

GENERAL TERMS AND CONDITIONS OF SALE

RATES :

The prices quoted for stays are not contractually binding and are subject to change without notice. The contractual price is the one fixed at the time of final booking. The price includes water, electricity, VAT, access to swimming pools, free activities and entertainment. In the case of accommodation, it also includes gas and a full inventory. The campsite reserves the right to change prices at any time. Stays will be invoiced on the basis of the rates in force on the day of booking, subject to availability. It is advisable to check the applicable rate by contacting the campsite directly.

BOOKING CONDITIONS :

Reservations are only binding on the campsite if the campsite has accepted them, and this one is entitled to accept or to refuse a reservation, depending on availability, and in general on any circumstances likely to affect the execution of the reservation. The campsite offers family-oriented holidays, in the traditional sense, and the accommodation is specially designed for this purpose. The campsite reserves the right to refuse any booking which is contrary to this principle, or which seeks to deviate from it.

LOCATIONS

A deposit of 30% of the total cost of the stay + €20 of booking fees must be paid on the day of booking. The balance must be paid on arrival at the campsite.

The reservation will be effective only after receipt of the deposit and booking fees. A booking confirmation will be sent to you.

The pitch is available from 13:00 on the day of arrival, as specified in the booking contract, until 12:00 on the day of departure, as specified as well in the same contract. A maximum of 6 people including babies are admitted on a pitch. Any additional person will be refused, like any person whose identity has not been indicated in the booking. Minors not accompanied by a parent or legal guardian will not be accepted. For insurance and logistical reasons (parking), customers and accompanying persons are not allowed anymore to stay in the campsite and its facilities once the pitch has been vacated.

RENTALS

. A deposit of 30% of the total cost of the stay + €20 booking fees must be paid on the day of booking. The balance must be paid at least 4 weeks before the arrival date. If not, we reserve the right to cancel your reservation and retain your deposit and booking fee.

. Reservations will only be confirmed upon the receipt of the deposit and the booking fees. A booking confirmation will be sent to you.

The rental is available from 3:00 p.m. on the day of arrival stipulated in the rental contract until 10:00 a.m. on the day of departure stipulated in the same contract (keys handover at the reception).

For insurance and logistical reasons (parking), customers and accompanying persons no longer have access to the campsite and its facilities once the keys have been restituted.

End-of-stay cleaning : At the tenant's expense, either by his/her own means (products are not supplied), or by paying a cleaning fee at reception, from 80€ to 100€ depending on accommodation. This service does not exempt you from returning the accommodation in a decent state : Dishes must be cleaned and tidied, and rubbish emptied.

CAPACITY:

Each accommodation is designed for a specific number of occupants. For safety and insurance reasons, it may not be occupied by more people (including children and babies). The management reserves the right to refuse you access to the accommodation if the number of people exceeds the maximum occupancy allowed. Minors who are not accompanied by their parents or legal guardians cannot be admitted.

DEPOSIT:

A deposit of €200 per accommodation or €100 for premium pitches will be required from the day of your arrival. Payment method: Credit card (amount not debited from your account) or cheque. This deposit will be cancelled after your departure. A partial or full deduction may be made in the event of damage or soiling of the accommodation. The customer accepts and authorizes the rental to be checked after departure by a receptionist, who may ask for a cleaning fee to be deducted. For pitches, a deposit of 20€ is required to cover any loss of the entry badge supplied.

OPTIONS :

Options have no contractual value and may be cancelled without notice within 24 hours.

WITHDRAWAL:

In accordance with article L.221-28 of the French Consumer Code (provision of accommodation services), no right of withdrawal applies to the customer once the reservation has been validated by internet or telephone.

CANCELLATION POLICY

Cancellation by the customer :

All cancellations must be made in writing. Cancellations made by telephone will not be accepted. Cancellations lead to a cancellation of the reservation, and the campsite reserves the right to offer the accommodation or pitch for another rental.

In all cases, deposits and booking fees will not be refunded.

Accommodation : No refund of balance if cancelled less than 1 week before arrival (25% for 2 weeks, 50% for 3 weeks and 75% for 4 weeks).

Cancellation on the part of the campsite: In the event of cancellation on the part of the campsite, except in cases of force majeure, the sums paid for the reservation will be reimbursed in full.

However, this cancellation cannot give rise to the payment of damages.

Shortened or delayed stay: In the event of delayed arrival or if you decide to shorten your stay (departure before the date specified on the reservation), no amount will be refunded.

Free services cannot be refunded or reduced in the event of temporary or permanent unavailability.

SECURITY - INSURANCE: Cancellation insurance can be taken out for pitches and rentals. The specific conditions of this insurance can be consulted on the campez-couvert.fr website.

Caravanning campers are responsible for taking out insurance cover for their caravan, tent, equipment and civil liability. The management declines all responsibility in the event of theft, loss or damage due to bad weather or accidents occurring inside the campsite.

IMAGE RIGHTS: By accepting the present General Terms and Conditions of Sale, the customer expressly authorizes the campsite, free of charge, to photograph or film him/her during his/her stay and to use the photos, videos or sounds in any way. This authorization also applies to all persons staying with the customer. It is intended for the national and international promotion of the campsite on its websites, brochures, Facebook, Instagram, commercial presentations or in tourist guides.

PARTNERS: The customer expressly acknowledges that the campsite may not be held liable for any false information communicated by its partners or by any third party in the partner's brochure or website, in particular presentation photos, descriptions, activities, leisure activities, services and operating dates.

CAMPSITE WEBSITE: All photos and text used on the campsite website are non-contractual. They are for information purposes only. For example, the layout and characteristics of the rooms in the rental units may vary from one model to another.

COMPLAINTS: All complaints concerning the conditions of your stay must be made to the campsite management on site, to enable them to find an immediate solution. Failing this, the stay will, by express agreement, be deemed to have taken place under satisfactory conditions. In the event of a dispute, and after having referred the matter to the professional's customer service department, any customer may refer the matter to a consumer ombudsman, within a maximum period of one year from the date of the written complaint, by registered letter to the professional. The contact details of the mediator who may be contacted by the customer are as follows:

Le Centre de la Médiation de la Consommation de Conciliateurs de Justice.

49 Rue de Ponthieu, 75008 Paris

+33 1 89 47 00 14

GOVERNING LAW

These terms and conditions are governed by French law, and any dispute arising from their application shall be referred to the Tribunal de Grande Instance or the Tribunal de Commerce of BESANCON. The French version of the sales conditions is authoritative.

YOUR RESERVATION IMPLIES ACCEPTANCE OF THE GENERAL TERMS AND CONDITIONS OF SALE AS WELL AS THE INTERNAL RULES AND REGULATIONS. THE MANAGEMENT RESERVES THE RIGHT TO EXPEL, WITHOUT NOTICE OR REIMBURSEMENT, ANY PERSON WHO FAILS TO COMPLY WITH THE HOUSE RULES OR WHO PROVIDES FALSE INFORMATION CONCERNING THE OCCUPANTS OF THE RENTAL UNIT. INFORMATION CONCERNING THE OCCUPANTS OF THE ACCOMMODATION OR PITCH.

