

Booking terms and conditions 2019

Pitches:

Basic package includes: the pitch for the tent, caravan or camper van and one vehicle, one or two persons, the access to the sanitary block and reception facilities. The number of persons present must not be superior to 8 persons by pitch (see prices).

Accommodation:

Our accommodations are fully equipped. Basic package includes the number of persons depending on the type of accommodations and must not be superior.

How to book:

The booking form must specify every surname, first name and birth dates of every guests. You need to sign the form and send it to us together with a deposit of 30% of the total price of the stay + the registration fee (12€ for stays from 01/07/19 to 31/08/19) + optional insurance fee.

After receipt of the form duly filled and signed, together with the deposit, we will send you a detailed confirmation of your stay. In the event that we can not meet your request, we would send you back your deposit.

Any special particular choice must be asked in writing. We deal with the bookings in order of arrival and any specific pitch demand will be provided as far as possible.

Payment of the stay:

Bank card, transfer payment and cash.

Pitch: the balance of the entire stay remaining is due the day of your arrival.

Accommodation: the balance of the entire stay remaining is due 30 days prior to the scheduled date of arrival. For bookings made less than 30 days prior to the scheduled date of arrival, a full payment of the stay must be made when booking.

All late payment or default in payment, the stay will be considered null and void and no reimbursement will be made on previous deposits.

Arrival:

Upon arrival we will check your ID and will keep a copy.

Pitches will be available as of 2 p.m. Accommodations will be available as of 4 p.m.

You must inform us by phone for any arrival after the closing of the reception desk (7 p.m. during low season; 7.30 p.m. in July and August)

Renting conditions and deposit for accommodations:

The number of persons present must not be superior to the number written on the "prices" brochure. Tents or igloos placed on the accommodation site will need to be allowed by us and will be subject to invoice (see prices).

Only one vehicle is included a second can be accepted on the accommodation site (see prices) or will stay on car parks provided for this purpose.

Upon arrival, you will receive the list of all the items present in the accommodation. You must check the list yourself and point any problem out to the reception desk before the day after. In case of breakage during your stay, come and inform the reception desk to have a replacement - do not replace it yourself.

On the day of the arrival, we request 2 deposits:

- first one: 250€ to cover material damage or loss

- second one: 50€ to guarantee the cleaning before departure

The deposit will be returned at the end of your stay or send back to you, after deducting the possible costs for refurbishing and/or replace breakage or loss. The 75€ will be kept if the accommodation was not cleaned before your departure.

The accommodation will have to be vacated on departure day before 10 a.m. You must do the cleaning yourself or book it in advance for us to do it for you (see prices) A vacuum cleaner is available at the reception desk. By appointment (booked by you at reception desk the day before), we will check the accommodation, in your presence, for departure from 8 a.m. in July and August, or 8.30 a.m. (in low season) and before 10 a.m.

SMOKING AND VAPING IS PROHIBITED INSIDE ACCOMMODATIONS.

Animals:

Animals are permitted (see prices) only if registered, identified and leashed; if it does not jeopardise other residents serenity and security; if it respects basic rules of hygiene and the integrity of the facilities. You must have proof of vaccination with rabies vaccine and earmark or microchip.

Your animals can not stay alone inside the accommodation. You need to take their bedding materials (cushion, blankets...) to protect duvets, blankets, couch and beds that can not be used by animals.

Cancellation of the stay:

Terms: Canceling the booking must be confirmed in writing, letter or e-mail, all with acknowledgment of receipt.

IMPORTANT: The cancellation date taken into account to calculate reimbursement, from x to 30 days or less than 30 days, will be the date on which we (the campsite) will have signed the receipt (and not the date from the post office).

No matter the reasons for backing out, registration fees will not be reimbursed.

- X to 30 days: reimbursement of the deposit minus the registration fees.

- less than 30 days: all the deposits are kept by the campsite.

Delayed arrival or no-show:

After 24 hours without hearing from you (confirmed in writing), your pitch or accommodation will not be at your disposal anymore and without any reimbursement of any deposit. In case of delayed arrival, the services not performed will not give rise to reimbursement, nor any reduction.

Early departure:

In case of early departure decided by the customer, the services not performed will not give rise to reimbursement, nor any reduction.

Cancellation guarantee:

We invite you to take out a cancellation guarantee when booking. This will allow you to obtain partial or total reimbursement of your stay, according to the conditions specified in the insurance contract. (Available on the website www.campeze-couvert.com)

The cancellation guarantee is optional and is added to the total price of your stay. The price of the guarantee amount to 4% of the total price of the stay. You need to subscribe to it at booking and pay for it with the first deposit.

- **Cancellation with cancellation guarantee:** In accordance with the terms described above:

- X to 30 days : reimbursement of the deposit minus the registration and insurance fees.

- less than 30 days : reimbursement of the deposit minus the registration and insurance fees and a franchise fee of 50€.

- **Cancellation without guarantee:** Less than 30 days prior to the scheduled date of arrival, the balance of the entire stay will not be reimbursed.

In accordance with the terms described above:

Insurance:

It is up to the customer to insure oneself. The campsite accepts no responsibility in case of theft, fire, bad weather... and in case of incident falling within the civil liability of the customer. The customer releases the campsite of any liability in the event of branch falls, bad weather, natural disasters, burglary, broken glass...

The parents have to watch their children, they must not be unattended.

Consumer mediation :

In accordance with the provisions of Article L 612-1 of the French Consumer Code, every customer of the campsite has the right to use of a consumer mediator for the amicable resolution of a dispute between him and the campsite.

In case of dispute and having entered the customer service of the establishment, any customer of the campsite has the opportunity to seize a consumer mediator, within a maximum of one year from the date of the written complaint, by registered letter with acknowledgment of receipt, to the campsite. The contact details of the mediator that may be entered by the customer are as follows:

Medicys, 73 Boulevard de Clichy, 75 009 PARIS, 01 49 70 15 93, contact@medicys.fr

In accordance with the law "Informatique et libertés", you can exercise your right of access to your data and have them rectify by sending us an email to contact@camping-auboisduce.com

In accordance with Article L.223-2 of the French Consumer Code, you have the possibility to register on the list of opposition to canvassing on www.bloctel.gouv.fr

Taxes and services are applicable. It has no contractual value and can be modified without advance notice within legal and regulatory limits when tax (local, regional or national) or VAT variations happen, between the date of the booking and the date of payment of the balance of the price.

Brochure: the paper brochure and the website of the campsite should be considered as a preliminary offer within the meaning of articles 96 and 97 of the June 15th 1994 decree. It shall be valid for stay between April and September 2018.

However, the campsite reserves the right to modify the range of services offered under the conditions laid down in article 97 of the June 15th 1994 decree.

We also remind you that all the pictures and plan are not binding, we give them as an example.