

RENTAL CONDITIONS

RENTAL PERIOD: The rental period starts on the day of arrival from 16.00 hours. Your stay ends on the day of departure before 10.00 am. In high season arrival and departure is only possible on Saturday and Wednesday.

RESERVATION: Your reservations is definite after our receipt of the down payment or the receipt of the total sum. By making a reservation you agree with our rental conditions and also with the house and park regulations. These can be found on our website : ParkVillageOcelandes.eu/rentalconditions.

PAYMENT: A down payment of 30% of the total rental sum must be done within **1 week**. The remaining sum must be paid 5 weeks before arrival date. If you make the reservation within 5 weeks before arrival date, the payment has to be done as soon as possible.

CANCELLATION: If you want to cancel, you need to send an e-mail request giving the reasons for the cancellation to the Agent. The cancellation costs are : if cancelled more than 5 weeks before the rental period, 30% of the total rent, a cancellation within 5 weeks before the rental period will be 100% of the total rental sum. We strongly recommend a travel/cancellation insurance, so that you are covered against unforeseen exceptional circumstances (according to the cancellation policy of the insurance company).

KEYS: Upon arrival you will be welcomed by our staff members. They will give you the key, will show you around and will give you information about the park.

SECURITY DEPOSIT: After departure your accommodation will be inspected to see if it is in proper order. If everything is OK and there is no damage/breakage, the deposit will be returned to you within 2 weeks. If there is damage/breakage or the accommodation is not tidy enough, the costs for extra services will be deducted from the deposit. If the costs exceed the deposit, the guest will be contacted to sort things.

CLEANING: Your accommodation will be cleaned after departure; however, you are required to leave it in a proper state otherwise the additional cleaning costs will apply. Please do not leave any dirty dishes, full bins, garbage bags etc.

INVENTORY: Your bungalow is furnished as complete as possible, however, linen (sheets, pillowcases, duvet covers, towels and tea towels) are not supplied, please bring your own. You can reserve them in advance with us.

MAXIMUM NUMBER OF PERSONS: Do not occupy the house with more people than the maximum that is permitted. Any evidence of occupation by more than the permitted number of persons, will give the staff members permission to act upon this.

INTERNET: If your house is equipped with internet, then this is a private connection. It is prohibited to download, upload or stream illegally. French authorities regularly monitor illegal internet use and may impose heavy fines. You are responsible and liable for the internet use of your party. If fines are imposed, they will be passed on to you and your personal data will be given (upon request) to the French authorities. All associated costs will be charged to you. The WIFI code of your house may therefore only be used by your own party. It is not allowed to give this code to other guests.

ELECTRIC CAR: It is not allowed to charge your electric car via the power network (/socket) of the house. You must use the general charging stations in Saint Julien en Born.

LIABILITY: We cannot be held responsible for theft, loss, damage, injury to the individual or injury caused to persons or property during or following the stay and also not for small deviations in the inventory of the offered accommodation. We also cannot be held responsible for the defect to technical installations in the park/ in the house or the closing of park facilities.

If you have a complaint during your stay, please report it as soon as possible to our staff members and also report serious problems to Bluemundo. We will do our utmost best to solve the problem as soon as possible. We will not accept claims after your stay regarding complaints that have not been reported to us timely. Of course, positive suggestions are always welcome!