



Sales terms and general conditions

BOOKING AND CONTRACT

The client agrees to acknowledge these terms and conditions prior to any booking request for a stay concerning himself and any other person enjoying the stay.

The present reservation is nominative and non-transferable. The person who made the reservation has to be 18 years old and is responsible for the payment and the acts of all other participants.

PAIEMENT AND BOOKING CONFIRMATION

The booking is only confirmed after the payment of the 30% deposit and written confirmation of the campsite.

Rental accommodations

For the payment of the balance, you will automatically receive a payment request 40 days before your arrival. You will have 10 days to proceed to the payment, which we need to receive 30 days before arrival.

All reservations without payment of the balance, even after our reminders by mail and telephone, will be cancelled without refunding of the deposit.

Camping pitches

The payment of the balance is due at your arrival.

ARRIVAL AND DEPARTURES - Rentals

Arrivals

Rental accommodations are available at 4 p.m. The check-in can be done until 7p.m. In case of late arrival the client has to inform the camping about the estimated arrival time.

In case of no show and without written confirmation, the campsite is allowed to rent the pitch 36h after the estimated arrival time. In this case, the paid deposit will not be refunded.

Guarantee

At your arrival, two guarantees will be asked : 250€ guarantee for the general state of the accommodation And 90€ for the cleaning. The guarantees will be given back on your departure during the reception opening hours and after inventory of fixtures. Any damage will be invoiced and added to the price of the stay as well as the cleaning fees if the accommodation is not perfectly clean when you leave.

Departures

The accommodations need to be left before 10 a.m.

ARRIVAL AND DEPARTURES - Pitches

Arrivals

Pitches are available at 2 p.m. The check-in at the reception is possible until 7 p.m. In case of late arrival the client has to inform the camping about the estimated arrival time.

In case of no show, the campsite is allowed to rent the pitch 36h after the estimated arrival time.

The pitch has to be left before 12 'o clock. Any delay for giving back the key and leaving the pitch after 12 a.m. will be invoiced one extra night.

CANCELLATION

All cancellations should be notified by mail and are only confirmed after a written confirmation of the campsite.

In case of withdrawal or cancellation by the client, the paid amount will not be refunded.

No discount will be granted for late arrivals and/or early departures.

We advise our clients to subscribe an assurance which covers any unexpected situations that make it impossible to leave on holidays. Clients that take their own material, caravan or tent are responsible for the assurance of their equipment.

PETS

Pets are allowed on the campsite and inside the accommodations, except dogs from categories 1 and 2 and on certain conditions:

- Maximum 1 animal per accommodation
- Dogs have to be vaccinated and hold on leash
- Owners are held to keep the campsite proper and to clean up the droppings of their animals

LIABILITY

The establishment is not liable for:

- Theft or any damages on the holiday-maker's equipment
- Inconvenience caused by natural disasters (weather, insects, etc...)
- Breakdown or being out of order of technical equipment, breakdown or closure of campsite facilities
Specific measures taken by the campsite management, limiting access to certain facilities including the pool, may be necessary, in compliance with safety standards or maintenance.

Applicable Law

These general conditions are subject to French law and all disputes concerning their application falls under the jurisdiction of the High Court or Tribunal de Commerce de Libourne.