



sejoya

VACANCES

RESERVATION AGREEMENT

Camping**** & Résidence** Les Castors -

Camping*** International

Route de Pietramaggiore

20 260 Calvi

+ 33 4 20 19 00 90

resa@sejoya.fr



-Réservations will be taken into account:

- After agreement from the management.
- After confirmation of availability. If a holiday is not available on the dates requested, the customer will be informed immediately either by telephone or by e-mail and no sum will be deducted.
- After signing the duly completed contract.
- Following payment of 30% of the total cost of the holiday + €15 non-refundable booking fee + tourist tax + optional cancellation insurance (if taken out) or following payment of the total cost of the holiday.

No reduction will be granted for late arrival or early departure, and under no circumstances will the choice of pitch give rise to a refund of the deposit or balance paid.

-The deposit:

Must reach us within 8 days of receipt of the contract. An acknowledgement of receipt (written confirmation), non-transferable to a third party, must be presented on the day of your arrival.

In the event of a delay, please notify us as soon as possible by any means at your convenience (e-mail, post). If we do not receive any information, the rental will be allocated to another customer within 24 hours. The deposit and/or balance paid will not be refunded.

SARL Les Castors reserves the right to refuse a booking request or reservation in the event of :

- Litigation with the customer
- Non-payment or late payment of sums due, requested by SARL Les Castors
- Lack of information or for any incorrect information in the booking request, such as, for example, the surname, first name(s) and date of birth of all participants in the holiday, number plate, etc.

Balance: The balance or total amount of your holiday must be paid no later than 30 days before the start of your holiday. If the booking is made more than 30 days before the start of your holiday, a deposit of 30% will be required at the time of booking and the full amount must be paid no later than 30 days before the start of your holiday. If the booking is made 30 days or less before the start of your stay, the full amount due must be paid immediately at the time of booking.

SARL Les Castors offers several methods of payment for the balance: by credit card or bank transfer.

- For payments made by bank transfer, the wording must include your booking number, the customer number and the name in which the booking was made. Payment of the sums due, as mentioned on the document confirming your booking, must reach SARL Les Castors within a maximum of 5 days. Pending payment, the reservation is considered "pending".

In the event of non-receipt of payment or of payment not corresponding to the sums due, we shall be obliged to cancel the reservation made, and the sums already paid shall be retained by SARL Les Castors.

No-shows/delays/early departures: In the event of a no-show on the day of your arrival, and without any news from you, the accommodation will be returned to the rental within 24 hours.

No refund will be given, and the deposit and/or balance of your stay will be retained.

No reduction or refund will be granted for late arrival or early departure.

"Choose your pitch" option: €30 per stay, subject to availability at the time of booking. You can choose your preferred pitch at the time of booking, with no possibility of changing it on arrival.

Rental rates: Our rates include : Rental of the accommodation chosen, crockery, technical assistance, water, gas, electricity, bedding and accessories (blankets + pillows), welcome on arrival. Only people who have registered are authorised to occupy the accommodation allocated to them. We cannot accept more people than the capacity indicated for the accommodation (including children and babies). Any person other than those registered is considered to be an extra person. They must be registered at reception in the presence of the tenant and will be subject to a charge (additional person €15/night) subject to acceptance by the management.

Reception: Reception is open from 8am to 12.00 pm and from 2.00 pm to 6.00 pm in April and October. From 8.00 am to 8.00 pm in May, June and September. From 7.00 am to 10.00 pm in July and August.

On arrival, you must go to the reception desk to register. You will be given a single-use wristband to ensure the safety of our customers and prevent intrusion by outsiders. This wristband must be worn throughout your stay. It gives access to the campsite's facilities and water park.

Arrival and departure: On the day of arrival, rentals are available from 5.30 pm and on the day of departure they must be vacated by 10am at the latest.

"Early check-in" option taken at the time of booking: €40. On the day of arrival, the accommodation is available from 1.30 pm. This option is subject to availability.

Late arrivals: Arrivals after 11.00 pm must be notified to us 48 hours in advance and will be done by the night caretaker.



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Visitors: Outside persons are not authorised to enter the campsite. In the event of entry not authorised by the management, any visitors will be subject to the visitor rates and in the event of non-payment of the visitor rate, the persons visited will be jointly and severally liable for the sums due. If the management agrees to a possible visit, the visiting hours must be respected and under no circumstances will visitors be authorised to use the campsite's equipment and facilities, including the water park. The campsite declines all responsibility in the event of an accident.

Respect: Absolute silence must be observed from 10.00 pm to 7.00 am.

Access barriers: Vehicle access to the campsite is controlled by automatic barriers open from 7.00 am to 11.00 pm. From 11.00 pm until 7.00 a.m., vehicles must park in the overnight car park at the entrance to the campsite.

Tourist tax : The tourist tax levied by the Calvi-Balagne community of communes and the Collectivité de Corse is not included in our rates. It is payable per person over 18 years of age and per day, from 1 April to 31 October. The rate is €0.60/day/adult for customers of bare pitches/Mobil-home and €1/day/adult for customers of the two-star tourist residence.

Inventory: An inventory is given to the tenant on arrival, which is carried out by us beforehand. It is the tenant's responsibility to check the inventory and, if necessary, to notify us in writing of any missing or damaged items.

Deposit: A credit card deposit of €300 (€500 for « La Maison ») for the rental will be required on the day of arrival. This sum will be refunded in full after your stay. An e-mail will be sent in the week following departure, informing you that the deposit will be forfeited if the premises and equipment are returned in accordance with the inventory. The inventory will be taken by us after your departure: any breakage, damage or loss will be invoiced and deducted from the amount of the deposit at the rate indicated.

Damage to accommodation: The client will be held responsible for any damage to the accommodation during their stay. In such cases, the deposit will be retained. The deposit may be reimbursed once the customer's personal insurance has paid for all damage to the establishment. Otherwise, the deposit will be forfeited. This procedure will also apply if the damage is due to a natural element caused by a lack of goodwill on the part of the customer. Example: a glass door that slams and breaks due to the wind and the customer's lack of precaution.

Damage to communal areas: In the event of damage caused by the tenant or his subordinates (children, friends, etc.) in the communal areas (swimming pool, restaurant, children's play areas, etc.) of the establishment, the deposit will be retained in the same way as in the event of damage to the accommodation. The deposit will only be reimbursed if the customer's insurance fully covers the damage, once the damage has been paid for.

Insurance :

- The customer is responsible for all damage caused by him/her. They should therefore check whether their main home insurance policy includes a holiday extension (holiday rental).
- The renter certifies that he/she is covered by civil liability insurance covering his/her own liability and that of any persons accompanying him/her.

Final cleaning: 80€ for cleaning (150€ for « La Maison ») will be retained by the establishment if the state of cleanliness is deemed unacceptable.

Repairs during your stay: In the event of repairs to your accommodation, the establishment will do its utmost to intervene as quickly as possible. The technical service will be available from 8.00am to 12.00 pm and from 2.00 pm to 5.00 pm from Monday to Friday. Technicians will intervene according to their schedule and the urgency of the breakdown. In the event of a breakdown requiring the ordering of parts or the intervention of an approved external technician, the customer cannot claim an obligation to achieve results within a short timeframe.

Animals: Animals are not allowed in our accommodations under any circumstances.

Television: The campsite cannot be held responsible for any disruption to television reception beyond its control.

Surface area : The surface areas of our mobile homes are given overall, including covered terraces, according to the manufacturer's data.



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Insects: The rental accommodation was cleaned regularly before it was let. During your stay, guests are responsible for this maintenance. If the tenant notices the presence of undesirable insects (such as ants or other insects), it is their responsibility to take the necessary action.

If, despite their efforts, the problem is not solved, the campsite will try to do what is necessary and will provide customers with insect repellents. However, as insects are a natural part of the environment, and all the more so on a campsite, the operator declines all responsibility for any inconvenience caused. (Mosquitoes, bedbugs, etc.)

Parasols: Some of our rentals are equipped with parasols. In order to avoid damaging them, we ask our customers to close them when they are away or in case of wind to avoid any damage and to guarantee the safety of the other occupants of the campsite.

In the event of damage to or breakage of parasols or other equipment due to a lack of courtesy, a deduction will be made from the deposit.

Garden furniture: Under no circumstances may garden furniture be moved elsewhere on the campsite or lent to other customers or campers on pitches, for example.

Garden tables and chairs are only for use on the terrace of the rented accommodation.

Waste management : At the entrance of the campsite, our guests can leave their rubbish in the rubbish bin provided. Waste sorting is compulsory, and all categories of containers are available (yellow for plastic-based recyclables, green for glass products, blue for paper, grey for cardboard, black for household waste and brown for biowaste).

The premises are equipped with a video surveillance system. In the event of serious breaches, the security deposit may be deducted.

Services and entertainment: Our establishment will do its utmost to provide basic services from opening to closing. However, some services and activities will only be available in high season or may vary depending on our occupancy rate and the current sanitary measures.

Water park: For hygiene reasons, swimming shorts are strictly forbidden in the water park. Children must be under the responsibility and supervision of their parents and may be refused entry without the presence of an adult for safety reasons. Access to the pool area is only possible by wearing the campsite wristband given to you on the day of your arrival.

Image rights: By accepting the general terms and conditions of sale, the customer authorises, free of charge, SARL Les Castors or a third party commissioned by SARL Les Castors, to photograph, film and record the customer during his/her stay at the campsite and to use the images, videos, sounds and content obtained on all media and more particularly on its website, social networks (Facebook, Instagram, etc.), brochures and advertising and tourist media for an indefinite period. The purpose of this authorisation is to promote SARL Les Castors. This authorisation is valid both for the person making the reservation and for the persons staying with the said customer.

Cancellation charges : In the absence of a cancellation guarantee or if the guarantee is not taken out, deductions will be made from the sums already paid or due, in accordance with the following terms and conditions:

- From the date of booking to 121 days before the start of the stay: 30% of the cost of the stay will be retained (including options taken out) and 100% of ancillary costs (booking fees, insurance if purchased, etc.).
- Between 120 days and 61 days before the start of the stay: 50% of the cost of the stay remains payable (including options taken out) and 100% of ancillary costs (booking fees, insurance if purchased, etc.).
- Between 60 days and 31 days before the start of the stay : 75% of the cost of the stay remains payable (including the options taken out) and 100% of the ancillary costs (booking fees, insurance if purchased, etc.).
- Between 30 days and the start date of the stay: 100% of the cost of the stay remains payable (including options taken out) and 100% of ancillary costs (booking fees, insurance if purchased, etc.).

Cancellation requests must be made in writing, by e-mail or by registered letter, and will be taken into account on receipt.

Cancellation guarantee: The cancellation guarantee is not included in the price. It is optional and is payable only at the time of booking. See contract.

Method of payment: Credit card, bank transfer.

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