



## BOOKING GENERAL TERMS & CONDITIONS

### RENTAL ACCOMMODATION RESERVATION

- The administrative charge for reservations is 15 €.
- A deposit of 30% of the full cost of the services reserved must be paid when the reservation is made. The balance must be paid in full the day of arrival.
- In July and August minimum rentals are for one week.
- Rental tenancy is from 3.00pm on the day of arrival to 10.00am on the day of departure.
- On your arrival, you give us a 400 € guarantee cheque (including 50 € for the cleaning).

To prevent misunderstandings, you have 5 hours to confirm at reception desk that your rental contains everything on the list, in good condition. No claims formulated after this 5 hour will be accepted. You will pay for any broken or damaged object as well as any repairs necessary.

- The maximum number of people in a rental accommodation is that stated in the rental rate, whatever their age. The camp-site reserves the right to refuse access to groups or families with more participants than the capacity of the rental accommodation.
- Our rates include electricity (16 Amps), water, access to the swimming pool (when open), the adventure playground, sanitary facilities and the reception area.
- When you leave: the rental accommodation that you leave is checked. If you have left it perfectly clean with no equipment missing or damaged, both your guarantee cheque will be returned to you. If not, deductions will be made to cover the costs of replacement, repair, cleaning etc.
- No electric car charging at the campsite (terminal 800 m away in Pont d'Hérault).

### PITCH RESERVATION

- The administrative charge for pitch reservations is 15 €.
- A deposit of 30% of the full cost of the services reserved must be paid when the reservation is made. The balance must be paid in full on the day of the arrival.
- The basic fixed price includes the pitch for a tent, caravan or motor home for 1 or 2 people, access to the sanitary facilities and the reception area.
- You can arrive at your pitch at 2.30pm and must leave by noon the day of departure.
- The pitches can accommodate 6 people to the maximum whatever their age.
- On your arrival you should pay the balance and any additional charges due.
- Guests and extra charges must be declared at reception, but only people registered when the reservation is made can stay at the camp site. Campers must respect camp-site rule.
- In the case of a fridge rental, it must be sheltered (arbour, tent, etc.). Provide a sufficient length of extension cord (25 meters).
- No electric car charging at the campsite (terminal 800 m away in Pont d'Hérault).

### CHANGE OF DATES AND MODIFICATIONS TO RESERVATIONS

You must notify us in advance by registered letter with recorded delivery with if you are going to arrive on a different date. If you do not arrive as expected, and have not notified us of your "no-show" in advance, we will release your pitch for re-letting 24 hours after the date shown on the "confirmation of reservation" form. In any event, no deduction will be made for in late arrival or early departure, and the company reserves the right to re-let the site to the first comer. Reservations can be modified free of charge subject to availability. The management reserves the right to change your pitch number or use pitches for long term rentals.

### CANCELLATION

Cancellations of reservations must be made by registered letter with recorded delivery, sent to Camping Les Gorges de L'Hérault.

We will keep the deposit.

In the event of cancellation by the Camping Les Gorges de L'Hérault, unless due to circumstances beyond our control, the deposit will be reimbursed in full.

### DISPUTES

If disputes arise, hearings will be before the courts in Béziers, France.