

GENERAL TERM AND CONDITIONS (GTC)

In order to be able to profit from the services suggested by the Campsite L'Étang Sites et Paysages, we ask you to read attentively the general conditions hereafter. These conditions govern the sales of holidays and take effect from the moment your booking is placed. By booking a holiday, you agree to fully comply with our general conditions.

1. BOOKING AND PAYMENT CONDITIONS

The reservation becomes effective upon receipt of the deposit and either upon receipt of the booking quote signed, or upon your agreeing to the general conditions of sale when booking online.

For bookings made more than 30 days before arrival: the return of the signed quote accompanied by a deposit in the 15 days which follow the reservation.

For bookings made less than 30 days before date of arrival, the full payment must be made at the time of booking, and after reception of a confirmation by our services.

The balance must be paid 30 days before date of arrival or at your arrival if you arrived during the opening times of the reception.

Booking of camping pitches or rented accommodation is made strictly on a personal basis. Under no circumstances may you sub-let or transfer your reservation without the prior consent of the campsite.

Minors must be accompanied by their parents or legal guardians.

CAMPING PITCHES

The basic package includes the pitch for the tent, caravan or camper van for one or two people, access to the toilet blocks and to the residential facilities. Up to 6 people maximum on a pitch.

RENTING

The rental accommodation is fully equipped. The basic package ranges from 2 to 8 places, depending on the type of accommodation.

The campsite reserves the right to refuse access to the campsite to groups or families whose number exceeds the capacity of the accommodation rented.

2. PRICES AND STAY TAXES

Prices shown are effective for the current season, VAT included.

The tourist tax is 0.40€ per night per adult for rentals into the campsite and 1€ for the gîtes according to the local council

3. YOUR STAY

ARRIVAL

Rental accommodation: on the day of your arrival, you may check in from 4 p.m., and you will be required to pay a deposit (300€ for the rentals into the campsite and 1000€ for the gîtes) on being handed the keys to your accommodation. At the arrival, a check out time will be set.

Pitches are available from 12.

If you can not arrive during the opening times, please let the campsite know as soon as possible.

DURING YOUR STAY

It is up to campers to ensure they have insurance cover: campers are responsible for looking after their personal belongings (bicycles etc.). The campsite shall in no event be held liable in case of an incident involving campers' civil liability. All visitors must comply with the provisions of the internal regulations. Each named tenant is responsible for disturbances and nuisance caused by persons staying with or visiting them.

DEPARTURE

Rental accommodation: on the day of departure specified in your booking confirmation, the rental accommodation

must be vacated until 10 a.m. maximum. The checkout will be made according to the time set at your arrival.

The accommodation shall be left perfectly clean and the inventory may be checked. Any breakage or damage shall be payable by you along with any repairs to the premises, if that should prove necessary. At the end of your stay, the deposit shall be refunded to you after deduction of compensation retained, on production of the supporting invoices, against possible damage ascertained during the departure inventory. The retention of the deposit does not preclude additional compensation in the event of the expenses being greater than the amount of the deposit.

in the event of the accommodation not having been cleaned before your departure, a fixed cleaning charge of at least €70 including taxes shall be invoiced to you.

Pitches must be vacated by 12 pm, cleaned and free from any personal belongings.

For any delayed departure, you may be charged for an additional day at the price applicable for that night.

4. PETS

Pets are permitted in the Campsite de l'Étang (except dogs which are listed in France's 1st and 2nd categories), with payment required when the booking is made. When admitted, **they must be kept on a lead at all times.** There is a field near the campsite where the animals can be without a lead. They are prohibited from swimming pool areas, in food shops and in buildings. Dogs' and cats' vaccination certificates must be up-to-date.

5. CANCELLATION AND ALTERATIONS

BOOKING ALTERATIONS

Customers may request for stays to be altered (dates and/or types of accommodation) by writing to the campsite (by post or email) subject to availability and options. Postponements until the following season are not permitted. If no alterations are made, customers must spend their holidays as they were agreed when initially booked, or cancel them in line with the conditions pertaining to the cancellation insurance.

Requests to extend the duration of stays will be dealt with subject to availability and in line with applicable prices.

Requests to reduce the duration of stays are deemed to be partial cancellations and will be subject to the terms and conditions which apply to cancellation and termination of stays.

Unused facilities

Any stay that is interrupted or cut short (late arrival, early departure) by you shall not give rise to any reimbursement.

CANCELLATION BY CAMPSITE SITES ET PAYSAGES DE L'ÉTANG

In the event of cancellation by Campsite Sites et Paysages de l'Étang, except in the case of force majeure, the stay will be reimbursed in full.

CANCELLATION DUE TO CAMPER

Cancellation fees may be covered by the cancellation policy available from the campsite (named Campez Couvert). No refunds will be made without subscription to this policy or without cancellation insurance.

CANCELLATION WITHOUT CANCELLATION GUARANTEE CAMPEZ COUVERT

All cancellations must be notified as soon as possible. Otherwise, the customer will be required the payment of all sums due under the contract.

If the cancellation occurs more than 30 days before arrival the deposit already paid will not be refunded. It will correspond to cancellation fees.

If the cancellation occurs less than 30 days before arrival or in the event of nonpresentation on the camp-site: the total amount of the stay must be paid and conserved

The Campsite Sites et Paysages de l'Étang reminds you that under the provisions of Article L. 121-20-4 of the french Consumer Code, the provisions of Article L 121-20 providing for a withdrawal period of 7 (seven) days from acceptance of an offer of services, are not applicable to contracts having for object the provision of hosting service, who to be provided on a date or according a determined periodicity. The customer therefore has no right of withdrawal under this contract.

In the absence of the customer message, specifying that he is deferring his date of arrival, the location or accommodation become available 12 hours after the arrival indicated in the rental contract, and full payment of services will be required.

CANCELLATION WITH CANCELLATION GUARANTEE CAMPEZ COUVERT

The campsite Sites et Paysages de l'Étang offers you optional Cancellation and Interruption insurance.

The cancellation insurance is not mandatory but must be purchased at time of booking.

Our partner Gritchen Affinity will refund all or part of the stay only to customers that have purchased Campez Couvert insurance. In case of cancellation, please notify the campsite of your cancellation as soon as an event occurs that prevents your departure, by letter or by email. If the claim is covered in the cancellation general conditions (attached), please notify the insurer within 48 hours and provide all the necessary information and supporting documents.

6. MEDIATION

In the event of a dispute with Campsite Sites et Paysages de l'Étang, you may contact us in the following way:

-Send a registered letter with acknowledgement of receipt to the manager.

If you are not satisfied with the response you receive, you may refer to the Medics mediation centre after a period of one month following the time you sent this letter/email. Please make your submission online at www.medics.fr, or by post to: Medics - 73 Boulevard de Clichy – F-75009 PARIS

7. IMAGE REPRODUCTION RIGHTS

You give permission to Campsite Sites et Paysages de l'Étang, as well as to any person chosen by Campsite Sites et Paysages de l'Étang, to take photographs of you, to record you or to film you during your stay with Campsite Sites et Paysages de l'Étang and to use the resulting images, sounds, videos and recordings using any media (especially on Campsite Sites et Paysages de l'Étang website and web page, including Facebook, on Campsite Sites et Paysages de l'Étang information and promotion media and on travel and tourism guides). This permission applies for you as well as for people staying with you. The sole purpose of this is to promote and to provide information about Campsite Sites et Paysages de l'Étang, and may in no event damage your reputation. This permission is provided free of charge for all countries and for a period of 5 years.