

## GENERAL TERMS AND CONDITIONS FOR MOBILE HOME OR CHALET RENTAL AT CAMPING ILISA 3\*\*\*

*The campsite rules and regulations are available on request from reception and are displayed in all accommodation. We ask you to kindly respect them.*

### RECEPTION OFFICE

All year round: Tuesday to Saturday: 9:00 to 12:30 and 15:00 to 18:30  
Sundays and public holidays: 9:00 to 13:00  
Closed on Mondays

School holidays: Monday to Saturday: 9:00 to 19:00  
Sundays and public holidays: 9:00 to 13:00

Hotline: 24 hours a day, 7 days a week

Arrivals are from 16:00 to 19:00 and departures before 10:00.

### RENTAL CONDITIONS

The rental contract will be concluded only after payment of the deposit corresponding to 30% of the total amount of the stay. The contract is personal and cannot be transferred to another person.

The balance must be received at least two weeks before your arrival. If you fail to do so, the campsite reserves the right to cancel the booking and re-let the accommodation.

**On your arrival:** an inventory of fixtures will be made and you will be asked for two deposit deposits (one corresponding to one week's rental of the rented accommodation in high season and the second of €70 corresponding to the cleaning fee), the electricity meter will be read; you must pay your consumption at the end of your stay at the rate indicated on the contract.

**On your departure:** an inventory of fixtures will be made, and the accommodation must be left swept and mopped, dishes clean and tidy, blankets folded and put on the beds.

If this is not done correctly, or if certain elements of the accommodation are damaged or missing, the deposit will be retained and the damage invoiced.

You must bring your own sheets, towels, personal clothing and cleaning products, as you are responsible for cleaning on departure. All accommodation is equipped with bedding (duvets, blankets, pillows), kitchen facilities, coffee maker, microwave oven, etc. All accommodation details are available on our website [www.ilisa.fr](http://www.ilisa.fr)

### METHODS OF PAYMENT

- Cheque
- Debit or credit card
- Bank transfer
- Cash
- ANCV (holiday vouchers)

### **MISCELLANEOUS COMMENTS**

Please do not use all the accommodation's plug sockets at the same time, as this may cause the circuit to break.

It is strictly forbidden to recharge electric vehicles in any of the campsite's facilities, or at the outdoor terminals. **Failure to comply may result in expulsion from the campsite.**

It is forbidden to fix a line between two trees to hang laundry (clotheslines are available in all accommodation). A washing machine and tumble dryer are available (tokens at reception €5). We also have equipment you can borrow (baby equipment, board games, books, etc.).

### **CANCELLATION AND INSURANCE**

In the event of cancellation less than 30 days before arrival, the deposit will be retained.

In the event of cancellation less than 15 days before arrival, the balance of the rental is due in full.

It may be advisable to take out cancellation insurance if you do not have any.

In the event of late and unannounced arrival, shortening of the initial stay or early departure, the full rental amount is retained.

We also ask you to present a certificate of **civil liability insurance** on arrival.

### **CHILDREN AND VISITORS**

You are legally responsible for your children. They must not be left alone in the playground (children aged 4 to 12), or wandering around the campsite, other pitches or accommodation. Nor should they play in the shower and WC block, which is not intended for this purpose.

All visitors must be notified to us before their arrival (surname, first name, address, telephone number and length of stay) and are under the responsibility of the person receiving them. Their vehicle must be left in the client parking area at the campsite entrance.

### **PETS**

Pets are allowed in most accommodation (fee payable). They must be kept on a lead and their droppings must be picked up. They must not disturb other guests. Pets must not be left alone in the accommodation or outside. You must present an up-to-date vaccination certificate on arrival. You are responsible for them.

### **PARKING**

Only one vehicle may be parked on the plot next to the accommodation (holiday accommodation – chalet or mobile home – only). Camper vans must be parked in the car park.

### **SPEED LIMIT AND CIRCULATION ON THE CAMPSITE**

Between 22.00 pm and 7.00 vehicle traffic is restricted within the campsite. This should be only as an exception and must not disturb other guests. Speed is limited to 10 kmh.

**WE WISH YOU A PLEASANT STAY IN OUR CAMPSITE**