

## General terms and booking conditions

### Reservation

Your reservation will be confirmed when we receive your completed reservation form and your calculated deposit.

After we have received your deposit we will send you a confirmation email of your booking. The booking is not transferable. Our tents are exclusively for your family use.

### Payment

Deposits can be paid in the following way:

Bank transfer to:

Banque Populaire Occitane, Mr. Hannes Erik,

Camping Base Nautique Floiras, 46140 Anglars-Juillac France.

**IBAN : FR 76 1780 7008 1001 0214 5397 821**

**BIC : C C B P F R P P T L S**

### Deposit

**Pitch booking:** € 70,00 + € 12,00 reservation fee.

The total amount less the deposit must be paid at reception on arrival.

If you leave before your departure date, you will not be reimbursed for that period.

**Lodge-tent booking:** € 200,00 per reserved week + € 12,00 reservation fee.

The total amount less the deposit must be paid 15 days before arrival.

If you leave before your departure date, you will not be reimbursed for that period.

### Cancellation

We advise you when booking your tent to take out “cancellation insurance”.

Notice of cancellation must be in writing. In most cases, we calculate your refund or charges as follows:

- 8 weeks before the reservation date - 50% of your deposit will be refunded.
- Your reservation charge is non-refundable
- Between 8 and 4 weeks before the reservation date - your deposit and reservation fee is non-refundable
- 4 weeks before the reservation date - the full amount plus the reservation fee will be charged
- With no message from your side the pitch/lodge will be held for 24 hours