Booking conditions 2027

Camping Au Bois Du Cé, CHAMBRETAUD, 85500 CHANVERRIE

SIRET : 447 826 132 00014

Pitch:
The basic package includes the pitch for the tent and/or caravan and a vehicle; or the camper van; one or two people and access to the toilets and reception facilities. The number of tenants cannot be more than 6 people per pitch (see prices). The number of motorized vehicles on the site cannot be greater than 1 (except motorcycle/scooter and car on trailer).

Location:
Our accommodations are fully equipped. The basic package including the number of people varies according to the type of accommodation. The number of tenants cannot be greater than the number of people provided for in the accommodation description.

Rates:
Rates are dynamic and may change as the season progresses. Camping Au Bois du Cé cannot be held responsible for any difference in cost between two stays booked for the same period.

Proximity option 20€/stay:
This option allows you to be placed near another stay, within the limits of the existing layout of the campsite and a maximum of 50 meters; and subject to possibility/availability (if this option cannot be applied to your stay, the amount paid for this option will be refunded to you). It will be up to you to indicate the name and first name of the reservation(s) concerned (subject to a reservation in the name indicated who has also subscribed to the proximity option).

How to book:
The booking form MUST include all the names, first names and dates of birth of the participants. It must be returned signed and accompanied by a deposit of 30% of the total amount of the stay + administration fees (€15 for stays from 03/07/27 to 28/08/27 in rental and camping); or for rental stays of less than 3 nights from 27/03/27 to 02/07/27 and from 29/08/27 to 07/11/27) + optional insurance. The dates stated correspond to the day of arrival.
On receipt of your completed, signed booking form accompanied by your deposit, we will send you a detailed confirmation of your stay. In the event that we are unable to meet your request, we will return your deposit.
Any special request must be made in writing. Reservations are processed on a first come, first served basis, and any specific requested space will only be provided where possible and billed using the proximity per space option.

Payment of the stay:
Bank cards, French bank checks, bank transfer and cash.
Pitch: the balance must be paid on the day of arrival by bank card or cash (bank checks will not be accepted upon arrival).
Location: the balance must be paid no later than 30 days before the first day of rental. For reservations made less than 30 days before the arrival date, full payment must be made at the time of booking.
In the event of late payment or non-payment, the reservation will be considered cancelled and payments already made will not be refunded.

Arrival:
An identity document will be requested upon arrival, only a copy will be kept.
Arrival from 2 p.m. for camping pitches. Arrival from 4 p.m. for rental accommodation. Any arrival after the reception office closes (times can be found on the campsite website) must be reported in advance by telephone in order to be assured.

Conditions and deposits for rentals:
The number of tenants cannot be greater than the number indicated for each accommodation. Tents or igloos installed on rental pitches will be subject to authorization and will be invoiced. Only one vehicle is included, a second can be parked on the pitch (see prices), or will be parked in the car park at the entrance to the campsite.
You will find in the rental, upon your arrival, a detailed inventory sheet. It will be your responsibility to check it yourself and report any anomaly to reception before the following evening. In the event of breakage during your stay, please report it and pay for it at reception for replacement - do not ensure the mismatched repurchase yourself, this will be re-invoiced to you.
A security deposit of €420 will be required upon arrival (via credit card pre-authorization):
This deposit will be returned at the end of your stay, minus any costs for restoring the premises and/or the value of missing or damaged equipment. A cleaning fee of €90 or €120 (depending on the accommodation type) will be charged if the rental unit has not been cleaned prior to your departure (Cleaning fee covers up to 1.5 hours of cleaning by our team; additional time is billed at €25 per 30 minutes).
***€90: Epicéa, Sapin, Saule, Erable, Acacia**
***€120: Hêtre, Orme, Charme, Chêne, Mélèze**
Departure must be before 10am. Cleaning must be done by you or booked in advance (a vacuum cleaner is available upon request from reception). Upon your departure, a check will be carried out.

SMOKING OR VAPING IS PROHIBITED INSIDE THE RENTAL ACCOMMODATIONS.

Animals:
Animals are allowed (see prices) provided that they have been declared, are identified, kept on a leash, do not disturb the peace and safety of other residents, respect the basic rules of hygiene and the integrity of the facilities. Your pet's vaccination record with anti-rabies vaccine and tattoo or chip is mandatory.
Your animals must not be left alone in the rental. Provide their bedding (cushion, blanket, etc.) to protect the duvets, blankets, sofas and beds that are forbidden to them.

Cancellation of stay:
According to article L. 121-20-4 - 2° of the Consumer Code, the right of withdrawal is not applicable to accommodation, transport, catering and leisure services provided on a specific date or at a specific frequency.

Cancellation of a reservation must always be confirmed in writing (letter or e-mail) and accompanied by a telephone message. Only the date of receipt of the letter will be used to calculate x to 30 days before the scheduled arrival date or less than 30 days before the scheduled arrival date (in no case will the postmark be used as the cancellation date).
Whatever the reason for the cancellation, a cancellation fee of €20 and the amount of the optional cancellation insurance will be retained and will not be reimbursed by the campsite.
In accordance with the cancellation terms mentioned above:
- X to 30 days: refund of the deposit less €20 cancellation fees and the amount of optional insurance.
- less than 30 days: the entire payment(s) is retained by the campsite.

Delay or non-occupation:
After a period of 24 hours without news from you (confirmed in writing), we will take back the disposal of your pitch or rental without refunding the amounts paid. In the event of late arrival, the reserved period will be billed without deduction or refund.

Early departure:
In the event of early departure by the tenant on reservation of a pitch or rental, no refund will be made whatever the reason.

Cancellation insurance:
To obtain possible compensation, we invite you to take out cancellation or interruption of stay insurance when booking. This will allow you to obtain a partial or total refund of your stay, according to the conditions provided for in the insurance contract (available on the website www.campez-couvert.com or on request at the campsite)
Cancellation insurance is optional and is added to the price of the stay. It amounts to 4% of the total amount of your stay. It must be taken out at the time of booking and paid with the first deposit.

Insurance and responsibility:
It is the customer's responsibility to ensure this. The campsite declines all liability in the event of theft, fire, bad weather, etc. and in the event of incidents falling under the customer's civil liability. The customer releases the campsite from liability in the event of damage due to falling branches, bad weather, natural disasters, or in the event of burglary, broken glass, etc.
Children are under the supervision of their parents and must not be left unsupervised under any circumstances.

Consumer mediation:
In accordance with the provisions of Article L 612-1 of the Consumer Code, any customer of the campsite has the right to use a consumer mediator free of charge with a view to the amicable resolution of a dispute that may oppose them to the operator of the campsite.
In the event of a dispute and after having contacted the establishment's customer service, any customer of the campsite has the possibility of contacting a consumer mediator, within a maximum period of one year from the date of the written complaint, by registered letter with acknowledgment of receipt, to the operator. The contact details of the mediator who may be contacted 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 "data protection" law, you can exercise your right to access data concerning you and have it rectified by sending us an email to contact@camping-auboisduce.com
In accordance with Article L.223-2 of the Consumer Code, you have the possibility to register on the telephone canvassing opposition list on www.bloctel.gouv.fr

Taxes and services are applicable. They have no contractual value and may be modified without notice within the legal and regulatory limits when, between the reservation date and the balance payment date, there are variations in taxes (municipal, departmental or national) or VAT rates.

Brochure: the paper brochure and the campsite website constitute the preliminary offer within the meaning of articles 96 and 97 of the decree of June 15, 1994. It is valid for a stay between April and November 2027. However, the campsite reserves the right to modify the services offered under the conditions provided for in article 97 of the decree of June 15, 1994. Furthermore, we remind you that the photos and plans are not contractual, but given as an example.