

Name of the person in charge..... First name.....  
Date of birth.....  
Phone number..... E-MAIL address.....  
FULL ADDRESS.....  
.....

### MY STAY

**DATE OF ARRIVAL :** ..... arrival between 4.00 and 7.00 pm - late arrival please inform the reception (at 00 33 4.94.66.41.17 or by email : [info@pothuau.com](mailto:info@pothuau.com))  
**DATE OF DEPARTURE:** ..... Before 10 AM, Mobilhomes have to be clean upon departure.  
**ESTIMATED TIME OF ARRIVAL:** .....H.....  
**CHOSEN LOCATION :** .....

<b>CAMPSITE'S BANK DETAILS :</b> <u>IBAN</u> : FR76 1910 6000 4543 6682 9325 696 - <u>BIC</u> : AGRIFRPP891
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### RENTAL RESERVATION CONDITIONS

The rental becomes effective only after reception of the present reservation contract, the payment of the deposit of 30% of the amount of the stay (7 days maximum after the reservation request) and the balance paid imperatively 30 days before the arrival date.

After the 30 days deadline, the stay will be automatically cancelled and the accommodation will be put back on sale. The sums paid will be kept as compensation for breach of contract (the conditions of cancellation of the contract cannot be applied).

**It is imperative to respect the maximum number of guests. If the chosen rental model is for 4 people,** this number cannot be exceeded, even temporarily temporarily, **even if it is a baby:** non compliance = stay refused/expulsion.  
**All rentals are nominative.** Only people noted by family name on the reservation will be admitted to the campsite. Any change of person must be reported to us before your arrival.

**Sponsorship offer:** To benefit from this offer, the sponsor must have made a stay during the year N or N-1, the sponsored person as well as each of the accompanying guess must make their very first stay at the campsite.

The rates indicated are subject to change. The campsite reserves the right to modify the rates at any time. The rate applicable to the stay is the rate in effect on the day of the reservation, subject to availability. It is recommended to It is recommended to check the applicable rate by contacting the campsite directly. When the client requests a quote, the validity of the quote is indicated on the document. After the validity date, the price indicated is no longer guaranteed.

Offers and promotions are not retroactive and cannot be combined. The Port Pothuau campsite declines all responsibility in case of theft, fire, weather, conflicts between people... Or in case of accidents involving the civil responsibility of the persons registered.

No refund will be given in case of unjustified delay or in case of closure of a service for technical or administrative reasons. Any stay started is due in its entirety.

Any amount paid for a stay prior to 2024 that has already been postponed cannot be postponed again or refunded. The cancellation conditions of the contract cannot be applied to these sums.

### AT YOUR ARRIVAL

**Arrivals are between 4.00 and 7.00 PM.** In case of delay, please make sure imperatively to contact the reception by phone to organize your arrival. Please note that a no-show on the day of arrival without informing the reception beforehand in writing will result in the rental being put up for sale within 24 hours without any possible refund.

**As early arrival,** is possible from 1.00 PM. It subject to availability and charged €35. To be requested 24h in advance with reception.

**Departures are before 10.00 AM.** If you wish to take advantage of the water park from 10 am until it closes on the day of your departure, **the extended departure** will be charged €20. It is mandatory to go through the reception to make the request. The rental must be free of your vehicle which can be put on the parking lot at the entrance of the reception.

**Deposit: a deposit of €300** will be requested on the day by bank transfer or by check. This amount may be retained in its entirety or partially by the campsite in case of damage or missing equipment. A cleaning fee of up to €150 will be retained if the rental is not returned in a perfect state of cleanliness (dishes, floor, bathroom and toilets cleaned, garbage cans taken out, rental emptied of all personal belongings...) These sums will be returned to you within 7 days following your departure if no shortcomings are noted at the time of the inventory of fixtures of departure. Smoking in your rental is not allowed. 50€ will be charged for any smell of tobacco on departure.

**Linen:** Sheets and towels are available for rent subject to availability. The rental must be done before arrival at the reception. For some mobile homes, the bed can be in 140cm or 160cm.

**Tourist tax:** The tourist tax is €0,82 per day and per adult. It is entirely transferred to the commune. A change in the rate of the tourist tax will be directly reflected in the reservation.

**Vehicle:** only one vehicle is allowed on the pitch. Trailers are subject to an additional charge (€5 per day). An extra charge may be applied if your vehicle is parked on another pitch than yours. Boats are strictly forbidden on the campsite. Boats and jetskis are not allowed on the campsite.

**Inventory:** It can be done on your own directly on the application coolcamp or on request with a member of our reception team.

## GOOD TO KNOW

All our rentals (except Simply mobile homes) are equipped with : Fully equipped kitchen - Fridge-freezer - Microwave - Hotplate electric coffee maker - TV DVD/USB player - Safe - Heating or reversible air conditioning - Blankets and pillows - Terrace with garden furniture and sunbeds - Pergola - 1 car space.

**Rental:** It is forbidden to install a tent, a swimming pool or a jacuzzi or other. Only a car, a motorcycle or a trailer will be allowed. Boats are not allowed on the campsite. Our technical teams are authorised to work in your rental in your absence if an intervention is required.

**Services:** The grocery store and the restaurant are open from April 4th to September 28th.

**Access to the campsite and the swimming pool :** Wearing a bracelet is mandatory to access to the campsite.

**Access to the swimming pool :** The swimming pool is freely accessible (under the condition of wearing a of a wristband) with opening and closing hours that vary according to the season. depending on the season. Shorts, Bermuda shorts and swimming shorts are tolerated. Covering clothes such as bathing dresses, burkinis and tankinis are not allowed for swimming. Appropriate diapers are mandatory for children under 3 years old. Despite the presence of lifeguards in July/August, children remain under the full responsibility of their parents. Swimming pools and slides can be dangerous children must be accompanied by an adult. Food is not allowed in the park. Smoking is prohibited. Failure to comply with these rules will result in expulsion from the water park.

**Pets:** Pets (except dogs of cat 1 & 2) are accepted under the condition that they are not left alone in the accommodation or in a vehicle (2 max per reservation and weight less than 10 kilos). They must be declared upon arrival, vaccinated against rabies and kept on a leash. Please take your pet to relieve itself outside the campsite and pick up after it. Bags for this purpose are available at the reception and at the campsite. Animals must not cause any damage or disturbance for other guests. They are not allowed in the swimming pool.

**PLEASE NOTE:** For safety reasons, it is strictly forbidden to recharge your electric vehicle on a standard rental electric socket. If this rule is not respected, a penalty of €50 minimum may be applied.

Likewise, charcoal and open fire barbecues are strictly forbidden by prefectural decree. Only gas or electric barbecues (max 2000 W) are tolerated.

**Image rights :** You expressly authorize the campsite to use on any support the photos of you or your children which could be taken during your stay, for the advertising needs of the campsite.

In case of dispute and after having referred to the customer service of the landlord's establishment, any customer of the campsite can refer to a consumer mediator, within a maximum period of one year, from the date of the written complaint, by registered letter, to the operator. Coordinates of the mediator likely to be seized by the customer:

AME Conso, 11 place Dauphine - 75001 PARIS.

Internet : [www.mediationconso-ame.com](http://www.mediationconso-ame.com)

**I certify that I have read the current rates, the conditions of the rental contract and I agree to respect the following points:**

- The internal rules of the Port Pothuau campsite, including the wearing of the campsite bracelet for the duration of my stay and the conditions of access to the swimming pool
- The maximum number of people allowed in my rental under penalty of eviction
- Vaccination and leashing of pets up to 10 kg
- The deposit of €300 the day of my arrival: taken by credit card (not debited except online/foreign bank), returned within 7 days
- Return of the rental on the day of departure perfectly clean - at 10.00 AM
- Cancellation conditions of my stay
- Image rights
- The processing of my personal data (postal address, telephone number etc...)

## CANCELLATION CONDITIONS OF THE CONTRACT

If one of the following events occurs after the day of booking the stay and until the day of and until the day of arrival, you will benefit from the following cancellation conditions (Excluding carry over from previous year). Any request to reduce the length of your stay less than 30 days before your arrival will be considered as a partial cancellation and will be subject to the terms below:

Case 1 - Illness, serious accident or death of a member of your family (ascendants, descendants) or those of your spouse (sons-in-law and daughters-in-law, brothers, sisters, brothers-in-law, sisters-in-law), making it impossible for all the participants to stay on the dates all the participants on the planned dates

Case 2 - Complications of pregnancy after the 3rd month

Case 3 - Redundancy

Case 4 - Important material damage to your own property requiring your presence

Case 5 - Cancellation or modification of leave dates by the employer

Case 6 - Accident occurring on the direct route to the place of stay

**From the reservation to 31 days before arrival:**

Choice 1: Postponement of the stay to a later date at no cost, valid for the year N or N+1.

Choice 2 : Refund of the amount paid with a €100 cancellation fee.

Choice 1 : Postponement of the stay to a later date without any fees, valid for the year N.

Choice 2 : Postponement of the stay to a later date valid for the year N+1 with 100€ charged as cancellation fees.

Choice 3 : Refund with a 30% deduction of the total amount of the stay with a minimum of 100€ charged for cancellation fees.

**From 14 days to arrival:** No refund of stay will be made nor postponement.

Early departure will not give right to any refund.

These lists are exhaustive, any other reason will not be taken into account (ex: personal reasons, separation, divorce...).

Any request for cancellation, modification or early departure without official justification official justification will not be considered. Any postponement is possible only one time.

For a request to be valid, it must be sent by email to [info@pothuau.com](mailto:info@pothuau.com) (date of taking into account of the cancellation which cancels by right the stay). The justification must imperatively be provided within 7 days following the cancellation, without reception of this one within the time limits, the stay will be entirely lost as well as the paid sums. In case of cancellation by the campsite, except in cases of force majeure, the stay will be fully refunded. However, this cancellation will not give rise to the payment of damages.

Done at..... On .....

Read and approved Signature