

## GENERAL TERMS AND CONDITIONS OF SALE

### BOOKING TERMS AND CONDITIONS

All bookings must be confirmed by camp site management, after reception of the deposit and a completed and signed copy of the booking contract, or once the general terms and conditions of sale have been accepted for online bookings.

Bookings for camp site pitches or cabin rentals are made on a strictly personal basis. You may not sub-let or pass on your booking without prior consent of camp site management. Minors must be accompanied by their parents or legal guardians.

### CAMPING PITCH

The basic rate includes the pitch for a tent, a caravan or camping car for 1 or 2 persons, 1 car (apart from the additional vehicle option), and access to the sanitary facilities and reception buildings.

### RENTING CABINS

Cabins come equipped. The basic rate is for 2 to 6 guests, depending on the type of cabin, and 1 car (except for with the additional vehicle option).

Camp site management reserves the right to refuse access to the site to any group or families who arrive with a greater number of people than the capacity of the cabin which has been booked.

### BOOKING FEES

Booking fees for cabins and pitches are 15 euros for 2020.

### GROUP BOOKINGS

Any booking by one person on behalf of several others, or by different persons who know one another and are travelling together for the same purposes and on the same dates is considered to be a group.

The offers listed online are exclusively reserved for individual customers.

For group bookings, you must contact camp site management

by phone, email or through our Contact Us page. Camp site management reserves the right to consider group booking requests before accepting or refusing them.

### RATES - HOLIDAY TAX - ECO-CONTRIBUTION TAX /night and /person

Prices listed here are for the 2020 season. Prices are shown per night and in euros, with VAT included.

### CONDITIONS OF PAYMENT

For bookings made more than 30 days before the start of a stay, a deposit of 30% of the total booking fee must be paid as soon as the booking is made. The remainder must be paid 30 days before the start of the stay, at the latest.

For bookings made less than 30 days before the start of the stay, the booking fee must be paid in full when the booking is made.

### CANCELLATIONS AND CHANGES

#### 1. Changing your booking

If the Client wishes to request a change to their stay (pitch, dates and / or type of accommodation), they must submit it in writing to the camp site (mail or email). The camp site will try to accommodate requests depending on availability.

Bookings may not be put back to the following season. If changes cannot be made, the client must either proceed with the initial booking

or cancel it in accordance with the insurance conditions to which they signed up when they made the booking.

Extensions to stays may be granted depending on availability and in accordance with the going rates.

#### 2. Unused services

Clients who arrive late or leave early will not be re-funded any of their booking fee.

#### 3. Cancellations made by camp site management

In the event that management cancels the booking, except in case of force majeure, the booking will be fully refunded. Damages and compensation may not, however, be claimed in the event of such a cancellation.

#### 4. Cancellations made by campers

No refunds will be made except in accordance with the conditions for cancellation insurance for campers who have subscribed to the insurance policy provided by our partner Gritchen Affinity.

### YOUR STAY

#### 1- Check-in

- a. **Rented cabins:** You may check in from 3 pm on the arrival date. You will pick up your keys from reception, where you will be asked for a deposit.

- b. Pitches: Pitches are available from noon (campers can arrive until 8 pm) and should be vacated by noon. Campers who leave later than noon will be charged for an additional night. Do not forget to bring an electric extension cable as well as a European converter plug. On departure, the pitch should be clean, with no rubbish or damage to the site.

## **2. During your stay**

Campers will be responsible for the safety of their belongings (bicycles, etc.). Management does not accept responsibility for any public liability damages caused by campers. All clients must follow the camp site rules and regulations. The contract signatory will be held responsible for any disturbances or damages caused by the persons staying with them or visiting them.

**Clients who do not follow camp site rules and regulations may be asked to leave the camp site.**

## **3. Departures**

- **Rented cabins:** Cabins must be vacated by 10 am on the date of departure stated on your contract. The cabin should be perfectly clean, and the inventory may be checked. You will be charged for any broken or damaged items as well as any

cleaning costs or repairs if

necessary. The deposit will be returned at the end of your stay, minus any costs (with supporting invoices)

for damages on leaving the accommodation. Damages

above and beyond the amount of the deposit may

also be charged to campers. In the event that the accommodation has not been cleaned before departure, you will be charged a minimum

cleaning fee of 80 euros including taxes (unless this is already an option you have requested on booking). Late departures will be charged an

additional

night's stay.

**Departure procedures must be completed the day before you leave. Cheques should be made out to SARL ISACRIS.**

## **PETS**

### **1<sup>st</sup> and 2<sup>nd</sup> category dogs are not accepted**

An additional fee will be charged for pets on booking. Dogs must be kept on a lead at all times. They are not allowed by the pool. Vaccination certificates for dogs and cats should be up to date.

## **USE OF IMAGES**

You consent to camp site management taking photos or films of you during your stay and to use these images, sounds, videos and recordings in other media (in particular online, including the Facebook page, as well as in promotional material for travel guides or tourist brochures).

This consent covers both yourself and the people staying with you. Its only aim is to promote the camp site - photographs will on no account be damaging to your reputation. Consent will be granted free of charge. **Please inform camp site management if you do not wish to appear in promotional material.**

## **COMPLAINTS**

Any potential complaints relating to a failure to provide services in accordance with the contractual agreements should be submitted in writing or by email to camp site management.

## **DATA PROTECTION**

The data you submit to us during the booking process will not be shared with any third parties. This data will be treated as confidential.

It will be only be used by camp site management to process your booking and to improve and personalize communications and the offer of services aimed at clients depending on your interests and needs.

In accordance with the data protection act of 6 January 1978, you have the right to access, rectify and challenge any personal data relating to you.

To do so, please write to us at the address below stating your last name, first name and address:

***Camping le Mas des chênes 760 route des Cévennes RD 982 30350 Lézan France.***