



Saint Christophe, 4-2-2018

General conditions campsite and accommodation rentals

1. Reservation

- After receipt of your application for reservation you will receive in a few days our acknowledgement by e-mail or by mail. This acknowledgement/agreement is also the invoice.
- In the agreement we will give you all payment details.
- After we have received the deposit your reservation is confirmed.
- It is understood that you automatically accept the general conditions and all confirmation details of the reservation/agreement when you make the booking and payment for your holiday.

2. Arrival and departure

Accommodation:

- The accommodation is available to you from 15:00 to 22:00 on your arrival day. The gîtes must be vacated before 10:00 at the end of your stay.
- If you arrive later or depart earlier, for whatever reason, there will be no refund.
- If there are actually fewer people in the gîte than reserved for, the rent will not be reduced.
- If you don't notify us of any delay, we will keep your accommodation available for you until noon the next day. After this time your reservation is no longer valid.

Campsite :

- The campsite pitch is available for you from 13:00 to 22:00 on your arrival day. You must leave the campsite on your departure day before noon.
- If you arrive on a later date, you will be billed for the length of the original booking, unless you give us notice 7 days in advance.
- In case of delays we will keep your campsite pitch available for you until noon the next day. After this time your reservation is no longer valid.
- Should you leave earlier than planned, you will only be billed for actual occupancy.

3. Payment

Accommodation:

- The deposit for each reservation is 30% of the total amount of the invoice and has to be in our possession within 14 days after you receive the invoice. Reservations cannot be held longer without the deposit paid.
- The balance of the invoice must be paid not later than 8 weeks before the start of the rental period.
- In case of reservations within 8 weeks before the start of the rental period the total amount has to be paid immediately after receipt of the invoice. The total amount has to be paid before the gîte can be occupied.

Campsite :

- The deposit for each reservation is 30% of the total amount of the invoice and has to be in our possession within 14 days after receipt of the invoice. Reservations cannot be held longer without the deposit paid.
- The balance of the invoice may be paid in advance, but you may also pay this on arrival in cash (we do not accept bank or credit cards).

4. *Deposit and damage*

Accommodation:

- On arrival we ask you to pay in cash a damage deposit for the accommodation. The deposit will be repaid on the day of your departure, after deduction of any defects.

Camping : not applicable.

5. *Cancellation*

Any cancellation must be done in writing and has to be signed by the person who made the reservation.

Accommodation cancellation fees :

- When a cancellation is made more than 8 weeks prior to the start of the rental period, you will be liable to pay 15% of the total amount of the invoice.
- When a cancellation is made between 8 and 4 weeks prior to the start of the rental period, you will be liable to pay 50% of the total amount of the invoice.
- When a cancellation is made 4 weeks or less prior to the start of the rental period, you will be liable to pay 100% of the total amount of the invoice.

Campsite cancellation fees:

- When a cancellation is made more than 8 weeks prior to the start of the rental period, we will only charge you € 10,- administration fees.
- When a cancellation is made between 8 and 4 weeks prior to the start of the rental period, you will be liable to pay 15% of the total amount of the invoice.
- When a cancellation is made 4 weeks or less prior to the start of the rental period, you will be liable to pay 30% of the total amount of the invoice.

6. *Cleaning*

Accommodation:

- We ask you to take care of the property as if it were your own home. If the property is not left in the condition in which it was found, we will charge you for cleaning. In any event, we ask you to leave the accommodation clean and tidy, as noted inside the accommodation.

Campsite:

- We ask you to look after your campsite pitch and leave it tidy, particularly cleaning up all tent pegs. We have special receptacles for the emptying of camping-toilets (biodegradable products only, no chemical products are allowed!).

7. *Linen*

Accommodation:

- Bed linen is for rent. If you bring your own bed linen, you will need a duvet cover, fitted sheet and a pillow slip. A towel set can also be rented.

8. *Tourist tax*

The council for the Communauté du Confolentais voted for the introduction of a Tourist Tax from 2007 onwards. We are obliged to bill you with this tax and repay the amount to the treasury. Prices are posted in the information room.

9. *Domestic animals*

Domestic animals are allowed by prior agreement (vaccinated, treated for fleas). On the premises they must be kept on the leash. In the accommodations please make sure to bring your animal's bench/basket/carpet with you. Animals are not allowed to lie on the beds or other furniture.

10. *Maximum number of persons*

Accommodation:

- The maximum number of persons of the reservation may not be exceeded, unless explicitly agreed with us. This may involve extra costs.

Campsite:

- One family (parents with children) on a campsite pitch. Exceptions only after agreement.

11. Energy and water

We ask you to be energy and water conscious.

Accommodation:

- All prices include hot water and electricity. Electricity for heating purposes will be charged extra. As is wood for the wood fire.

Campsite:

- The costs of water and electricity are in the day tariff. Electricity for heating purposes will be charged extra. The use of air-conditioning is not allowed.

12. Restaurant

Breakfast and evening meals are available by prior reservation. Please check the possibilities in advance with us. The restaurant is for use of our campsite and accommodation guests only.

13. Claims

- A liability insurance and travel insurance are your own responsibility. We encourage you to also take out a cancellation insurance and an insurance to cover unexpected costs on your vehicle, tent, camper or caravan.
- The costs of loss of our belongings, damage to vegetation, damage to fences, installations on site, all equipment, toys, rental accommodations, the inventory of rental accommodations are for the causer. For any damage, deterioration or loss the perpetrator pays us compensation. During your stay you are responsible for the accommodation, campsite and all that goes with it.
- The cost of damage caused by your children and/or pets are compensated by you.
- Despite the meticulous composition of our offer, we accept no liability for inconveniences emanating from interim changes of situations beyond our control and without our knowledge, and for obvious errors on our website, in our brochure or on the price list.
- When arranging the pitches we take the utmost account of your wishes. If your pitch is not satisfactory, we will do our best to find a solution, but this will in no event include a discount.
- Use of swimming pool, playground, games, equipment, materials, equipment, bunk beds, bicycles, etc. is your own responsibility.
- We assume no liability or responsibility for loss, theft, damage and inconveniences in whatever form and by any cause whatsoever for you or your co-residents, who are in the rental accommodation, campsite or in another building at Camping & Gîtes En Campagne.

14. Privacy statement

Only the information (name and address) which you have voluntarily provided when you made the reservation is collected and stored. We do not sell, lend lease or hire our client lists or any related information to third parties. Customer data can be viewed, modified and deleted on request.

15. General rules

We draw your attention to the general rules (règlement intérieur) of Camping & Gîtes En Campagne. All persons on the premises must respect these rules.

16. Applicable laws and disputes

To the agreement between you and Camping & Gîtes En Campagne French law applies. This document is a translation of the original French Conditions Générales and is provided for information purposes only. In the event of any discrepancy between this version and the original, only the French version shall prevail.