

RENTAL TERMS

All rentals are nominative and can in no way be sub-let; the signatory of the contract must be over 18 years of age.

Camping pitch / accommodation

The tenant takes on the pitch / accommodation in the state that he finds it (trees, plants, vegetation...). The campsite may not be held responsible in the event of damage due to the falling of branches, bad weather, natural disasters, theft with breaking and entering, broken windows... The pitch / accommodation must be left at the end of the stay as it was found at the beginning. The number of occupants in the holiday accommodation must not exceed the maximum authorised capacity (according to enclosed description).

Options

Options have no contractual value. Beyond five days without confirmation they may be cancelled with no penalty to either party.

Bookings

Booking fees will be charged for every booking. No booking, from whatever category, becomes firm without our agreement and then only upon receipt of contract, deposit payment and the booking fees. Any preferences stated at the time of booking will be satisfied where possible, without the campsite being held responsible. The management reserves the right to refund clients should it be impossible to satisfy the demand.

Tourist Tax* Subject to change in 2021

The amount of the tourist tax established by the Provence Alpes Council is 0.66€ per night and per adult (over 18 years old), is not included in the price of the stay.

Payment

Accommodation rental must be settled one month before arrival at the latest, without a reminder from ourselves. If the payment is not received within these limits the rental will be cancelled according to the cancellation conditions noted below. The total amount of the rental is to be paid at once if the booking is made less than one month before the arrival date. For campsite bookings, the outstanding payment is to be paid on the arrival day.

Departure and arrival hours

For accommodation rental, arrivals are from 5 p.m. from Saturday till Sunday and from 3 p.m till 8 p.m from Monday till Friday onwards and departures up until 11 a.m. at the latest. For camping pitches, arrivals are from 01.00 p.m. and departure up until noon at the latest; should this not be respected an extra day will be charged. No reduction will be made in the event of late arrival or premature departure. In the absence of a written message (letter, fax, mail) from the tenant stating that he had to delay his arrival, the pitch / accommodation becomes available 24 hours after the arrival date marked on the rental contract and the totality of the payment is still required. Telephone messages are not acceptable. In the event of dates changes, the same residence / pitch, cannot be guaranteed.

Cancellation

All cancellations must be notified by registered mail. In the event of a cancellation, the booking fee will be retained. To compensate the breaking of the contract the following amounts will be retained, or will remain owing:

- 20 % of the total amount for all cancellations more than 30 days before the arrival date.
- The total amount must be paid for all cancellations less than 31 days before the arrival date, or if you fail to arrive on the set date.

Cancellation guarantee Sunêlia

A cancellation guarantee is offered with each reservation of minimum 7 nights for accommodation. In the event of a cancellation, any expenses incurred will be refund except the booking fee. The refund is subject to strict terms described below. Premature departures are not covered by that guarantee.

Insurance

Regular holidaymakers benefit from our Civil Liability cover for any physical injury or material damage encountered that is legally proved to be our responsibility. They must have valid insurance cover for their equipment (or rented equipment) which protects them as far as Civil Responsibility is concerned.

Right of publicity

During your stay on our campsite, you may be photographed or filmed for the creation and production of our promotional material, unless you inform the reception in writing of your opposition to this practice as soon as you arrive.

Miscellaneous

The management reserves the right to refuse a rental, to evict anyone who causes a disturbance and if necessary, to change any facility or service noted in the brochure. The Court of Digne-les-Bains is the court of competent jurisdiction. Only French law is valid.