

General terms and conditions

Prices include :

- For pitches : the rental of the pitch, one parking spot, and the price of the chosen package (A or B). - For rentals : the rental of the chosen accommodation, one parking spot, water, gas and electricity. - Access to the aquatic park, sauna, Jacuzzi, multi-sport terrain, playground, free-entrance parties.

Prices do not include : - administrative costs - tourist tax (..... e per night per person over 18 years) - the optional cancellation insurance - extras (animals, visitors, additional vehicles, Wi-Fi, etc.) - fee-paying parties

Booking and payment

For rentals

Rentals are confirmed only after cashing the down-payment of 25% of the total amount of: the rental, plus the administrative costs non refundable. You must settle the outstanding balance within 30 days before the planned arrival date to the campsite, without which the booking will be regarded as cancelled, and the down-payment not refunded. Bookings done during the same month of the beginning of the rental must be included in the payment of the total amount. You must notify us of any late arrivals: bookings will be cancelled 24 hours after the planned arrival date.

For pitches

Bookings for pitches are confirmed only after cashing the downpayment of 50% of the total amount of: the stay, plus the administrative costs (non refundable). You must settle the outstanding balance within 30 days before the planned arrival date to the campsite. You must notify us of any late arrivals: bookings will be cancelled 24 hours after the planned arrival date.

Cancellation

Cancellations received more than 30 days before the planned arrival date entitle you to the refund of 75% of the rental costs. Cancellations received less than 30 days before the planned arrival date do not entitle you to any refunds. Preemptive departures or delayed arrivals do not entitle you to any refunds.

Optional cancellation insurance

We strongly recommend that you take out insurance to benefit from the reimbursement of living expenses (according to the general conditions of the insurance). This insurance is optional and represents 4,5% of the amount of the stay. The general cancellation conditions are available on request or can be viewed online on the campsite's cancellation insurance website. (Campez Couvert SARL Gritchen Tolède & Associés 27 rue Charles Durand-CS70139 - 18021 Bourges Cedex France) Without cancellation insurance, no refund will be given in case of cancellation of the stay or in case of no show and the entire stay will remain due.

Guarantee deposit for rentals

300 € + 60 € for each rental. They must be paid upon arrival, by check, credit card, or cash. Equipment inventories are carried out for each accommodation, on arrival and departure. Upon arrival, tenants are required to check any defects, and notify management (at the reception's office) before 12:00 (pm) the next day. On departure, if cleaning wasn't made properly, the manager will keep 60 e of the guarantee deposit. If any degradation is observed (dishes, furniture, beds, etc.), 300 e of the guarantee deposit will be held back until the payments of the potential damages are settled. If the rental is left in perfect condition (as it was upon arrival), deposits will be sent back by post/ mail within 8 days after departure. Check-out take place between 08 :00 (am) and 10 :00 (am).

Deposit location for tent or caravan

A deposit of 150 € will be required on the 1st day of the stay, it will be returned at the latest by mail within eight days following the end of the stay. It will be kept in case of noncompliance of personnel and rules and regulations.

Additional information

Rentals or pitches are for the personal use of the registered name. You are not allowed to sublease or cede to a third party. Small animals are allowed only under supervision and kept on a lead/leash. First and second class dogs are not allowed inside the campsite. Vaccination record has to be shown upon arrival to the campsite, or you will be denied entrance to the campsite, without any refund. Every individual staying in the campsite must comply to the campsite's rules and regulations. Failure to comply with the terms may result in the eviction of the concerned individual(s), backed by police force if needed, without any refund. We reserve the rights to adjust the prices in case of a tourist tax or VAT change. During your stay at the campsite, you may be photographed or videotaped, and may appear in our next advertisements. If you do not wish so, you must inform us by registered letter before your arrival. Prices are inclusive of all taxes. The VAT included in the prices is the one in effect at the moment they were defined.

You fully accept to pay the difference if there is any increase in the VAT rate between the establishment of prices and the billing.

Customer dispute mediation

In accordance with legal provisions of the French Consumer Code regarding “the procedure of mediation for consumer disputes”, the client has the right to freely resort to a mediation service provided by SARL le California. The provided consumer rights ombudsman is CM2C The Consumer Mediation Center of Justice Conciliators 14 rue Saint Jean – 75017

