

## Booking conditions camping Mas de Messier

### 1. RESERVATION

Reservations can only be made by sending a fully completed reservation form (online) or by e-mail. A reservation is only valid if confirmed in writing by the campsite.

### 2. PAYMENTS

The deposit for a camping pitch is half of the total amount. This can be done via I-Deal, Bancontact, Sofort or via a SEPA transfer. If you choose a SEPA bank transfer, the deposit must be paid into our bank account within 8 days of submitting the reservation request. As soon as the deposit has been credited, you will receive a confirmation. As long as the deposit has not been credited to our bank account, the reservation has the status "provisional" and no rights can be derived from it. In case of SEPA transfers the down payment has not been credited to our bank account within 8 days, we will send you a one-time reminder stating that the down payment has to be made immediately. If the down payment is not received within 3 days, we will consider the reservation cancelled by you. We will send you a cancellation confirmation.

In any case, the deposit must be credited to our bank account at the latest 7 days before the reserved date of arrival.

If the reservation request is sent in 10 days or less before the reserved arrival date, the deposit must be paid immediately.

The remaining amount according to your reservation is to be paid IN CASH on arrival. We do not have a PIN-payment machine. You can also choose to pay in advance.

### 3. CANCELLATION

There are costs associated with cancellation.

Within 8 days after the date of the reservation confirmation the reservation can be cancelled free of charge, except for reservations made within 6 weeks before arrival.

In case of cancellation between 7 days after the date of the reservation confirmation and 6 weeks before arrival, 50% of the total rental sum excluding the options will be charged.

75% of the total rental price excluding options is charged for cancellations between 6 weeks before arrival and 1 week before arrival.

If cancelled between 1 week before arrival and the day of arrival, the full rental price excluding options will be charged.

No refunds will be made for departures earlier or arrivals later than booked.

Only written cancellation requests will be considered.

### 4. PRICES

The prices quoted include the applicable TVA (VAT) and are final subject to printing errors, government-imposed VAT surcharges and fees and actual obvious errors.

Tourist taxes as stated in the price list are the amounts known at the time of publication.

As tourist taxes are local taxes, they can be changed at any time. You will pay the local taxes as they are known at the time of your arrival.

### 5. SECURITY DEPOSIT:

For rental accommodation we require a cash deposit of € 100.00 upon arrival. The deposit will be fully refunded provided that no damage or loss to the accommodation or interior has been noted. In case of loss or damage to the accommodation or interior caused by the tenant, the landlord has the right not to return all or part of the deposit paid in advance and, in case of damage exceeding the deposit, to charge the damage to the tenant as well.

### 6. CLEANING - WASHING AND RELATED COSTS

The accommodation must be left clean at the end of the rental period. We charge € 50.00 obligatory cleaning costs when booking a rental accommodation.

The provision of bed linen can be optionally ordered when booking. If you wish to have bed linen changed during your stay (fitted sheet - duvet cover - pillowcase) we will charge you € 10.00 per single bed and/or € 16.00 per double bed. You can also choose to wash and dry these yourself. A washing machine and dryer are available in the sanitary building on the campsite. Tokens at € 5.00 per wash or dry are for sale at the reception.

## 7. MISCELLANEOUS

We will keep the reserved place or accommodation free for you 24 hours after the reserved arrival date (unless you indicate that you will arrive later). After that the reservation expires and you will lose the entire payment. This also applies if you do not arrive at all.

For each change in a reservation we charge € 15,- administration costs.

If you arrive later or leave earlier than confirmed at the time of booking, the full amount for the entire period booked remains due. It is therefore advisable to take out cancellation insurance. You should do this with your own insurance company.

On a camping pitch a maximum of 6 persons of 2 years and older are allowed to stay. Children younger than 2 years old are not counted.

A reserved pitch is available from 13.30 hours on the arrival day until 12.00 hours on the departure day.

Rental accommodation is available from 3 p.m. on the day of arrival until 10 a.m. on the day of departure.

Pets are not allowed in the rental accommodations.

Per pitch a maximum of 1 pet is allowed. Your pet must be on a leash at all times. Pets / dogs cat 1 and 2 are absolutely not allowed.