

RESERVATION AND PAYMENT CONDITIONS

The reservation can only be registered after payment of a deposit of 15% and will only be effective after confirmation from management. The balance will be paid on arrival. The reservation is personal and cannot under any circumstances be transferred to any other person or sublet. Minors must be accompanied by their parents or legal guardians.

ARRIVALS AND DEPARTURES

CAMPING, CARAVANING, CAMPING CAR

The reserved space is made available from 2:00 p.m. and until 12:00 p.m. on the day of departure. Any possible delay must be notified to us 24 hours in advance, without any news from you the day after the scheduled day of your arrival, at 7:00 p.m. your reservation will be canceled and the deposit retained by the campsite.

MOBIL-HOME, CHALET & COCO Sweet

The rental is available from 4:00 p.m. until 8:00 p.m. on the day of arrival, and must be vacated by 10:00 a.m. on the day of departure. The management reserves the right to dispose of the rental from 12 noon the day after the scheduled arrival date if the delay is not reported.

For the rental of mobile home, chalet and coco-sweet, a deposit will be required:

- 150 € (MBH 1 bedroom)
- 250 € (MBH, chalet and coco-sweet 2 bedrooms)
- 350 € (MBH 3 bedrooms)

On your arrival a detailed inventory will be given to you:

- 1 ° responsibility for you to verify its accuracy
- 2 ° to report any missing or broken object to reception
- 3 ° to return this document, duly completed and signed to reception within 24 hours of your arrival, so as not to suffer any prejudice upon departure.

The rental must be returned with cleaning done, clean dishes put away. Otherwise a cleaning fee of:

- 25 € (MBH 1 bedroom)
- 35 € (MBH, chalet and coco-sweet 2 bedrooms)
- 50 € (MBH 3 bedrooms) will be charged.

The deposit will be returned after deduction of any deterioration or other concerns noted.

The inventory takes place between 8 a.m. and 10 a.m. on the day of departure. If it is not possible to carry out the inventory on the day of departure, the management will take care of it and return the deposit within 8 days if no damage is found.

CANCELLATIONS AND MODIFICATIONS

1° Modification of your reservation

The customer can request the modification of his stay (dates, type of accommodation) on written request to the campsite (letter or e-mail) subject to availability and possibilities. No postponement will be accepted for the following season.

Any request to increase the length of your stay will be made subject to availability and at the rates in force.

Any request to reduce the length of your stay is considered a partial cancellation and will be subject to the terms of cancellation and interruption of stay

2° Unused services

In the event of an interrupted or shortened stay for one of the following reasons:

- Quarantine when the customer arrives or when the customer returns to their country
- Limitation of trips to a number of kilometers that do not allow you to come to the campsite
- Border closures
- Administrative closure of the campsite

A voucher for an amount corresponding to the nights not consumed, valid for 18 months, will be issued by the campsite. If this voucher is not used, it will be refunded at the end of the validity period.

Apart from the reasons mentioned above, any interrupted or shortened stay (late arrival, early departure) by the customer cannot give rise to a refund or a voucher.

3° Cancellation due to camping

In the event of cancellation due to the campsite, except in cases of force majeure, the sums paid for the reservation will be fully refunded. This cancellation may not, however, give rise to the payment of damages.

4° Cancellation by the camper

For one of the following reasons (preventing the stay):

- Border closures
- Administrative closure of the campsite
- Quarantine when the customer arrives or when the customer returns to their country
- Limitation of trips to a number of kilometers that do not allow you to come to the campsite

A voucher, for an amount corresponding to the full amount paid, valid for 18 months, will be issued by the campsite. If this voucher is not used, it will be refunded at the end of the validity period.

For all other reasons:

- Up to 30 days before the start of the stay, the deposit will be refunded, less the sum of € 50 as cancellation fees;
- Less than 30 days, the deposit of 15% of the amount of the stay will be retained by the campsite as a cancellation fee

No cancellation insurance is included in our rates

►Visitors :

They are accepted in the limit of the capacity of the camp-site or the hiring and after agreement of the direction of the campsite by paying a fee of 4 € per person. They must park their vehicle outside the campsite.

All guests must comply with the property's rules and regulations.

The legal provisions relating to the right of withdrawal in case of distance selling provided by the Consumer Code are not applicable to tourist services (Article L.121-20-4 of the Consumer Code).

Mediation of consumer disputes

In accordance with the provisions of the Consumer Code concerning "the process of mediation of consumer disputes", the customer has the right to make free use of the mediation service proposed by "Le Lac Des Charmilles" The mediator "consumer law" as well proposed is MEDICYS

Ce dispositif de médiation peut être joint par : - voie électronique : www.medicys.fr ; - ou par voie postale : MEDICYS - Centre de médiation et règlement amiable des huissiers de justice- 73, Boulevard de Clichy, 75009 - Paris »

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