



## **RLP Val St Georges\*\*\***

Route du Larzac  
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### **General terms of sales**

#### **Booking your holiday**

Booking one of our holidays implies acceptance of our terms of sales.

During booking, an advance payment of 30% of the total cost must be paid.

On receipt of payment, we will send you a booking confirmation.

Reservations are personal and cannot be transferred or sublet.

Any change to your booking must be notified **IN WRITING**.

The balance must be paid 1 month before the date of arrival, excluding tourist tax.

Any subsequent change in the applicable VAT rate, occurring between the time when the rates were determined and the invoicing of the holiday, will result in a corresponding change in the price inclusive of VAT.

#### **Our prices include**

Access to all the facilities of the Residential Leisure Park (**RLP**) electricity, equipment necessary for the number of people corresponding to the category of accommodation chosen.

1 vehicle maximum per pitch, depending on the category of accommodation chosen. (2 vehicles authorized for the 4/6 person cabin).

#### **Our prices do not include**

Additional car, pets, daily visitor and tourist tax. Bed linen and towels. End-of-stay cleaning.

Accommodation must be left clean (dishes washed, blankets folded and dustbin emptied), otherwise a cleaning charge of €100 will be billed. A deposit of €100 for cleaning and a deposit of €250 for accommodation, which will be collected on arrival and returned on the day of your departure after deductions have been made for repairs and replacements.

#### **After-sales services**

We cannot be held responsible for unforeseen circumstances, force majeure, climatic events or legal decisions that may disrupt, interrupt or prevent the holiday. In the event of a problem in the accommodation, you must make a complaint **AT THE RECEPTION** within 24 hours (in particular about the inventory, condition or cleaning of the accommodation). After this time, no complaint will be taken into account and you will be held responsible on departure for any damage or missing items. Any other complaint concerning a stay must be sent to us by a registered letter with acknowledgement of receipt within 10 days after the end of your stay. Our quality department will deal with your complaint within 1 month after receipt of your letter.

#### **Arrivals and departures**

During the high season (July and August), rentals are from Saturday to Saturday and arrivals are possible between 3p.m to 7p.m. Departures are between 8a.m and 10a.m. During the off-season, you can choose your arrival and departure days.

For late arrivals or early departures, you must notify the reception.

#### **Cancellation of stay**

All cancellations **MUST** be notified in writing.

You have 5 days from the date of cancellation to send us proof (medical, death or employer's certificate) by a registered letter with acknowledgement of receipt.

In the event of cancellation more than 14 days after the date of signature of the contract, the advance payment will not be refunded.

In the event of cancellation less than one month before arrival, interruption of the stay or postponed arrival for any reason (illness, accident or unforeseen event), the tenant will be required to pay the balance of the reservation and no refund will be granted. For all refunds, a fixed fee of €29 will be retained for administration costs.

## **Rules and regulations**

Each campsite and RLP has its own set of rules and regulations, which are displayed at reception. As a RLP customer, you must follow them. Dogs weighing more than 10 kg are not allowed in some of our public areas: swimming pools and restaurants. They must be kept on a leash at all times. You may be asked to provide the vaccination certificate at any time. 1st and 2nd category dogs are prohibited.

No installation (tent), vehicle or additional person is accepted on the rental pitch without the agreement of the RLP. For security and insurance reasons, the number of occupants cannot exceed the capacity provided by type of accommodation (including newborns). Otherwise, on arrival, the RLP reserves the right to refuse access to accommodation. Any contribution of additional electrical equipment must be validated before arrival, with the staff. In the RLP, children are under the responsibility and supervision of their parents.

## **Rental insurance**

The RLP declines all responsibility in the event of theft, fire, bad weather.... or any incident involving the liability of the customer. It is the responsibility of holidaymakers to purchase appropriate insurance.

Customers must check with their insurance company that they have an extension resort as part of their house insurance policy and that they are covered by the same policy. If this is not the case, the hirer is obliged to take out insurance to cover against the risks inherent in their occupation (theft, loss, damage to personal belongings (suitcases, objects, furniture, valuables, vehicles, bicycles, etc.)). The client must also insure himself against any damage he may cause to the rented accommodation or in the RLP, caused by him or by other people in the accommodation. Customers must provide proof of their insurance if asked. As far as bike rentals and loans of bikes are concerned, customers are required to insure against theft, loss or damage.

## **Image rights**

You expressly authorize the RLP, without consideration, to use any photos or videos of you or other participants in the holiday, which may be taken during your stay, for the RLP's advertising purposes.