



GENERAL TERMS AND CONDITIONS

Booking conditions :

Bookings will be effective when receiving the deposit.

Any option will be automatically cancelled without the payment of the deposit within the 15 days following the booking editing.

Minors coming without their parents shall be accompanied by an adult or to present an permission signed by their parents.

Payment conditions :

Concerning the bookings done more than 30 days before the start of the stay, a deposit of 30% of the total amount has to be paid.

The balance can be paid, at the latest, 30 days before the arrival date.

Concerning the bookings done less than 30 days before the start of the stay, a total payment is required as soon as the booking is confirmed.

Payment methods : debit card, cheques, holiday vouchers, cash

Cancellation :

It has to be asked for by mail or written letter to the booking service of SC les Pins.

- The cancellation is asked at least 30 days before the arrival date : SC les Pins keeps the 30% deposit as a compensation.
- The cancellation is asked within 30 days before the arrival date : no refund will be possible and the whole amount of the stay is due.
- In case of a cancellation from part of SC les Pins, except in case of force majeure, the stay will be totally refund. However, this cancellation won't give rise to the payment of damages.

Modification :

The client is asked to give us advance warning about any late arrival. No reduction will be provided in case of late arrival even if the client arrive late or leave earlier.

For any lateness we are not aware of, the bungalow will be reserved during 24h, after that period, SC les Pins can rent it again to someone else, and the paid amount won't be refund.

In case of an early departure, the bungalow can also be rented to someone else.

S.C. LES PINS - Villages sous les Pins - 40550 LEON

*Tel. : 05.58.48.52.89 Mail : vacanceleon@villagesouslespins.com Site : www.village-vacances-landes.com
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Animals :

Any domestic animal has to be kept on a lead in the Villages, has to be tattooed and vaccinated.

For the presence of an animal, a tax of 3€/night will be applied, and the cleaning will be obligatory.

Do not leave a domestic animal alone in the bungalow.

Moreover, the blankets and the sheets are not supposed to be used for an animal (a tax of 20€ will be applied for any damages on these items).

Rental conditions :

For security and insurance reasons, it is strictly forbidden to exceed the number of persons that the bungalow can contain (ex : 4 people maximum in a bungalow 4 places).

The property manager has the right to decline the entry to every person who exceed the planned capacity of the accommodation.

The tenant commit to respect the rules of the Village.

ARRIVALS - DEPARTURES :

At the arrival, the accommodations are available from 4pm.

The arrival at reception is possible until 7pm, after that time, the keys will be available in a key box out of the reception.

On the departure day, the accommodations must be available before 11am. For any delay, an extra half day can be charged.

- **Anticipated arrival option** : if the accommodation is available and with the consent of the SC les Pins, you can ask to settle in your bungalow earlier, for 30€ extra.
- **Late departure option** : if the accommodation is available and with the consent of the SC les Pins, you can ask to stay a half more day in your bungalow for 30€ extra.

Deposits :

For any rental, an accommodation deposit (200€) and a cleaning deposit (price of the cleaning service) will be asked at the arrival, to cover some potential damages during the stay, or to cover potential cleaning expenses after the departure.

For the departure, the accommodation has to get back to a state of cleanliness ; otherwise, the cleaning deposit will be held.

Any broken, damaged or lost item could be charged ; tell the SC les Pins about it when this is the case.

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In case the departure occurs when the reception is closed, and if the renting is given back in a good state, the deposit will be destroyed or sent back on demand by post.

Access : wearing the Village bracelet during the stay is obligatory.

Aquatic complex access : swimming shorts are forbidden.

Customer dispute :

Any complaint concerning potential non-compliance of our services in comparison to the commitments has to be reported in writing to the establishment manager or to the SC les Pins within the 30 days following the end of the stay.