

# Camping Au Fil De L'Oô \*\*\*



## GENERAL BOOKING CONDITIONS

*The present general conditions of reservation are valid for the current year.*

*The Company's management invites you to read carefully all the present general conditions of reservation. The reservation request for a stay implies full acceptance of these general booking conditions.*

### ARTICLE 1 - RATES

The prices, indicated on our tariff brochure and on our website ([www.campingaufildeloo.com](http://www.campingaufildeloo.com)), are expressed in euros, VAT 10% included.

### ARTICLE 2 - RESERVATION OF A CAMPING LOCATION OR A MOBILE HOME

#### 2.1 GENERAL :

- The booking of a campsite, a mobile home is made strictly personal and can not be transferred to a third party. Only persons registered on the booking request form are allowed to occupy the location or the rental during the stay.
- Any minor without a parent during the whole stay will not be allowed to stay at the campsite.
- A baby is considered as a person.

#### 2.2 REQUEST FOR BOOKING BY MAIL (FORM) :

The reservation request will be effective after receipt by the manager :

- the booking request form duly completed and signed by the customer
- payment of the deposit (30% of the total amount of the stay) and 15 euros booking fee for mobile homes and 30 € deposit for camping pitches.

#### 2.3 INTERNET RESERVATION REQUEST :

The reservation request will be effective after having duly completed the reservation request form, read and accepted the general booking conditions and confirmed the payment by credit card, bank transfer or cash.

#### 2.4 CONFIRMATION OF RESERVATION REQUEST :

The reservation will become final after confirmation in writing (e-mail), by the manager of the availability of the stay.

#### 2.5 MEANS OF PAYMENT :

The manager accepts the following methods of payment: credit card, cash and bank transfer.

### ARTICLE 3 - CAMPING LOCATION

#### 3.1 GENERAL :

- The manager does not allow more than 6 people (a baby is considered as a person) and 1 vehicle per location. Any additional vehicle will be parked in a parking area reserved for this purpose.
- Children from 0 to 3 years old are free. To validate the free charge, the management will ask the customer, on the day of his arrival, to present a piece of identification of the child. Any minor who is not accompanied by one of his parents during the whole stay will not be allowed to stay at the campsite.

#### 3.2 SETTLEMENT OF BALANCE :

The customer must pay the balance of his stay, agreed and remaining due, the day before his departure.

#### 3.3 ARRIVAL AND DEPARTURE :

The pitch will be available from 11:00 am (arrival time up to 7:00 pm corresponding to the closing of the reception) and must be vacated by 11:00 am on the day of departure. Any departure after the schedule indicated above will result in the billing of an additional night.

#### 3.4 DELAY OR ARRIVAL DIFFERED :

In case of late or delayed arrival according to the arrival date mentioned on the contract, the customer must inform the manager, by phone or in writing (e-mail), at the latest 24 hours before the mentioned arrival day on the contract.

#### 3.5 CANCELLATION RESERVATION or INTERRUPTION OF STAY :

The customer must notify in writing (e-mail) the cancellation of his reservation to the manager no later than 1 month before the arrival date mentioned on the contract. In the event of a cancellation less than 15 days before the scheduled date of arrival or an interruption of stay, the direction will not make any refund or reduction.

## **ARTICLE 4 - RENTAL (mobile home)**

### **4.1 GENERAL :**

- The number of the final mobile home will be allocated by the manager.
- The manager reserves the right to refuse access to the rental to a customer who will come with a number of people greater than the authorized capacity. A baby being considered as a person.
- All facilities (tent, etc.) next to the rental are prohibited.
- The manager does not allow more than one vehicle per rental. Any additional vehicle will park on a parking area for this purpose.

### **4.2 SETTLEMENT OF BALANCE :**

The customer must pay the balance of his stay, agreed and remaining due, 30 days before the arrival date mentioned on the contract (if payment by bank transfer) or the day of arrival (if payment by credit card or cash).

### **4.3 ARRIVAL AND DEPARTURE :**

The rental will be available from 4 :00 pm (arrival time max 7 :00 pm corresponding to the closing of the reception) and must be vacated the day of departure before 10 :30 am.

### **4.4 DELAY OR ARRIVAL DIFFERED :**

In case of late or delayed arrival according to the arrival date mentioned on the contract, the customer must inform the manager, by phone or in writing (e-mail), at the latest before 4 :00 pm of the mentioned arrival day on the contract. Services not used for this delay or a delayed arrival can not give rise to any refund, reduction or postponement.

### **4.5 CANCELLATION RESERVATION OR INTERRUPTION OF STAY :**

If the tenant is obliged to cancel his stay, he will have to inform the manager by e-mail of the cancellation accompanied by the vouchers. The reimbursement will be possible solely for the following reasons : serious illness, accident or death of a relative, redundancy, the tenant will transmit as soon as possible : medical certificate, work stoppage, hospitalization report, death certificate.

Upon receipt of the vouchers, the management will reimburse the tenant :

- more than 60 days before your arrival : 90% of the down payment
- between 60 and 45 days before your arrival : 50% of the down payment
- 45 and 30 days before your arrival : 25% of the down payment

Fees can not be refunded.

If canceled less than 30 days before the scheduled arrival, no refund will be made. The subscription to a cancellation insurance is strongly recommended.

**COVID-19 case:** Before your departure, in the event of a last minute cancellation related to the Covid-19 epidemic (positive test for Covid-19 of a member of the file within 48 hours of departure (on proof), or fortnightly measures to / from the destination of your stay), your stay may, at your request, be postponed free of charge or refunded excluding administrative fees.

### **4.6 SECURITY DEPOSIT :**

The manager will ask the customer, on the day of his arrival, to pay a deposit of a total amount of 310 euros (grouping of the "deposit material and equipment" of 250 euros and the "household deposit" of 60 euros). This deposit will be returned to him after the inventory of the places made by the manager, on the one hand, on the condition that no deterioration is observed and that no material or equipment is deteriorated or missing and on the other hand that the lease is in a state of proper cleanliness. Failing which, the deposit (all or part) will remain acquired to the manager for the restoration of the places. A departure made by the tenant before the opening of the reception will result in the return of the deposit after verification of the mobile home by the manager (within 8 days).

### **4.7 ANIMALS :**

Cats are not allowed in mobile homes, only one dog is accepted in a mobile home and must not be left alone. The owners must imperatively foresee the sleeping of the animal.

4.8 It is strictly forbidden to smoke inside the mobile homes.

## **ARTICLE 5 - VISITORS**

- Any visitor must report to the reception and ask permission to park.
- The visitor will be required to comply with the provisions of the rules of the Camping Au Fil De L'Oô.

## **ARTICLE 6 - INSURANCE AND CIVIL LIABILITY**

It is the customer's responsibility to take out any insurance with a company of his choice to guarantee the damage of fire, explosion, bad weather, theft and various damage to the personal effects of the customer and in case of incidents relating to the civil liability of the customer.

## **ARTICLE 7 - RULES INSIDE THE CAMPSITE**

All customers are required to comply with the provisions of the rules of the Camping Au Fil De L'Oô posted on the premises of the establishment.

## **ARTICLE 8 - MEDIATION OF CONSUMPTION**

In accordance with the provisions of Article L 612-1 of the Consumer Code, every customer of the campsite has the right to have recourse free of charge to a consumer mediator with a view to the amicable resolution of a dispute between the manager and his client. The mediator's contact information is as follows:

*MEDICYS - Center of mediation & amicable settlement of the judicial officers - 73 bd of Clichy 75009 PARIS - [www.medicys.fr](http://www.medicys.fr)*