

- These terms and conditions govern as of right all sales of stays made on the website <http://www.camping-lachataigneraie.com/en> and on direct request.
- They are an integral part of any contract between the campsite and its customers.
- Each customer acknowledges having read these general conditions prior to any reservation of a stay, for himself and any person participating in the stay.

1 - Booking conditions

Any firm reservation request from the buyer must be made by contract accompanied:

- the payment of a deposit comprising 30% of the cost of the stay, booking fees
- the premium for cancellation / interruption of stay insurance (if purchased)

In the absence of a prior reservation, registration and full payment for your stay are possible upon arrival at reception, subject to availability.

- The reservation is personal, it is forbidden to transfer it to a third party. In the event of an incorrect declaration by the lessee, the contract will be terminated automatically and the sums paid will remain acquired by the lessor. Any additional participant must be informed and declared at the latest on arrival.
- In case of late arrival or early departure, compared to the dates mentioned on your booking voucher, the entire stay will remain due. You will not be able to claim any refund for the part of the stay not carried out.
- In case of no show on the campsite within 24 hours of the start of your stay and without proof and / or news of your arrival, we will have your accommodation. We retain the fees in application of our cancellation conditions.

For camping pitches (excluding comfort pitches with sanitary facilities):

Overnight stays are calculated from 12 noon to 12 noon. For any departure after 12 noon, an additional night will be charged.

- Payment of the balance of the stay is requested on arrival.
- Any request for extension of stay is possible, subject to availability and information at reception as soon as possible.
- The allocation of a location relative to the planning requirements is done by taking into account the preferences of the lessee as much as possible. In case of refusal of the proposed location, the sums incurred will not be refunded.
- The reservation of the rental of a refrigerator is possible online and directly, for stays of minimum 3 nights and subject to availability. The installation of the device (preferable under shelter), its final cleaning and its return to the reception are your responsibility. A deposit of 50 € will be requested.

For rentals and comfort pitches with sanitary facilities:

- The rental is granted for the dates of the contract, from 4 p.m. on the day of arrival and until 10 a.m. on the day of departure.
- The balance of the stay is to be paid 30 days before arrival.
- Each rental has a limited accommodation capacity. The number of participants in the stay may not exceed the capacity of the rental.
- For any rental, a security deposit of € 150 and € 500 for La Villa, will be requested upon arrival. In support of the inventory and the state of cleanliness and maintenance of the rental, you have 24 hours to report a problem with the equipment. Beyond that, the rental is considered to be in good condition.

The security deposit will be returned to you within 8 days at the latest, after the inventory of cleanliness of the returned property. The Campsite reserves the right to deduct an amount corresponding to the cleaning costs if this has not been done correctly, namely up to the level of cleanliness established on your arrival. The Campsite reserves the right to keep part or the total sum of the deposit in the event of deterioration of the accommodation and its content and / or equipment on the Campsite, without excluding an additional financial supplement up to the level of replacement or repairs of damaged goods, if their cost proves to be greater than the sums of the security deposit.

2 - Cancellation

In the event of cancellation of the stay by the customer, deposits, balances and insurance costs will not be refunded. Please notify us by email as soon as possible and notify the insurance, if subscribed, within 48 hours of the event justifying the cancellation.

We strongly advise you to take out cancellation or interruption of stay insurance, with Covid extension, as soon as you make your reservation. Offered by our partner at the price of 4% of the amount of the stay, the insurance can cover the partial or total reimbursement of your stay, in support of its extended general conditions and available online at www.campez-couvert.com and on our site.

3 - Rules of procedure, extracts

As the law requires, you must consult and comply with the provisions of the campsite rules available at the display and at the reception.

Safety and responsibility

Each customer must be insured for civil liability for damage caused to third parties and for his own equipment: vehicle, caravan, equipment. The Campsite declines all responsibility in the event of loss, theft, damage, fire, bad weather, accident, occurring because of the customer or a third party.

Open fires (wood, charcoal, etc.) are strictly prohibited. Stoves must be kept in good working order and not be used in dangerous conditions. It is forbidden to smoke inside the rental units.

Everyone is required to refrain from any action which could adversely affect the cleanliness, hygiene and appearance of the campsite and its facilities.

Animals

Due to regulations, category 1 and 2 dogs are not accepted. They must be kept on a leash and respect the cleanliness of the ground. They must never be left on the pitches in your absence. They are not allowed in rentals.

Circulation / Visits

Authorized from 8 a.m. to 11 p.m., at walking pace for the peace and safety of all. Parking is prohibited on access roads or empty sites. Visitors are required to park in the car park at the entrance to the campsite and to report to reception on arrival.

Environment

Please ensure that the waste is sorted. A sorting center is available at the entrance of the campsite. Water is precious, do not waste it. The trees and dry stone walls that protect the pitches are part of our country's heritage. They have shaped our landscapes, supported the slopes of cultures. They are fragile, take care.

4 - Image rights

Each customer authorizes the Campsite to use and distribute the photos and videos that may be taken during their stay, on any media useful for communication and promotion of the establishment. In the event of a reservation or refusal, the customer must notify reception in writing.

5 - Personal data protection / Litigation

In accordance with the RGPD regulations (General Data Protection Regulation), each customer has the rights to query, access, modify, oppose and rectify his personal data.

In connection with the acceptance of these general conditions, he consents to the use of his data by the campsite, strictly reserved for the internal use of the establishment for the establishment of the contract and for the service of personalized communication with the customer. This information considered confidential will not be transmitted to a third party.

Any complaint relating to the conditions of the stay must be made on site in order to find solutions for improvements together. The campsite reserves the right to refuse or exclude anyone who proves to be the author of nuisance and / or of non-compliance with the internal regulations.

In accordance with article L152-1 of the consumer code concerning "the mediation process for consumer disputes", the customer has the right to use the CM2C mediation service free of charge offered by the La Châtaigneraie campsite. This mediation system can be contacted:

- electronically: www.cm2c.net
- by post: CM2C - 14 rue Saint Jean - 75017 Paris

I declare that I have read the general conditions developed above and accept their provisions.

Done at _____, on _____

Signature :