Port Pothuau
Camping · Location ★★★★

RENTAL RESERVATION AGREEMENT 2027

Open from 2nd April to 26th September 2027

Name of person in charge* ..... First name .....

Date of birth ..... Phone ..... E-mail .....

Address .....

.....

*Names of accompanying persons must be provided at reception

MY STAY

DATE OF ARRIVAL : .....Arrival between 4pm and 7pm, in case of late arrival please call 00 334 94 66 41 17

DATE OF DEPARTURE: .....Mobile home to be vacated and cleaned before 10 a.m.

SELECTED RENTAL : ☐ Simply ☐ Cosy 4 ☐ Cosy 4/6 ☐ Cosy XL6 ☐ Family kids ☐ Facility ☐ Bungalow

VEHICLE TYPE : ☐ Combustion ☐ Electric **DOG - Breed :** ..... **Weight:** .....

BOOKING CONDITIONS

The booking will only become effective upon receipt of this booking contract, payment of a deposit of 30% of the total cost of the stay (within a maximum of 7 days of the booking request) and payment of the balance at least 30 days before the date of arrival.

Please note :After a period of 30 days, the booking will be automatically cancelled and the pitch will be put back on sale. The sums paid will be retained as compensation for breach of contract (the contract cancellation conditions cannot be applied).

RIB DU CAMPING : IBAN : FR76 1910 6000 4543 6682 9325 696 - BIC : AGRIFRPP891

The maximum number of people must be respected. If the chosen rental model is for 4 people, this number cannot be exceeded, even temporarily, even if it is a baby: if there are more people than stated, the stay will be refused/expulsion without refund.

Caution, all bookings are nominative. Only the persons indicated on the booking will be admitted to the campsite. Any change of person must be notified to us by email or in your personnal space before your arrival.

The rates shown are subject to change. The campsite reserves the right to modify rates at any time. The price applicable to your stay is the price in force on the day of booking, subject to availability. We recommend that you check the applicable price by contacting the campsite directly. When you request a quote, its validity period will be indicated on the document. Once the validity period has expired, the price indicated is no longer guaranteed. Offers and promotions are non-retroactive and cannot be combined.

Tourist tax : The tourist tax is €0.82 per day per adult. If the administration changes the rate, this change will be reflected in your booking. The tax is paid in full to the local council.

No refunds will be given in the event of unjustified delays or if a service is closed for technical or administrative reasons. Any stay that has begun must be paid for in full.

Any sum paid for a stay prior to 2026 that has already been postponed cannot be postponed again or refunded. The contract cancellation conditions cannot be applied to these sums.

Vehicle: Only one vehicle is included and permitted on the pitch. It must be parked on the pitch. Trailers longer than 1.80 metres are subject to an additional charge (€5 per day). An additional charge of €10 per day may be applied if your vehicle is parked on a pitch other than the one allocated to you, including, in particular, if it is in the car parks at the entrance, which are reserved for overnight parking. A second vehicle will be charged at €5 per day. **Boats and jet skis are strictly prohibited from parking within the campsite or in the external car parks**

Electric vehicles: for safety reasons, it is strictly forbidden to charge your EV using a standard holiday let socket. These sockets are not designed for this purpose and do not have enhanced safety features. If this rule is not observed, a penalty of €50 per day for the entire stay will be applied as compensation. Charging points are available in the village of Les Salins (1.5 km). Guest travelling with an EV will be required to sign a specifie ackowledgment form when making their booking.

Dogs: Dogs weighing up to 20 kg (excluding Category 1 and 2 dogs) are permitted in the accommodation, provided they are not left alone in the accommodation or in a vehicle. They must be declared at the time of booking, be vaccinated against rabies, have been treated for fleas and ticks, and be kept on a lead at all times. Two small dogs may be permitted in the accommodation. Price: 7€ per day per dog.
Please ensure that you take your pet outside the campsite to do its business and pick up any mess. Bags for this purpose are available at reception and throughout the campsite. Pets must not cause damage or noise nuisance to other guests, otherwise they may be expelled in the event of repeated nuisance and complaints. Furthermore, they are not allowed in the water park. A dog shower is available in the communal toilet facilities.

FOR YOUR ARRIVAL/DEPARTURE

Arrival between 4pm and 7pm. If you are running late, please call the reception so that we can organise your arrival. Please note that if you do not show up on the day of arrival without informing the reception by phone or e-mail, the rental will be put back on sale within 24 hours and no refund will be given.
Early arrival, charged at 35€, guarantees you to have access to your mobile home at latest at 1p.m., subject to availability. This option must be requested and approved by reception at least 24 hours in advance.

Deposit

A deposit of 300 euros per accommodation will be requested on the day of arrival by bank card or in cash. If no damage is found upon your departure, this amount will be refunded to you within 7 days of your departure. Otherwise the €300 may be retained and charged in part or in full by the campsite to cover :

- cleaning costs if the rental is not left in a perfectly clean condition (dishes washed, dried and put away; floor, bathroom and toilet cleaned; rubbish bins emptied)
- the replacement of missing or broken equipment (according to the current rates available in your accommodation)
- damage to the interior of the accommodation (the amount charged will vary, depending on the costs necessary to restore the accommodation to working order)
- the cleaning of curtains and sofa covers if the accommodation smells of tobacco. Smoking is prohibited by law in rental properties and will be charged at 50€ per room.

If the amount of 300€ does not cover the full cost of the damage, the additional sums due will be settled with the campsite within the legal framework of this contract.

Cleaning fees
These can be up to €300 per accommodation, depending on the condition in which the accommodation is left and the time spent by the campsite staff cleaning it.
You can add a cleaning service to your stay, which will be charged at £100, and the conditions for returning the accommodation will be available at reception. You will be asked to leave the accommodation in an acceptable condition, which respects the dignity of our maintenance teams, otherwise additional costs will be charged. A €50 fee will be charged if the accommodation is not left in a perfectly clean condition when an animal has been present during the stay.

Stafe of accommodation/inventory
On arrival : to save your time during your holiday, the inventory will be carried out in advance by the campsite team. You have 24 hours to report any issues via the cool n'camp app or directly to reception. If you notice any issues with cleanliness, our maintenance team will come and do what is necessary in the accommodation to ensure your comfort. If we do not hear back from you, the accommodation will be deemed to be in good general condition, clean and with a complete inventory, so that you can continue to enjoy your stay.

On departure : in order not to delay you, the inventory will be carried out after your departure by the campsite team or, if you prefer to be present, upon request at reception (please anticipate your request as there may be up to a 30-minute wait). In the event of negligence, you will be notified within 24 hours by email, with supporting photos or videos. The campsite will then be entitled to apply a deduction to your deposit under the conditions indicated. You will have 48 hours after notification by email to respond to the compensation requested.

Check-out is before 10 a.m. If you wish to enjoy the water park from 10 a.m. until closing time on the day of your departure, an extended check-out fee of €20 will be charged. The rental must be vacated and your vehicle must be parked in the outdoor car park.

CONTINUED ON THE REVERSE SIDE →

GOOD TO KNOW

Affiliate offer: To benefit from the terms of this offer, the affiliate must have stayed at the campsite during year N or N-1. Each person on the affiliate stay must be making their first stay at the campsite.

All our rentals (except Simply mobile homes) are equipped with:
Fully equipped kitchen - Fridge-freezer - Microwave - Hob - Electric coffee maker - TV with DVD/USB player - Safe - Reversible heating or air conditioning - Blankets and pillows - Terrace with garden furniture - Pergola - 1 parking space.

Rental accommodation : Only one car, motorbike or trailer is permitted on the parking space next to your rental. **It is strictly forbidden to set up a tent, inflatable pool, jacuzzi or any other structure.** Our technical teams are authorised to enter your rental accommodation in your absence if maintenance is required.

Access campsite : Wearing the campsite whistband is mandatory during your stay.

Water park access : The swimming pool is freely accessible (subject to the mandatory wearing of a wristband) with opening and closing times varying according to the season. Shorts, Bermuda shorts and swimming trunks are permitted if they are different from those worn on the beach. Cover-up clothing such as swim dresses, burkinis and tankinis are not permitted in the pool area. Appropriate swim nappies are compulsory for children under 3 years of age. Despite the presence of lifeguards in July/August, children remain under the responsibility and mandatory supervision of their parents or the person responsible for their stay. As swimming pools and slides can be dangerous, children must be accompanied by an adult. Food is not permitted in the park, except on the terrace of the beach bar. Smoking is not permitted. Failure to comply with these rules will result in expulsion from the water park.

Linen : Not included in the accommodation. Sheets and towels are available for hire, subject to availability. Rental of linen must be arranged before arrival at reception. For some mobile homes, the bed may be 140 cm or 160 cm wide. Please enquire at reception.

Visitors : All guests staying at the hotel must meet their visitors in person and introduce them at reception. Registration is compulsory and visitors will be issued with an access wristband. Access to the water park for day visitors is subject to prior authorisation from reception and is dependent on the number of visitors in the water park at the time. The management reserves the right to restrict or refuse access depending on visitor numbers, and availability cannot be guaranteed. The number of visitors permitted is limited to a maximum of 4 people per mobile home per day.
Visitor rates: Without access to the water park : free;
with access to the water park: 10 euros per day for children aged 4 and over.

Charcoal and open-flame barbecues : they are strictly prohibited by prefectural decree. Only gas or electric barbecues (max. 2,000 W) are permitted.

Image rights : You expressly authorise the campsite, without compensation, to use any photos of you or your children taken during your stay in any medium for the campsite's advertising purposes.

In the event of a dispute and after contacting the establishment's customer service department, any customer of the campsite has the option of referring the matter to a consumer ombudsman within a maximum period of one year from the date of the written complaint, sent by registered letter with acknowledgement of receipt, to the operator. Contact details of the mediator to whom the customer may refer the matter:
AME Conso, 11 place Dauphine – 75001 PARIS. Website: www.mediationconso-ame.com

Port Pothuau campsite declines all responsibility:

- in the event of theft, fire, bad weather, disputes between third parties, etc.
- in the event of accidents falling under the civil liability of registered persons
- in the event of personal belongings being left behind at the campsite. Furthermore you will have to provide us with the appropriate means to return them.

CANCELLATION POLICY

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

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

Case 2 - Complications during pregnancy.

Case 3 - Redundancy.

Case 4 - Significant material damage to your personal property requiring your presence.

Case 5 - Cancellation or change of holiday dates by your employer.

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

From the time of booking up to 30 days before arrival :

Option 1 : Postpone your stay to a later date at no extra cost, valid for the year N or N+1.
Option 2 : Refund of the amounts paid, minus a 100€ administration fee.

From 30 days to 14 days before arrival :

Option 1 : Postpone your stay to a later date at no extra cost, valid for the year N.
Option 2 : Postpone your stay to a later date, valid for the year N+1, with a 150€ deduction.
Option 3 : Refund with a deduction of 30% of the total amount of the stay, with a minimum of 150€ for administrative costs.

From 14 days before arrival or in the event of early departure :

No refund will be made for the stay, only the possibility of postponing the remaining amounts.
Option 1 : Postpone the stay to a later date in year N with a charge of 150€.
Option 2 : Postpone the stay to a later date in year N+1 with a charge of 200€.

These lists are exhaustive; no other reasons will be accepted (e.g. personal reasons, separation, divorce, etc.).

Any request for cancellation or modification of a stay without official justification will not be considered. Any postponement of a stay is valid only once.

For a request to be valid, it must be sent by email to **info@pothuau.com** (date of cancellation taken into account which automatically terminates the stay).

Proof must be provided within 7 days of the cancellation. If proof is not received within the specified time frame, the stay will be forfeited in full, as will any sums paid. In the event of cancellation by the campsite, except in cases of force majeure, the stay will be fully refunded. This cancellation shall not give rise to the payment of damages.

☐ **I confirm that I have read and understood the current rates and the terms and conditions of the rental agreement, and I agree to comply with the following points:**

The Port Pothuau campsite rules and regulations
The maximum number of people allowed on my pitch (even temporarily), under penalty of expulsion
Vaccination and leashing of your pets (maximum 20 kg)
A deposit of 300€ on the day of my arrival: taken by credit card (not debited except online/foreign banks) or in cash, returned within 7 days
Not to recharge my electric vehicle using the sockets on my pitch (unsecured)
Returning the accommodation clean on the day of your departure at 10:00 a.m.
The cancellation conditions for my stay
Image rights
The processing of my personal data (postal address, telephone number, etc.)

Done at.....(city) on ..... (date) Signature

S.E.Camping Port Pothuau - 101, chemin des Ourlèdes - 83400 Les Salins d'Hyères - téléphone : 04 94 66 41 17
SARL au capital de 10 000€ - Siret : 489 457 291 00016 RCS Toulon - TVA Intracommunautaire : FR47489457291
N° d'arrêté prefectoral de classement 4 étoiles : C83-022489-001