



GENERAL CONDITIONS OF SALE

Reservations :

The rented accommodation contract is in your name, strictly personal, and cannot be transferred. Your booking is to be considered as firm from the receipt of your reservation contract, filled in and signed, accompanied by a deposit of 30% of the cost of your stay and the cancellation insurance if you have opted for it. The cancellation insurance is payable by you and cannot be refunded. For the rented accommodation, the balance of your stay is payable one month before your arrival date (or your stay will be cancelled, and your deposit lost). The 'Tourist tax' and eco participation are additional will be paid the day of arrival.

For a pitch reservation, the balance of your stay is payable on your day of arrival. Payment for the booking can be made in cash, a bank card (Bank card, Visa, MasterCard). Any booking made less than 30 days before the arrival date must be paid in full.

Reservation of camping/caravanning pitches :

Arrivals are from 2 PM, and you must leave before midday. Reception is open from 2 PM to 8 PM. The package includes : your installation, two persons, water, your vehicle and access to infrastructure, events and the aquatic area. The connected charges (extra persons, electricity, pets, the 'Tourist tax' and eco participation are additional. After your arrival, your stay can be extended, depending on availability. The maximum number of persons per emplacement is six. Only one vehicle per emplacement is permitted. Double axle caravans are not accepted. All stays must be paid for at the latest on arrival.

Rented accommodation :

The accommodation is available from 3 PM and must be vacated by 10 AM on departure day. It is strictly forbidden to smoke in the rented accommodation. Vaccinated pets are authorised in the accommodation (with the exception of dogs of category 1 and 2). On your arrival we require : a deposit of 250 euros for any possible degradations, and a deposit of 70 euros to guarantee perfect cleanliness on your departure. These deposits can be either in cash or by a bank loan. You must leave the rented accommodation in a condition of impeccable cleanliness. The deposit will be returned at the end of the stay. For any departure outside office hours, the deposits will be sent back by post. Only one vehicle is allowed per pitch. Sheets are not supplied in the rented accommodation.

Cancellation conditions (only by recorded delivery letter) if no cancellation insurance :

For the rented accommodation (postmark date) :

- Up to 90 days before arrival date: deposit reimbursed deducted 16 € administration fee
- From 90 to 30 days before arrival date: deposit not reimbursed
- From 30 days to 0 day and no arrival: 100% of the total booking not reimbursed

For the camping/caravanning pitches (postmark date) :

- Up to 30 days before arrival date: deposit reimbursed deducted 16 € administration fee
- Less than 30 days before arrival date: deposit not reimbursed

In all cases, no reimbursement will be made for an early departure or an unjustified late arrival for whatever reason.

Cancellation insurance :

We advise you to take the cancellation insurance when you do your reservation (conditions can be downloaded on www.campez-couvert.com).

Minors :

Minors, unaccompanied by an adult, will not be accepted.

We remind you that children are to be looked after by their parents or other adults who are responsible for them.

Animals :

Animals are accepted in the campsite (only one per pitch), except for dogs of category 1 and 2 at the cost of an extra charge of 3 € per night (5 € in July and August). Dogs must be kept on the lead inside the campsite boundaries. We urge you to respect the hygiene and general cleanliness in the campsite. Their health book must be presented upon arrival. The anti-rabies vaccination is compulsory. Animals must not be left alone in the rented accommodation. A cleaning/disinfection package may be charged if the accommodation is not left in an impeccable state.

Mediation :

In accordance with Article L. 612-1 of the French Consumer Code, within one year of its written complaint, the consumer, subject to Article L.152-2 of the French Consumer Code, has the right to submit a request for amicable resolution by mediation, with SAS Mediation Solution
222 chemin de la bergerie 01800 Saint Jean de Niost
site: <https://www.sasmediationsolution-conso.fr>,
email: contact@sasmediationsolution-conso.fr

Extracts of the campsite rules :

You must have a third party insurance cover during your stay.

The speed limit through the campsite is strictly limited to 10 kms/h and traffic is forbidden between 11 PM and 7 AM.

Silence must be total from 11 PM onwards.

Barbecues (except for electrical or gas ones) are forbidden outside the area provided to this effect.

Bathing shorts are forbidden in the swimming pool.

It's forbidden to charge an electric car in the campsite.

Visitors :

For security measures, any visitor not residing in the campsite must report to reception in order to be authorized to enter the campsite. He or she will leave his or her vehicle on the campsite external carpark (**anybody who has not reported to reception will be permanently excluded from the campsite**). He or she will then be under the responsibility of the camper who is his/her host and will not have access to the aquatic area.