

GENERAL CONDITIONS

The reservation you are going to do is strictly personal and can't be given to an other person.

Please print a copy.

We reserve ourselves the right to refuse this reservation, in that case you will be informed by mail.

Your reservation will be definitive only after a confirmation mail from us following the deposit payment confirming your reservation form.

Any stay interrupted or shortened by you and for any reason cannot give rise to a refund.

The attractiveness of camping life makes up widely for the slight annoyances of the outdoors.

Insects and other "little animals" are part of this vacation package. The management is not responsible for annoyance due to insects or other animals on the campsite.

Please inform us of delays due to boat or plane schedules.

Noise is forbidden and silence must be maintained between 11.30 pm and 7.00 am.

The safety of children in the camping site is under the responsibility of parents or legal guardians.

The management reserves the right to put an immediate end to the stay, without compensation in case of non-compliance with the rules of procedure.

It is not possible to rent a TV or to bring your own.

1- **Delays** : Your reservation will be automatically cancelled after a delay of 24 hours should you not have contacted us. In the case, we will hold the down payment.

2- **Absence** : days of absence during your stay are not deductible.

3- **Cancellation** : send a written request (mail or postal letter). We will keep the down-payment.

4- **Insurance** : It is the responsibility of campers and renters to insure themselves against cancellation, theft or loss of personal property. The campsite cannot be held responsible.

It is necessary to have a civil responsibility insurance to cover eventual damages.

5- **Cancellation insurance** : we can subscribe for you a cancellation insurance through : Groupe Gritchen « campezcouvert » cost 3% of the total amount of your stay, to be paid upon purchase, you must include the full name, surname and birthdate of all the people coming.

6- **Rules** :

- Extra mattress in your accommodation is not allowed.
- A small tent may be permitted in front of your accommodations, but only with the management agreement.
- Dogs must be leashed and cannot roam alone in the campsite.
- **Dogs of category 1° and 2° are not allowed.**
- A maximum of 6 persons per a camping spot allowed.
- Cars must be kept on your camping place.
- Reservation fee of 14 € applies and is non-refundable.
- Bank and change fees have to be paid by the customer..
- A tourist tax of 0.44 € will be paid per day and per persons over 18 years.
- An eco-participation of 0.30 € will be due per day and per occupant.

Mediation of consumer disputes

In accordance with Article L. 612-1 of the French Consumer Code, within one year of its written complaint to customer service, subject to Article L.152-2 of the French Consumer Code, you have the option of submitting a request for amicable resolution through mediation:

Médiateur de la Consommation : CM2C.net

CM2C 49 Rue de Ponthieu 75008 Paris

<https://cm2c.net/>

cm2c@cm2c.net

+33 1 89 47 00 14

BOOKING TERMS / CAMPSITE

1- **Your online booking request acts as an agreement.**

2- If possible we shall debit a deposit from your credit card (12 % from the amount of your stay, depends on the family members and the length of your stay, with minimum of 1 night) and possibly 14 € reservation fee and 3 % corresponding to the cancellation insurance. This deposit will be deducted off your bill. **And we will send you a confirmation by mail.**

3- We will allocate you a spot number. However, we reserve ourselves the right to change the number to a similar spot as per your request.

4- Reservations can be made for one night only. However, reservation fees apply in the high season in july/august.

5- Dates of stay must be given as precisely as possible for our planning.

6- Once you have made a reservation, we cannot guarantee a same spot of your modification request requires us to use a different spot.

7- Each booked day has to be paid. We cannot award a discount should you arrive later or leave earlier as booked.

8- Your spot will be available as of **12pm** on the day of your arrival. It must be vacated **by 12pm** at the latest on the day you depart.

9- The balance of your bill should be paid on the last day of your stay.

10- We allow 2 dogs maximum per camping spot.

BOOKING TERMS & CONDITIONS OF OUR RENTED ACCOMODATIONS

1 - **Your online booking request acts as an agreement.**

2- Rentals periods run from Saturday or Wednesday (arrival : 4 pm – departure 10 am).

Changes are possible except in july/august, depending on availability : please ask us..

3- In case of availability, we will debit the deposit amount from your credit card, that is 25 % of the stay's total fee + a non refundable 14 € of reservation fee + eventually cost of cancellation insurance : 3 % of the stay's total fee. This deposit will be take off your bill. **And we will send you a confirmation by mail.**

4- We do not communicate any bungalow number.

5- We cannot offer discounts for late arrival or early departure.

6- On arrival, 2 guarantee deposits will be asked ; one of **150 €** for the accommodation (**250 €** when there is an animal) and one of **45 €** for the cleaning **as well as the balance of your stay.**

7- When leaving: we will proceed with the inventory of fixtures and we reserve the right to keep all or part of the deposit when damages are seen. Our rented accommodations are given clean and must be give back clean.

Camping Benista Bd M-J Bozzi RD 55 20166 PORTICCIO FRANCE

Tél : + 33 (0) 4 95 25 19 30 – Fax : + 33 (0) 4 95 25 93 70

E-mail : camping.benista@orange.fr Site : www.benista.fr

- 8- When neglected household: 45 € will be paid. We ask you to leave your rented accommodation in a state of cleanliness (dishes cleaned and stored, emptied bins, past broom and mop and clean sanitary).
- 9- Household option non available.
- 10- For departure very early in the morning, leave the key inside.
- 11- For very late arrivals, we open and light the accommodation, an access map will be on the reception's door and we inform the guardian.
- 12- Reduction of 15 € per week of stay from the second week in the same accommodation.
- 13- 1 dog maximum per rented accommodation.**
- 14- Possibility of loan (subject to availability) of baby bed, baby bath, baby chair. To be ask when you make the reservation.
- 15- Sale of disposable sheets (8 or 10 the set of bed linen). Please enquire when you make the reservation.