



## General terms and conditions for the letting of rental accommodation:

The general terms and conditions and the special terms and conditions form an integral part of the agreement, which in all cases should be accepted in its entirety before the agreement can be concluded. By making a booking request, you agree to the general terms and conditions and accept the provisions thereof without reservation.

### Definitions

'Iris Parc': Trade name of the chain of camping sites managed by the company under foreign law Holding BASAFI BV, owner of the 'Iris Parc' camping sites. 'Customer': Each hirer/camper who visits the camping site.

### 1) Applicability

These terms and conditions apply to all agreements concerning the letting of camping places and accommodation on the 'Iris Parc' camping sites. These terms and conditions concern the letting of camping places and accommodation and are valid from the time that the booking is made.

### 2) Price

2.1 The prices are stated in euros. VAT is always included. The prices shown only include the services set out in the booking. Tourist tax is not included in the prices shown. The amount of the tourist tax varies by municipality. The Customer must pay the tax tourist by their reservation.

2.2 The prices stated on the website and in the Iris Parc guidebook are subject to change without notice and only the price stated in the booking confirmation is binding.

2.3 Apparent errors and mistakes are not binding for Iris Parc. Such errors and mistakes are errors and mistakes which, from the perspective of the average traveller, are recognisable or should be recognisable at first sight.

2.4 Other Costs

1. Reservation costs are 22,50 euro per booking.
2. Amendment and / or substitution costs are 35 euro per amendment/substitution
3. Each preference costs 5 euro. A preference is a request and cannot be guaranteed. If a preference

is not realised, no rights may be derived from this. Payments for preferences are administration costs and as such cannot be refunded retrospectively.

4. Cleaning costs are mentioned on the invoice

### 3) Booking conditions

3.1 The booking only comes into effect after approval of the camping site, following receipt of the deposit and following receipt of the duly completed and signed agreement, or following completion of an online booking.

3.2 Iris Parc is only committed to the booking after it has been confirmed by Iris Parc. Iris Parc reserves the right to refuse a booking, subject to availability and in general in all circumstances that may prevent the implementation of the booking. Iris Parc offers family holidays. Iris Parc therefore reserves the right to refuse any booking that is in contravention of this.

3. Each booking is made in a strictly personal capacity. On no account may a booking be transferred to others without the written approval of the camping site.

### 4) Payment conditions

4.1 For bookings made more than 30 days before the start of the stay, a deposit of 30% of the total price of the booked services must be paid immediately following the booking at the camping site. The amount must be paid no later than 30 days before the start of the stay on the camping site.

4.2 For bookings made less than 30 days before the starting date of the stay, full payment must be made at the time of the booking at the camping site.

### 5) Changes

Every request to change a booking must be communicated in writing to Iris Parc.

Bookings can be changed up until six weeks before the day of arrival and within the limits of the possibilities.

Iris Parc may charge the Customer for the costs arising from a requested change.

### 6) Cancellation

In the case of cancellation, the Customer must inform the camping site by means of registered letter. The cancellation becomes effective from the date of receipt of the letter. Every cancellation results in the following costs becoming immediately due and payable:

- In the case of cancellation more than 42 days before the starting date of the stay: the deposit;
- In the case of cancellation between the 42nd day (inclusive) and the 28th day (exclusive) before

the starting date of the stay: 60% of the total amount;

- In the case of cancellation between the 28th day (inclusive) and the day (exclusive) before the starting date of the stay: 90% of the total amount;
- In the case of cancellation less than one day (inclusive) before the starting date or later: the total amount.

In the case of cancellation by Iris Parc, except in cases of force majeure, the paid stay will be refunded. This cancellation cannot, however, give rise to the payment of compensation.

If the stay by the Customer is interrupted or shortened (late arrival, early departure), under no circumstance is there any entitlement to a refund.

You can always take out cancellation insurance with your usual broker.

### 7) The stay

7.1 Upon arrival at the camping site you will be asked to produce the following documents and, to facilitate the check-in, you are requested to have these documents ready before you report at the reception:

- the confirmation of the booking (voucher)
- the identification document of the person who made the booking
- the amount of the deposit, if you booked for rental accommodation

7.2 Day and time of arrival/departure: The arrival times are:

- Camping place: from 3:00 p.m. to 8:00 p.m.
- Rental accommodation: Caravan and tent: from 4:00 p.m. to 8:00 p.m.
- Checking out by hirers of rented accommodation: from 9:00 a.m. to 11:00 a.m.

7.3 Deposit: For rental accommodation, a deposit of €150 is requested from the Customer at the start of the stay. This sum will be refunded upon departure less any costs for loss, damage or breakage. If you are in default with respect to the payment of the deposit, Iris Parc is entitled to terminate the agreement with immediate effect.

The cleaning fee is used for the complete cleaning of the rental. The customer must however restore the accommodation:

- Empty the trash
- Clean and store dishes
- Clean the fore plates
- Sweep the total accommodation

The deposit will be returned after verification of these 4 points. In case of non respect of these, we will be entitled to keep 50 € on the deposit

In order to offer Customers the most pleasant stay possible, the camping site has rules and regulations. Customers are obliged to respect the rules and regulations, which are available for inspection at the reception of the camping site.

For the same above-mentioned reasons, Customers are obliged to observe the instructions of the camping site staff.

If you depart too late, an additional night may be charged at the prevailing price per night.

7.5) If your departure is outside the opening hours of the reception, you must make an appointment with our reception team. If everything is in order in the accommodation, the amount of the deposit will be returned (under maximum two weeks). After checking the rental the next day by our teams.

### 8) Liability

Iris Parc can only be held liable for errors that can be exclusively attributed to Iris Parc and that have been proven by the Customer and that have caused direct damage to the Customer. The camp accepts no responsibility in the case of theft, fire, weather conditions, etc., and in the case of events for which the Customer is liable by law.

The amount of compensation payable by Iris Parc as a result of recourse to the above-mentioned liability must in any event not exceed the amounts received on that date by Iris Parc pursuant to the agreement within the scope of which the error(s) has/have been established.

The liability of Iris Parc will in any event be limited to a maximum amount equal to the total amount of the booking unless the liability of Iris Parc can be proven.

Every Customer is responsible for the problems and damage caused by people staying with them or visiting them.

### 9) Disputes

In the case of disputes, the competent court is that in whose jurisdiction the head of office of the camping site concerned is located.

### 10) Applicable law

Every difference of opinion, claim or dispute relating to the booking of accommodation or camping place is subject to French law.

### 11) Miscellaneous

In the event that any of the above provisions are declared invalid or ineffective in any manner and for any reason, this provision will be deemed as not having been written, although this does not mean that the other provisions lose their validity.