

# GENERAL BOOKING TERMS

1 – THE BOOKING : Reservations are not transferable without the agreement of the manager of the campsite. All bookings have to come along with a deposit. The deposit isn't refundable. The rest of the amount must be paid at the day of your arrival. The campsite reserves the right to refuse additional persons not mentioned in the booking form. Bookings only become effective after our written agreement has been received (has to be presented on your arrival).

2 - ARRIVAL / DEPARTURE : Arrivals after 15 P.M. and departures before 10 A.M. The client needs to take an appointment at the reception for the inventory check at the end of the stay.

3 – DEPOSIT : Upon arrival, a warranty deposit of 150 € will be asked and can be paid by credit card. This amount will ensure the costs of possible repairing caused by damages, brackages, the extra costs for the cleaning or the warranty deposit for the magnetic card and will be deducted from the warranty deposit. In case of loss of the card, the camping reserves the right to deduct the amount of 20 € from the warranty deposit.

4 – CHANGES AND CANCELLATION OF STAY – DELAY– EARLY DEPARTURE : The camping must be warned if you will be arriving later than your intended date. In the absence of a written message stipulating that your arrival date has been postponed then the pitch or rental shall become available for resale the day after the date mentioned on the contract. As a consequence you then lose the benefit of your booking, without refund.

**5 – CANCELLATION OF STAY : Enclosed to the booking form you will find an optional cancellation insurance (it is not an obligation but recommended). The subscription of the insurance must be taken out upon reservation. Please inform the camping if you want to cancel a stay by e-mail or by post. In case of a booking without a cancellation insurance : all paid amounts will be kept by the camping and no refund will be possible.**

CANCELLATION INSURANCE AND INTERRUPTION (recommended) : We do highly recommend you to subscribe a cancellation insurance . It covers the paid amounts on the day of cancellation according to the contractual terms (excluding booking fees and tourist taxes). This insurance is optional and represents 3% of the total cost of your stay. It has to be paid upon the booking and can in no case be refunded. – The camping is not responsible when you cancel a booking or interrupt a stay and will not refund the paid amounts. – The cancellation insurance and interruption will cover the paid amounts on the day of cancellation.

**In case of an interruption of the stay a refund will take place on a pro-rata basis, counting from the night following the event (excluding the booking fees and tourist taxes).**

In case of cancellation, the insurance company must be notified in writing, within 5 days (by e-mail, letter of fax). – Please consult the contractual terms of the cancellation insurance online : [www.campezcouvert.com](http://www.campezcouvert.com) and on our webpage. The customer must take out a civil responsibility insurance policy.

6 – RULES : The customer must comply with the provisions of the internal campsite rules, displayed at the reception.

7 – PERSONAL INFORMATION : The information you provide when you perform your booking will not be transmitted to a third party. This information is regarded as confidential. It will only be used for internal commercial services. In case of opposition, you just have to send us a written request.

8 – OTHER : The management reserves the right to refuse a booking, especially with suspicious demands or can exclude people with an inappropriate behavior. The guest is responsible in case of loss, theft or damage to personal items or damage due to fire, bad weather, etc. Camping La Créole cannot be held liable.

9 – In case of a dispute and after having contacted the customer service department of the campsite. Appeals can be applied within a delay of one year, counted from the day of the written request to the campsite, by registered letter. The mediator customers can appeal to is called MEDICYS – 73, Boulevard de Clichy – 75009 PARIS

## INTERIOR RULES AND REGULATIONS

### Reception desk

The reception is open daily from. 9.00 a.m. to 7.30 p.m.

### Check-In

The person who made the booking must check in at reception upon arrival and the total amount of the stay has to be paid then.

### Guests/friends of campers

Guests/friends who come to visit our campers must leave some form of ID at the reception desk and must register as 'visitors'. Their car should be parked outside the campsite. If they intend to stay the night, they are considered as an 'additional person' and will pay a supplement.

### Cars

Every pitch has one allocated parking spot. Any additional cars should be parked in the campsite's car park (within availability). Only registered cars in possession of a magnetic card are allowed within the campsite. The magnetic card can be obtained at reception in exchange for a 20 € deposit. Cars cannot enter the campsite between 11.00 p.m. and 7.00 a.m. The top speed allowed within the campsite is 10 km/h.

### Sanitary Installations

Please leave the sanitary installations in the same clean state you found them in. Children must be accompanied by their parents/adults.

### Noise and silence

We encourage our campers to keep the peace at night, absolutely no noise between 11 p.m. and 7 a.m

**The wristband must be worn.**