

GENERAL TERMS AND CONDITIONS

SARL Camping du Domaine de Massereau

Les hauteurs de Sommières

Route d'Aubais

30250 Sommières – France

Tél. : 00 33 4 66 53 11 20 Fax : 00 33 4 11 71 50 20 Email : info@massereau.fr Web : www.massereau.co.uk

Booking one pitch or one rental :

No reduction will be given in case of late arrival or early departure

No reservation can be given for a pitch number

No reservation cannot be sold to a third party

Confirmation of booking :

Confirmation is made by e-mail, incomplete applications will never be the subject of a confirmed booking and final.

Deposit:

The payment of the deposit is required to guarantee your stay, it must be returned within 7 days or the option will be canceled.

It will be an amount of 30% of your stay. It must be made or by bank transfer or direct debit on credit card: 16 digit number + expiry date. The rest of the amount will be payed the day of arrival.

The booking fees are 22 Euros by booking.

Availability of rental:

From the day of arrival 15:00 pm and the day of departure before 10:00 am. For any departure before 10.00a.m., the day started will be due

Renting a caravan or tent:

Arrival from 12a.m. and departure before 12am. For any departure before 12a.m., the day started will be due. Do not change the location without the approval of the direction.

Late arrival:

Please inform us if you arrive after 18:00 pm the day of arrival. If not, the pitch will be rented the next day at 12:00. After this time and without further written score, the reservation is canceled. The deposit and fees will not be refunded.

Cancellation:

In case of cancelation, the down payment won't be refunded. It is possible to subscribe a cancelation insurance (4,5 % of your stay). To be received, it has to be chosen in the same time than the booking form. It is aborted the day before your arrival. This insurance offers you the refund of your stay, without the amount of insurance and the booking fees.

Arrival on campsite:

Please report to reception with your booking confirmation and your ID. The balance of your stay (including taxes) must be fully paid upon arrival. No deadline for payment will be made. For rentals Mobile home, we will propose you an inventory with the contents of your location. It is imperative to control the inventory the same day and return it to the reception. After this period no claim can be considered.

Cautions:

Provide a Visa card number for a the caution. This deposit will be collected by the site for any damage or loss.

Departure:

The day before your departure time, thank you to make an appointment for the check-out (before 10.00a.m.) and to inform us about your time of leaving for the pitches (before 12:00). After this time any day will be due. The cost of any repairs, and equipment missing or damaged will be charged depending on the price of inventory or estimated according to the damage caused. If the location is not left in a perfect state of cleanliness, or, if the departure is performed outside of business hours of receipt, or control on our part, a cleaning fee will be charged 65 Euros. Any deposit will be returned after check out, return of keys and control the balance of your stay. If you leave before opening time, 18 € will be charged.

Security Insurance:

Campers have to subscribe insurance for their caravan, tent, equipment and liability. The management assumes no responsibility for any theft, loss and degradation due to weather or accidents that occur inside the camp.

Barbecues:

Charcoal barbecues and electrics are prohibited. We only authorized gas barbecues

Dangers:

It is forbidden to come over the fence and to climb on the parapets of bridges.

Visitors:

They are allowed under the responsibility of their hosts after reporting their identity at the reception and set their access rights upon their arrival regardless of time spent on the site. Parking is permitted only on the home terminal at the entrance to the campsite. Any person not registered at the reception will be immediately expelled and its host without notice or refund of the trip.

Animals:

They must be leashed and vaccinated, dogs in category 1 are not permitted in the campground.

Traffic / Noise:

Speed is limited to 10km / h. Priority to pedestrians and cyclists across the campsite. Parking is prohibited on walkways and driveways, it must be done on the land leased by the site and not on adjacent plots... The gates are closed from 11 pm to 7 am. Traffic is prohibited during this period. In case of late arrival parking is provided on the terminal at the entrance to the campsite.

Any use of aircraft noise should not adversely affect its neighbors. The noise does not disturb the tranquility of the campers.

Pool and aquatic area:

Restricted to campers. Minor children must be accompanied by an adult inside the pool. Shower required. People who do not meet the guidelines will be evicted from the pool, camping or even if they refuse to comply with hygiene rules.

Long short for men are forbidden.

Buoys are forbidden in slides.

Child Playground:

Young children must be supervised by their parents. The management is not responsible in case of accidents.

The complete rules are posted at the entrance to the campsite.

All campers must comply with the Rules of Procedure. Anyone staying at the campground must be registered on this contract. Management reserves the right to evict without notice or refund those who fail to respect the rules of procedure, or who have not reported all occupants or given false information about the occupants of the land or lease.

Generals Terms are considered as readed and agreed by customers when received by email.