulations are not followed, the host reserves the right to impose a penalty, up to and including exclusion from the establishment. For bookings, the names of all the people in the party need to be provided at the time of booking. The Management reserves the right to refuse the entrance to any member not mentioned on the initial booking form. No refund or discount will be granted in case of early departure. The pool rules (displayed at the entrance of the pool) must be followed. Children are exclusively under the parents' surveillance and should be supervised properly so that they are not a nuisance or danger to themselves or others. The customer must be insured for **civil liability** and are responsible for looking after their personal belongings (bicycle, shoes...). All visitors must comply with the provisions of the internal regulations. Each named tenant is responsible for disturbance and nuisance caused by persons staying with or visiting them. It is essential, for security and health safety, that **visitors** report to the reception on arrival.

**PETS** Pets are permitted. Des sacs à crottes sont disponibles gracieusement à l'accueil. Pine Green Valley reserves the right to refuse certain breeds of dog that it deems inappropriate on a family site. These include, but are not restricted to; Mastiffs, Rottweilers, Dobermans, Pitbulls, Wolf hybrids, Rhodesian Ridgebacks, Dogo Argentino, Japanese Tosa, English Bull Terriers and Preso Canario. We may also refuse a large number of dogs for one booking. We reserve the right to require that the owner remove their dog, or any other pet, from the park if it is a nuisance or danger to other guests.

**DISPUTES**: Claims regarding non-compliance of services with binding commitments should be sent by registered letter with acknowledgment of receipt to le camping La Pierre Verte \*\*\*\*\*1880 RD 4 – 83600 FREJUS.

**DATA-PROCESSING AND LIBERTIES** The information you provide us with at the time of your booking will not be transmitted to any third party. Le camping La Pierre Verte \*\*\*\*\* shall treat this information as confidential. It shall be used solely by the **Camping La Pierre Verte \*\*\*\*\*** internal services, for processing your booking and to reinforce and personalize communication and the service offered to our customers concerning your centers of interest. In accordance with the data-processing and liberties law of 6 January 1978, you have the right to access, amend and change personal data relating to you. To do this, simply send your request by post or by e-mail to the campsite stating your full name and address.

**IMAGE RIGHTS** During the customer's stay, the customer and any accompanying persons may be photographed or filmed for the advertising needs of the host. The host may use these images for a maximum period of ten years. The customer is hereby informed that they are obliged to notify the host of any objection to this practice in writing, as soon as they check in.

**Classement \*\*\*\* (TOURISME) par arrêté préfectoral**  
**du 07/08/2017 pour 430 emplacements**  
**(300 mobil-homes et 130 emplacements de**