



TERMS & CONDITIONS OF SALE



Booking / Payment

The rental of accommodation or an outdoor location entails the customer's full acceptance of the general booking conditions and unreserved acceptance of all the provisions. Each family must be registered by a contract whose rights are not transferable. This rental is a «precarious» rental. Deposits (30% of the amount of the stay) as well as the cancellation option must accompany the reservation contract. A booking confirmation will be sent to you upon receipt of the deposit. The reservation is nominative and personal and cannot be the subject of a transfer or sublet. Any modification of file, or reservation, must be notified IN WRITING. Given the diversity of the range offered by our campsite, there are some differences in the configuration and decoration of the rentals. We remind you, moreover, that any possible request regarding a specific orientation or situation is an additional service and does not constitute a contractual guarantee. Furthermore, emergency work undertaken by the campsite or by public authorities and which could inconvenience our customers on our campsites cannot be blamed. The campsite has internal regulations posted at reception. As a customer of the campsite, it is opposable to you. The balance is to be paid 30 days before your arrival. Any subsequent modification of the applicable VAT rate, occurring between the time the prices were determined and the invoicing of the stay will result in a corresponding modification of the price including VAT.

Our prices include:

Access to the aquatic area, consumption of water, electricity, the necessary equipment for the number of people in chalets and mobile homes (excluding additional people), one vehicle per site and access to free activities. Be careful at the start and end of the season, some shops and activities may be closed (inquire).

Not included in our rates:

Car or additional person, river shuttle, animals, trailer, daily visitor, cancellation guarantee, administration fees and tourist tax. Bed and bathroom linen, baby kit, for hire on site. End-of-stay cleaning for mobile homes and chalets (see the accommodation concerned) which must be left clean (cleaned, dishes washed, blankets folded) otherwise a cleaning fee, the amount of which is displayed in the accommodation, will be bill.

No installation (tent), vehicle or additional person is accepted on the rental location without the agreement of the campsite. For security and insurance reasons, the number of occupants may not exceed the capacity provided for by type of accommodation (newborn included).

All over the campsite, children are under the responsibility and supervision of their parents. Gas and charcoal barbecues are prohibited. Inquire before your arrival. Any contribution of additional electrical equipment must be validated before arrival, with the campsite manager. Warning ! Animals are prohibited on the river shuttle, around swimming pools, toilets and catering points. When authorized, they should be kept on a leash at all times. The vaccination record can be requested at any time. Only one animal is allowed per accommodation, 2 on pitches.

On your arrival, a smart bracelet will be given to you, against a deposit of 10 €. This must be worn throughout your stay and gives you access to all of the Ecolodge's services and infrastructure.

After-sales service

In case of a problem with the rented accommodation, you must file a complaint ON SITE within 24 hours (in particular on the inventory, condition, cleaning of the chalet or mobile home). After this period, no complaint will be taken into account and you will be held responsible upon departure for any damage or missing items. Any other complaint concerning a stay must be sent to us by registered mail with acknowledgment of receipt within 10 days of the end of the stay. Our quality department will then process your complaint within 2 months of receiving your letter. You have the possibility to resort to a mediation procedure by contacting the Tourism and Travel Mediator whose contact details are as follows: CM2C - Centre de la Médiation de la Consommation des Conciliateurs de Justice - 14 rue saint Jean 75017 Paris - 01 89 47 00 14

Arrivals and departures

Rentals are available from 5 p.m. - and until 6 p.m. (8 p.m. in high season), the exact times will be mentioned in your reservation contract. Departures are before 9 a.m. Pitches are available from 12 p.m. and must be vacated by 10 a.m. In the event of late release of the rental or the location, compensation of € 50 / hour of delay will be applied to compensate for the damage suffered by Ecolodge and the customers arriving afterwards. For an early arrival or departure, you must notify the campsite. On arrival, a deposit of 300€ per accommodation + 10€ per additional access system will be requested by credit card.

Termination

If circumstances require and only in the event of the occurrence of events of force majeure or due to a third party, beyond its control, Ecolodge l'Etoile d'Argens could be obliged to partially or totally modify its programs (total or partial closure of common equipment such as swimming pool, restaurant, etc.). In this case, Ecolodge l'Etoile d'Argens will inform you of the modification made to the stay, the customer may accept or refuse to keep the modified stay. If your modified stay is not accepted, a voucher for an amount corresponding to the sums already paid will be issued by Ecolodge and valid for 18 months. If the customer refuses this voucher, it will be refunded on request for the corresponding amount, less the cancellation guarantee if taken out.

Cancellation plan

Optional and payable in addition to the rental at the same time as the deposit. Its amount is 5 € / night. If you subscribe to this guarantee, you are guaranteed: reimbursement of the sums paid, excluding administrative fees and cancellation guarantee. Reimbursement pro rata temporis of the planned rental, excluding administrative fees, cancellation guarantee and cleaning costs, if you must leave the rented accommodation before the scheduled expiration date. The cover is exercised if the impediment is caused by one of the following causes only: Death of the insured, an illness affecting the insured, or an accident; death, illness or accident that may affect, under the same conditions, the spouse of the insured, the persons designated on the rental contract, his ascendants or descendants. An administrative, judicial, military or jury summons. The impediment justified by a dismissal, a transfer of the insured or his spouse or by the bankruptcy of the business that the insured manages. The guarantee must, to be effective, be justified by a medical prescription (in the event of illness or accident) or any other supporting document for other cases.

Cancelling your stay

Any cancellation MUST be notified in writing to Ecolodge. To benefit from the cancellation guarantee, you must inform the campsite of the reason for the cancellation, before midnight the day before arrival. You have 5 days, from the date of cancellation, to send us the proof (medical, death or employer certificate) in RAR. In case of cancellation of stay before arrival, interruption of stay, or postponed arrival and whatever the cause, illness, accident or unforeseen event, the tenant will be required to pay the balance of the reservation. and no refund will be granted if the cancellation guarantee has not been taken out. In the event of an interrupted or shortened stay for one of the following reasons:

- Border closure
- Administrative closure of the campsite
- Quarantine on arrival of the customer or on return of the customer to his country
- Travel limitation to a number of kilometers that does not allow you to come to the campsite. A voucher for an amount corresponding to the nights not consumed, valid for two years, will be issued by the campsite. If the client refuses to accept this voucher, he/she will be reimbursed, on request, for the corresponding amount minus the booking fees and the cost of the cancellation insurance if it has been taken out.

Aquatic center

We point out that aquatic spaces can be dangerous. Children are under the responsibility and supervision of their parents. Young children must wear diapers specially designed for swimming, to comply with hygiene standards. Wearing a wristband is compulsory within the campsite and swimming shorts are not accepted in the swimming pools.

Rental insurance

The customer must check with his insurance that he has a resort extension as part of his Home Insurance contract and its warranty conditions. If this is not the case, the tenant is required to take out insurance against the risks inherent in his occupation. Namely: theft, loss, damage to personal effects (suitcases, objects, furniture, securities, vehicles, bicycles, etc.). **In case of loss, theft or damage to personal effects, both in the accommodation, in the car parks or in the common premises (bicycle storage, etc.), the hotelier will be held liable only within the limits set by the law.**

He must also be insured for any damage that he could cause in the rental accommodation or in the campsite, by himself or by his companions. Customers will have to prove their insurance at the first requisition.

As part of the rental or loan of bicycles, customers are required to take out insurance against theft, loss or damage. A deposit will be required for each bike.

Image copyrights

During your stay on our campsite, you are likely to be photographed or filmed for the design and production of our advertising brochures, unless you report your objection in writing to reception upon arrival.

Cooling off period

In accordance with article L121-28. 12 °. of the Consumer Code, you do not have a right of withdrawal.