

General terms and conditions 2021 - EXTRACTS FROM EURONAT' S REGULATIONS

The payment of the deposit is considered as a signed agreement of the present conditions.

PRICES & OFFERS

PITCHES

(1) All the packages include, your equipment , + 1 or 2 person(s), + 1 vehicle, + 1 child's tent. European sockets

(2) See our general terms.

(3) Stay 7 nights for the price of 6. Offer valid between 01.04 and 24.07 and between 21.08 au 31.10 (discount applied on the average price of the stay, excluding all supplements).

(4) SQUIRREL FIDELITY PROGRAMME : Euronat rewards the loyalty of its campers! You earn points when you stay at Euronat. Each time you spend 10€ (on the basic rate of the stay, without surcharges and taxes.) at Euronat when camping or caravanning, you earn 1 point. When you have accumulated 50 points, you can use them on your next stay. 50 points = 50 € discount. Nominal and non-transferable points.

- If you do not stay in Euronat for a period of 3 years, you will lose your points.

- Loyalty points are now managed on your customer account. No need for stickers or a fidelity card.

Old squirrel points are still valid according to their year of issue, for a maximum of 3 years. PINK until 2021, BLUE until 2020. The blue points will still be valid this year exceptionally.

ACCOMMODATIONS

(5) Between 25.06 and 12.09 only weekly rentals, arrivals from 4 pm, departures before 10 am, see our price list for days of arrival.

Nightly rental : minimum 2 nights. 20% increase for any rental of one night.

(6) For any uninterrupted stay of at least 2 weeks in the same accommodation between 01.04 and 18.07 and between 20.08 and 31.10

(7) For any uninterrupted stay of at least 3 weeks in the same accommodation between 01.04 and 25.07 and between 06.08 and 31.10

(8) The stay must take place before the 31st July. The early booking is not applicable with any other offer. The stay must be confirmed before 31.12.20

(9) 1 children's tent is tolerated next to the Ready-to-move-in tent at the additional price of 5.00€ /day (see our conditions for the dimensions of the tent), any other format is prohibited, no additional furniture or equipment will be provided.

A supplement will be requested for any additional person over 3 years of age and not included in the accommodation's planned capacity (8,50€ per night).

GENERAL TERMS

OUR PRICES INCLUDE :

The PASS: access to the soft-water swimming pool, archery and in the high season: to the activities, children's clubs (please consult us for conditions), dance evenings and shows. In July and August: a welcome drink and delivery of post and messages.

OBLIGATORY

Visitor tax (the community of communes reserves the right to modify) : 0,60 € for the pitches and 0,99 for a rental, per night and per person over 18 years old. Administrative charge: The sum of 30€ is charged (per booking) for administrative costs. Bookings are considered as final only after receipt of a 25% deposit of the total amount, plus the administrative charges.

In the case of cancellation, all the paid sums (administrative charges, deposit or total payment of the stay) will be kept by the company.

Insurance: It is the client's responsibility to take out insurance. The Centre declines all responsibility in case of theft, fire and weather conditions, etc. and in cases of incidents covered by the civil liability of the client. The client releases the centre of all responsibility for damage caused by falling branches, pine cones, weather, natural disasters, theft, broken windscreen, etc.

OPTIONAL :

Cancellation insurance + Travel assistance CAMPEZ-COUVERT + COVID-19 insurance: 2.8% of your stay, without taxes. The paid premium is kept by the insurance company in all cases. It is included by default. Please inform us clearly, at the latest when paying your deposit, if you do not wish to take out this insurance. Beyond that, your subscription to the insurance will be considered as acquired and no request to cancel the insurance contract will be accepted, the amount of the premium having been directly paid to the CAMPEZ- COUVERT insurance company.

PETS : Pets are tolerated on a lead (sanitary bags provided). It is forbidden to leave them to roam free. Identification and compulsory vaccinations. It is forbidden to leave your pets alone in your accommodation or on your pitch.

CARDS ACCEPTED (for payment of deposit and stay) : C.B. - VISA - MASTERCARD

ARRIVAL AND DEPARTURE TIME: Overshooting of set times results in the invoicing of an extra night. In case of late arrival or early departure, the period of rental will be invoiced. In the event of a no-show, after 24 hours without any written advice from you, your pitch or rental will be considered to have been freed. The deposit and booking charges are not reimbursed.

ENTRANCE PROCEDURE:

- The PASS will be given to you on arrival. You must present the PASS each time you come into Euronat and it may be verified at any time by Euronat staff.

In the case of a dispute, and after having contacted the establishment's customer service, all customers have the opportunity to use a consumer mediator within a maximum delay of one year from the date of the written complaint, sent by registered letter with recorded delivery to the owner. The details of the mediator that may be referred to by the customer are the following: www.medicys.fr - @: contact@medicys.fr - : 73 boulevard de Clichy 75009 Paris FRANCE- [: 0033(0)1 49 70 15 93.

The right to withdraw does not apply to tourist services according to the article L.121-21-8, of French law from 2014 - 344 concerning consumption.

Under the French « Computing and Freedom » Act n° 78-17 dated the 6 January 1978. The collected personal, direct or indirect data is recorded in order to create a customer file, for use by Euronat, for the follow-up of reservations, the sending of newsletters, contact details, mailings etc... You have a right to access, correct and delete information concerning you. To exercise this right, please send an email to: info@euronat.fr

RENTAL PACKAGES

Informations & rules :

- All rentals are from 4pm to 10am Your vehicle can be parked close to your accommodation any additional vehicles will be charged per night.
- **BABY KIT:** Free on request when you make your reservation (cot, bath, high chair)
- The remainder must be paid at least one month prior to the first day of rental, failing which your booking will be cancelled.
- No tents, caravans or camper vans are allowed in the chalet and mobile-home villages.
- Without a reservation, only available accommodation can be offered at the reception. Cleaning will be invoiced for any particular demand.
- A supplement will be requested for any additional person over 3 years of age and not included in the accommodation's planned capacity.
- Blankets, mattress protections and pillows in all the accommodation. PAV & Cabanes Océanes : quilts and sheets included
- EURONAT is a family centre. People on their own are only accepted under certain conditions (please contact us).
- The dates of your stay can be modified, in writing, up until 14 days before the date of arrival when camping and up to 30 days maximum when renting, at no extra cost.
- The modification of the dates of your stay is accepted, in writing, up until **one month maximum** before the date of arrival, for a stay during the same year, with no possibility of reimbursement.

OBLIGATORY :

- **A deposit of 150 €** (by credit card only) per stay, during the whole season.
- **Inventory** by the client on arrival no claims will be accepted at the end of, or after the stay.

OPTIONAL :

- Rental of bed linen: 15 € per bed per week or part of week.
- Rental of towels: 12 € (comfort kit = 2 bath towels + 2 hand towels + 1 bath mat).
- Cleaning on departure from 55 € to 145 € depending on the size of the accommodation, if you do not wish to clean yourself. A flat rate may be withheld if the accommodation has not been cleaned before your departure.
- Hotel service :
- Daily cleaning from 60 € to 120 € (please consult us for details)
- Breakfast (9am to 11am) (April to September) at 6.50 €

CAMPING CARAVANNING PACKAGES

Information and rules

- Maximum 6 people per pitch and only one main installation (a large tent or camper van or caravan)
- 1 child's tent included in the price: maximum size: 3 m², maximum capacity 2 people. Maximum 2 child's tents per pitch - the second at 5€ per day. Maximum 1 extra tent per pitch at 5 € per day.
- Camping and caravanning stays are from 12:00 to 12:00.
- Your vehicle can be parked close to your pitch, any additional vehicles will be charged per night.
- Average surface area of pitch: camping : 100m² - caravanning : 150m².
- Tent pitch with electricity: 220V/10 A (European plugs).
- Caravan pitch: 220V/10A (European plugs), water, drainage.
- Any stay must be paid for on arrival.
- The setting up of mini-buses, vans etc. on the tent pitches is not allowed. The towing of a vehicle will be charged to the customer for the price of 110€.
- The **modification of the dates** of your reservation is accepted, in writing, up until **14 days maximum** before the date of arrival, for a stay during the same year, with no possibility of reimbursement.