

## GENERALS TERMS AND CONDITIONS

The campsite accepts the accommodation and campsite pitch bookings to guarantee a place at the arrival. But, the bookings are under conditions:

All booking forms have to be sent with a deposit.

The booking shall only become effective through our agreement, and after receiving the booking form duly filled in, dated and signed with the deposit \*. For our agreement, we send you back the booking form with our signature.

\* The deposit is: 30% of the total amount + 26 € of booking charge (July and August) non refundable for mobile home, chalet booking or 70 € + 26 € of booking charge (July and August) non-refundable for campsite pitch booking.

The rest of the balance and the municipal tourist tax shall be paid 30 days before your arrival for accommodation booking and the arrival day for campsite pitch booking.

**BE CAREFUL:** After this deadline, if we still haven't received your payment, we will cancel your booking and all the deposit will be kept by the campsite.

**Mobile home, chalet:** The rental shall be available as from the arrival day prescribed by the lease agreement (from 4.00 p.m. to 7.30 p.m.) until the departure day prescribed by the same agreement (between 8.00 a.m. to midday with appointment in accordance with scheduling availabilities)

**Campsite pitch:** The rental shall be available as from the arrival day prescribed by the lease agreement (from 2.00 p.m. to 7.30 p.m.) until the departure day prescribed by the same agreement (before midday).

If you book less than 30 days before your arrival, you have to pay the total amount of your stay.

Any and all bookings shall be for named persons and may under no circumstances be sublet or transferred.

Any and all changes in the persons' numbers shall be indicated to our reception service as soon as possible because it could change the total amount of your stay. Any and all change on your booking form has to be indicated at our reception service and will be possible after campsite agreement.

The person's number indicated on each accommodation is the maximum number that you can be on the pitch (baby and child included).

In case of false information notified on the booking form, it will cancel it and all the payments will be kept by the campsite.

All people have to present at the reception desk, at his arrival, to do all the formalities. The keys of the accommodation will hand in.

### DELAYED OR SHORTENED STAY:

In the absence of message from the client about his/her delayed arrival, the campsite pitch shall become available 24 hours subsequent to the arrival date and all the payments will be kept by the campsite.

No refund or discount possible in case of delayed or shortened stay.

### DEPOSIT:

Mobile home, chalet: 250 € in case of damages in the accommodation and 80 € for the cleaning (cash or credit card numbers only MasterCard or Visa card). They are given back at your departure after your check out if no damages found and cleaning well done. You have to leave your accommodation as you found it at your arrival. At your check in, you shall check the inventory list of your accommodation and shall notify all anomalies.

Campsite pitch: 50 € will be asked at your arrival. We'll get back it to you if no damages done during your stay, at your departure (during the opening hours of the reception).

### CANCELLATION:

No refund possible for any and all cancellation of your stay. All the payments will be kept by the campsite if you cancel before your arrival or during your stay.

**For the campsite access, you have to wear the campsite bracelet. (July and August)**

### CANCELLATION GUARANTEE:

The cancellation guarantee is optional: 19 € per week for accommodation rental or 2.00 € per day for campsite pitch rental.

The cancellation guarantee amount has to be paid at the booking.

We advise you to take the cancellation guarantee because you will be covered in the event of cancellation or break stay.

Under their following events:

- Serious disease or accident or death of your wife/husband or you, your children, your father or mother, your son-in-law or your daughter-in-law,
- Death of your brother or sister, brother-in-law or sister-in-law.
- Serious material damages of your own property which need your presence.
- Economic dismissal
- Total accident or theft of your car or caravan became on the journey to come to the campsite.

You will get refund (under presentation of documentary evidence) :

- From the booking date to 30 days before your arrival date, of your deposit amount paid (booking charges and cancellation guarantee amount deducted)
- Less than 30 days before your arrival date, 100 % of the amount paid to the campsite (booking charges and cancellation guarantee amount deducted)

The guarantee starts from the booking date and stop at your departure date.

All campers have to be insured by their legal liability. All campers have to respect the inside rules of Domaine de l'Orée campsite (on request) put up on the reception.