

# General terms AND CONDITIONS OF SALE



## RESERVATION CONDITIONS

The reservation becomes effective with the agreement of the campsite. After receipt of the deposit (25% of the total amount of the stay) and after receipt of the booking form duly completed and signed, i.e. after acceptance of the general terms and conditions of sale for online bookings.

The Camping les Chouans is not bound by bookings unless the campsite has accepted them. The Camping les Chouans is free to accept or refuse bookings, depending on availability, and in general, depending on any circumstances that are likely to be prejudicial to the execution of the booking made.

Camping les Chouans offers holidays for families, in the traditional sense, accommodation is specially designed for this purpose. Camping les Chouans reserves the right to refuse any reservation which would be contrary to this principle, or which would seek to divert it.

A reservation is made on a personal basis, you cannot under any circumstances sublet or assign your reservation.

Minors must be accompanied by their parents or legal representatives.

### Camping pitch

The basic package includes a pitch for a tent, caravan or camper van for 2 people, access to the sanitary facilities, electricity and infrastructures.

Camping pitches can welcome a maximum of 6 people.

### Accommodation

Rental accommodation are equipped. The basic package is from 2 to 6 places depending on the type of rental. Camping les Chouans reserves the right to refuse access to the campsite to groups or families arriving with a number of people greater than the capacity of the rented accommodation.

The installation of a tent is prohibited on rental sites.

## PAYMENT TERMS

For bookings made more than 30 days before the arrival, a deposit of 25% of the total amount of the stay must be paid upon reservation to the campsite.

The balance of your stay must be paid no later than 30 days before your arrival.

For bookings made less than 30 days before the arrival, full payment must be paid when booking at the campsite.

## CANCELLATION AND MODIFICATION

### Modification of your booking

The customer can request the modification of his stay (dates, type of accommodation) on written request to the campsite depending on availability and possibilities. No postponement will be accepted for the following year. In absence of any modification, the customer will have to respect the initial booking conditions or cancellation policy. Any request to reduce the period of your stay is considered as a partial cancellation and will depend on the terms of cancellation and interruption policy. Any interrupted or reduced stay (late arrival, early departure) cannot be refunded.

### Cancellation by the Camping les Chouans

In the event of cancellation by Camping les Chouans, except in cases of force majeure, the stay will be fully refunded. This cancellation may not, however, give rise to the payment of damages.

### Cancellation by the camper

Cancellation fees may be covered by the cancellation insurance offered by the campsite. The insurance must be paid when booking the stay and is non-refundable. It can be done up to 48h after booking.

In the event of a claim, the customer must contact the company within 5 days of the claim : <http://www.campez-couvert.com/sinitres>. The complete general cancellation conditions are available on request and can be viewed online on our website : <http://www.campez-couvert.com>.

No refund will be made if cancellation insurance has not been paid. Without insurance, all sums paid remain.

## YOUR STAY

### Your arrival

Accommodation are available from 4 p.m. to 7p.m. For the delivery of the keys of your rental, a deposit of €300,00 will be requested, it can be made by credit card or cash. For any early arrival or departure, you must notify the campsite.

Pitches are available from 2 p.m. to 7p.m. A deposit of €20.00 will be required for the barrier pass.

Any complaint concerning the condition of the cleaning of the rental must be reported on site upon your arrival.

### During your stay

The camper is responsible of his personal belongings. The campsite declines all responsibility in the event of an incident involving the civil liability of the camper. All customer must respect the campsite rules. Each tenant is responsible for the disturbances and nuisances caused by the people who stay with him or visit him. Tenants are required to take out an insurance company against their risks inherent in their occupation : theft, loss or damage to their personal items as well as any damage that may be caused to the entire rental and the campsite. In the event of an incident the campsite declines all responsibility.

Within the water park, only swimsuits, shorts and swimming trunks are accepted (street clothes and full swimsuits are prohibited in order to respect hygiene standards)

### Your departure

For accommodation, on the day of your departure (indicated on your booking form), the rental must be vacated before 10.am.

The accommodation will be left in a perfect state of cleanliness, and the inventory can be checked, any broken or damaged object will be at your expense as well as the restoration of the premises if this is necessary.

The deposit will be returned to you at the end of your stay after deduction of the compensation retained for any damage noted by the check-out.

It is possible to include additional compensation in the event that the costs exceed the amount of the deposit.

If the accommodation has not been cleaned before your departure, we will ask you a cleaning fee of €100.00. For any delayed departure, you may pay for an additional day.

Any complaint concerning non-compliance of services with the contract must be reported in writing to the campsite manager within 2 weeks your departure.

## ANIMALS

Animals are accepted at the campsite, except cats and dogs of the 1st and 2nd category, for a fee payable when booking. They should be kept on a leash at all times. They are prohibited around the swimming pool and in buildings. The vaccination record for dogs must be up-to-date.

## IMAGES RIGHTS

You expressly authorize and without consideration, the campsite to use on any communication support photos and videos of you or your accompanying persons (in particular of your children) which may be taken during your stay, for advertising needs of the campsite (website, social networks, brochure, etc.) Its purpose is to promote the establishment and in no case may damage your reputation.

This authorization is granted free of charge and for a period of 5 years. If you do not wish it, thank you to inform us by registered letter before your arrival.

## RESPONSABILITY OF THE CAMPSITE LES CHOUANS

The customer expressly acknowledges that the campsite cannot be held responsible, due to the communication by its partners or by any third party of false information which would be mentioned in the brochure or website of the campsite concerning websites, and in particular the photos of the presentations, the qualifiers, the activities, services and dates of operation.

All photos and texts used in the brochure or on the website are non-contractual. They are only indicative. It may happen that certain activities and services offered by the campsite and indicated in the description in the brochure are cancelled, in particular for climatic reasons or in the event of force majeure.

## LAW ON COMPUTING AND FREEDOM

The information you provide when placing your order will not be passed on to any third party. They are considered confidential. They will be used only by the internal services of les Chouans. In accordance with the Data Protection Act of the 6th January 1978, you have the right to access, rectify, and oppose your personal data.