

GENERAL SALES CONDITIONS

- 1- Accommodations: arrival from 3.00 pm in July/August and 2.00 pm in low season. Check out time between 08.00 am and 10.00 am in July/August and between 08.00 am and 11.00 am in low season (on appointment and according to the check-out schedule). Reservations are held until 12 noon the day after the day of arrival.
- 2- Pitches: from 12.00 am to 12.00 am day of departure. Reservations are held until 12 noon the day after the day of arrival.
- 3- Any additional Equipment (ex.tent) next to the accommodation is strictly forbidden.
- 4- Accommodation: supplied dishes, free bed sheets for any stay \geq than 3 nights. (excluding special offers and agency booking) (to be confirmed according to the health situation at the time of the stay).
- 5- Our price list includes the animation (in July, August, if the health situation permits), electricity, gas (in the accommodations), water, the access to the swimming pool and to all the infrastructures of the campsite.
- 6- A special offer is never retroactive and cannot be combined with other discounts, they can have specific general sales conditions.
- 7- Dogs and cats: 2 max. (Except dangerous categories), kept on lead, never alone in the accommodation and always under the supervision of their owners. If your animal causes damage you are completely responsible and you'll have to pay the injury.

Deposit and payment

- 8- A 400€ deposit as guarantee is asked (cash, check, credit card) on arrival for any accommodation and restored at departure after the check out of the accommodation (not valid for pitches).
 - 9- At departure, the accommodation must be perfectly clean, inventory verified, any broken or damaged object indicated to the reception. If the Manager considers it necessary, a cleaning fee of 80 € will be charged. This cleaning package can also be booked as an extra.
 - 10- Tourist tax in supplement: 0,46€ p/day and p/person \geq 18 years old (submitted to municipal by-law)
 - 11- All bookings are subject to a booking fee (5€ minimum).
 - 12- The reservation will be confirmed (by email or mail) by the campsite only after the payment of the deposit, 30 % of the total sum of the stay (10 € minimum), with the booking contract duly filled and signed.
- Payment of the balance:** - accommodation and pitch: 20 days before arrival

Cancellation and No-show

- 12- The accommodation is strictly personal and can't be sublet without the campsite's Manager Agreement
- 13- **Cancellation of your Accommodation or pitch:**
 - From the booking day to D-20: **30 % of the total amount of the stay**
 - From D-19 to D day or in case of no show: **100 % of the total amount of the stay**

In every case and whatever is the date of cancellation, the amount of your insurance (if signed) is kept by the campsite. We invite you to sign a cancellation or interruption insurance of stay when booking. This one will allow you to obtain the total or partial refund of your stay, according to the conditions planned in the insurance contract. Insurance is independent from the campsite (www.campez-couvert.com)

- 14- In case of cancellation because of a campsite decision, except in case of "force majeure", the stay will be totally paid off.
- 15- Any interrupted stay of your fact, cannot give rise to a refund of the campsite.
- 16- When a payment is made, deposit or balance, **even without any signed contract**, the campsite will consider general terms of sales, read and accepted by the customer.

In case of conflict related to our service you can seize a mediator: "After entering the commercial service and failing a satisfactory answer within one month, the customer can contact the Ombudsman for Tourism and Travel, whose contact details and referral procedures are available on its website: www.mtv.travel. "