

GENERAL TERMS AND CONDITIONS OF SALE

BOOKING CONDITION

- Booking of camping pitches or rented accommodation is made strictly on a personal basis. Under no circumstances may you sub-let or transfer your reservation without the prior consent of the Village.
- Every booking on any supports involve a complete adherence to the general conditions of sale and internal rules of Camping Les Amandiers.
- The booking for a pitch and for an accommodation become definitive with the agreement of the Camping Les Amandiers and at the reception of a payment corresponding to 30% of the amount of your stay and payment of the booking fee. The balance of the stay will be paid at the latest 30 days before arrival.
- Possibility of payment of your stay in several times without charge, subject to a first payment of the deposit upon booking and payment of the balance no later than one month before arrival.
- In case of reservation less than 30 days before arrival in the rental and in the location, the full payment of the stay will be requested at the reservation. Payment by credit card.
- In the absence of full payment 30 days before arrival, the campsite reserves the right to consider the reservation cancelled. The amounts paid as a deposit remain acquired at the campsite.
- In the absence of a written message from the client specifying that he had to postpone the date of his arrival, the location or accommodation becomes available 24 hours after the date of arrival provided by the rental agreement, and the full payment of the services remains required.
- No discount will be done in case of delayed arrival or early departure.
- Payment can be made by credit card, holiday checks, bank checks (not accepted less than 30 days before arrival) or bank transfer (rib on request).
- Promotions: It is possible that for the same stay, clients paid different prices. Customers who have paid the highest price will under no circumstances be entitled to a refund representing the difference in price they paid and the promotional price. The discounts cannot be combined with the promotions.

INFORMATIONS AND PRICES

- Rates are inclusive of VAT, excluding tourist tax and eco-participation which are 0.86 € and 0.14 €/day/pers from 18 years.
- The booking fees are 15 € for any booking in July and August.
- Pitches: This is a price per night of occupancy for 2 people, one installation and one vehicle. The pitches are available from 14:00 on the day of arrival and must be released before 12:00 on the day of departure. Any overrun will result in an extra day of billing. This package gives access to the services and infrastructures of the campsite. People (adults or children) or additional items present on the site (fridge rental, animal, etc.) are subject to a daily cost. The pitches can accommodate up to 6 people.
- Rentals: Refer to rates for definition of rental seasons and types of rentals.
Rentals are possible for a week or a night out of July and August. In July and August the accommodation is rented for minimum one week and days of arrivals or departures are Saturday, Sunday or Wednesday depending on availability.
The rental rate includes the rental of the accommodation, charges (water, electricity), access to services and infrastructure of the campsite. Rentals are available from 16:00 on the day of arrival and must be vacated before 10:00 on the day of departure. Any overrun will result in an extra day of billing.
A deposit of € 300 will be required on arrival by credit card to cover any damage and the cleaning costs. An inventory will be handed to you at your arrival, it will be reported to the reception within 24 hours in case of missing. The accommodation will be rendered in perfect cleanliness, and the inventory can be checked, any broken or damaged object will be at your expense, as well as the restoration of the premises if necessary. 1 week after your departure the deposit will be returned to you, less any compensation withheld for any damage noted by the state of the place of exit. In case the rental has not been cleaned before your departure, a cleaning fee of a minimum value of 80€ TTC will be requested. The detention of the deposit does not exclude additional compensation in the event that the costs would be higher than the amount of the deposit.
- The number of persons mentioned per accommodation in the rates corresponds to the maximum occupancy allowed taking into account the equipment available. It cannot be exceeded for security and insurance reasons. A baby counts for a person. If the number of people exceeds the maximum capacity of the accommodation, the campsite reserves the right to refuse access to the establishment.
- Any change in the number of persons implied a variation in the amount of the fee in more or less and must be specified on arrival (tourist tax). In case of incorrect declaration of the lessee, this actual contract will be automatically terminated and the payment will be acquired by the campsite.

- Minors must be accompanied by their parents or legal guardians.
- Compulsory civil insurance. The campsite is not responsible for any incident involving the camper's civil liability.
- The customer must check with his insurance company that he has a resort extension as part of his Home Insurance contract and warranty conditions. If this is not the case, the tenant is obliged to insure against the risks inherent in his occupation. Namely: theft, lost, damage to personal belongings (suitcases, objects, furniture, securities, vehicles, bicycles, etc.). He or she must also ensure that any damage he or she may cause in the accommodation given for hire or in the establishment, by him or by his or her companions.
- Pets are allowed (except for category 1 and 2 dogs) for a charge payable upon booking. They are limited to 2 per location and 1 in rentals accepting them. They must be kept on a permanent leash. They are not allowed at the pool. The vaccination card must be up to date and presented at the reception.
- All rentals are non-smoking.
- Charcoal barbecues are prohibited. The use of fire is prohibited

CANCELLATION AND ALTERATIONS

- The client can request the modification of his stay to the extent of availability and possibilities.
- Any request to increase the duration of your stay will be made according to availability and rates in force.
 - Any request to reduce the duration of your stay is considered as a partial cancellation and will be subject to the terms of cancellation and interruption of stay.
 - Any stay interrupted, or shortened (late arrival, early departure) of your fact will not give rise to a refund.
- In case of cancellation due to camping, except in case of force majeure, the stay will be fully refunded. Such cancellation may not, however, give rise to damages.
- In case of cancellation of the reservation by the client, all the payment will be kept and no refund will be made. The campsite recalls that according to Article L.121-20-4-2° of the French Consumer Code, the right of withdrawal is not applicable to the provision of accommodation, transport, food and leisure provided on a date according to a fixed frequency.

IMAGE

- You authorize the campsite to use pictures, sounds and videos of you and/or your children on all media, including, but not limited to this list, websites, social networks, audio clips, brochures, commercial leaflets, tourist guides... these materials are published by the campsite or by third parties, and for all commercial and advertising purposes.

INTERNAL RULES AND EXTRACT FROM THE INTERNAL RULES

- Every customer is obliged to comply scrupulously at the internal rules of the establishment which is displayed and of which each can obtain a copy on simple request.
- It is indicated that wearing long shorts, bermuda shorts, t-shirts or any other clothes resembling as a city outfit in the pool is prohibited, only swimsuits, briefs and boxers are accepted.
- The swimming area is not supervised, the children must be accompanied by an adult and are under their responsibility.

PROTECTION OF PERSONAL DATA

- The personal information collected on the «contact» page or in the booking agreements, is intended exclusively for the internal use of Camping Les Amandiers. They are required in the creation of a contract and are necessary to answer your requests for information whatever they are (online booking platforms, execution and monitoring of booking agreements, pre-booking by phone or email, communication of information, invoicing, payments, claims management, sales statistics and satisfaction survey). In accordance with the French Data Protection Act 78-17 and the General Data Protection Regulation (GDPR), the customer has the right to access, modify, rectify or delete the data collected on this site or form at any time. You can exercise your rights by writing to or emailing the following address: Camping Les Amandiers 6 Rue Eole 34120 Castelnaud-De-guers or campinglesamandiers34@orange.fr.

MEDIATION

- In accordance with the provisions of Article L 612-1 of the Consumer Code, every customer of the Camping has the right to have recourse free of charge to a consumer mediator with a view to the amicable resolution of a dispute between him and the operator of the land. The contact details of the consumer mediator that the customer can enter are: CM2C, 14 rue Saint Jean 75017 Paris, cm2c@cm2c.net