

## Terms of sale and payment

### Pitches for tents and caravans / camping-cars / Motor homes:

The basic rate includes an empty pitch with 1 or 2 persons.

On a tent plot there should be no more than 3 individual tents and one car.

On a caravan plot there should be no more than one caravan, a small tent/awning and one car.

On all plots there should be no more than 6 people, including children and babies.

We have no mobile homes or chalets on the campsite.

The opening date for reservations is indicated on the website. Reservations may be made until 30 June for campsite pitches.

The campsite is open from 1 May until 30 September, and can be contacted 24 hours a day. Arrivals and checking out must be during reception opening hours.

Deposit required for the loan of European electrical plug, refrigerator rental or use of a charge locker. It will be invoiced if damaged, broken or if the keys are lost

### Hire of canvas bungali and Nature Lodges

Weekly hire, from Saturday 5pm to Saturday 10, from Wednesday 5pm to Wednesday 10.00, with a maximum of 5 persons per bungalow/Lodge, holiday tax in addition to prices shown, pets strictly prohibited on site and in the area reserved for bungali/Lodges. 2<sup>nd</sup> car, Motor homes, campervans and tent are not permitted when hiring a Bungalow/Lodge.

The opening date for reservations is indicated on the website. Reservations may be made until 31 August for the bungali/Lodges.

Arrivals are from 5pm and during reception opening hours.

Departures, after the inventory, are between 8.30am and 10am on the Saturday and Wednesday of departure or during opening hours in the event of an early departure (see reception).

In the event of deteriorated or missing items, all or part of the Damage Deposit will be kept in addition to the sum of the stay

### To make a booking :

The booking will be done by an adult person (+18 ans) holder of the place ; so, it's forbidden to making a booking for somebody else .

Make your reservation request on our website using the special module. We do not accept reservations either by telephone or e-mail.

1 Enter all the information requested

2. You will see the cost of your stay directly on line (depending on the information you have entered)

3. After sending your request, an e-mail acknowledging receipt will be sent to you automatically.

4. Your request will be processed by the campsite (within approximately three weeks for the busy period of January-February):

- it may be refused if the campsite is fully booked for over the period in question and/or if the equipment is fully booked

- if it is accepted, you will receive an offer setting out your dates of your stay and the allocated pitch/bungalow/lodge number. It will also indicate the arrangements for making a deposit.

5. To validate the offer, and thus your reservation, you must pay:

a. online (hyperlink indicated on the offer) – check with your bank for the 3D-Secure details of your bank card.

The camping pitches are allocated according to the reservation schedule, the dates of your stay and the number of people.

N.B.:

- payment of the deposit is binding, i.e. no changes to the pitch/accommodation will be accepted after paying the deposit
- No changes (dates, places, etc.) and no reimbursement will be possible, with the exception of the cases provided for in our terms and conditions.
- *With a reservation, you undertake to pay for all the nights reserved.*

## For transit spaces (cannot be booked in advance)

These spaces will also be allocated according to the type of material, number of persons and in order of arrival. A transit space can be obtained subject to availability. To do this, the holder of the plot (adult) must go to reception himself/herself with his/her identity card and that of each participant, and also the number of his/her vehicle. Spaces cannot be reserved on behalf of a third person.

## Payments required (in euros)

### N° 1 Conditions of Sale:

Booking fee.....30€ (a)

**Booking deposit**.....25% (b) (Not including Visitors' Tax) of the total cost shown in the quotation.

By paying, you're agree with the terms and conditions. A partial invoice will be sent to you by e-mail or post on request.

### N° 2 Payment of the balance :

This covers the balance for the stay and any additional persons and/or cars, as well as the tourism tax:

You may pay in cash, by bank card.

**Warning :** For reserved stays (campsite pitches and bungali/Lodges): if you decide to leave before the end of your stay, or in the case of an early departure on the initiative of the campsite manager or his/her representative, you will have to pay all the nights for which you had reserved ( you must pay for all the days included in your reservation).

- **For the camping pitches**

This should be done preferably on the day before your departure or on the same day before midday.

- **For rentals:**

After inventory, between 08h30 et 10h00 on Saturday or Wednesday the day of the departure or during the opening hours of the réception in case of case of early departure (see the reception).

### N° In case of reimbursement :

(a) Under no circumstances is the booking fee returned to the client.

(b) The deposit may be returned to the client if the booking has to be cancelled, **provided that** the client provides documentary evidence by recorded delivery by the required time (see table below), the date on the letter being taken as proof. (Examples: medical certificate signed and stamped by the doctor, accident certificate, accident statement, etc.)

Cancellation gives the right to reimbursement of the deposit:

If the cancellation occurs before the 1st April for a booking in May

If the cancellation occurs before the 1st May for a booking in June

If the cancellation occurs before the 1st June for a booking in July

If the cancellation occurs before the 1st July for a booking in August

If the cancellation occurs before the 1st August for a booking in September

(you will be asked for your bank account details )

To make the procedure easier, please contact the campsite reception by e-mail for the documents needed to create the reimbursement file (bank details, certificate, etc.). These supporting documents are essential for validation by the national revenue authority.

## Arrival :

**Consult our opening hours:** <http://www.camping-cap.com/infos-pratiques/>

- **For the camping pitches**

from 2pm and until reception closes

- **Bungali/Lodges Nature :**

from 5pm until reception closes

## **Departure :**

- **For the camping pitches**

before 12h00 (from 8.30am in the case of payment on the day of departure)

- **Bungali/Lodges Nature :**

Between 8h30 et 10h00 Wednesday or Saturday the day of departure, after the inventory or during reception opening hours in the case of early departure (see reception)

## **IF THE CLIENT DOES NOT ARRIVE AT THE CAMPSITE**

If a client does not show up within 24 hours for a pitch or accommodation, the campsite reserves the right to offer your plot/accommodation to someone else.

In this case we will retain the booking fee and the 25% deposit in application of our conditions of sale.

**You thus accept all the existing general conditions of sale and booking, recorded by the municipal Cap de l'Homy campsite and agree to comply with the campsite rules..**

Le Cap de l'Homy, 11/12/2018