

# GENERAL BOOKING CONDITIONS

## **1. Booking conditions :**

All reservations are nominative and cannot be transferred.

The reservation becomes effective only after receipt of the booking form and these signed regulations, then after our confirmation and receipt of the deposit of 30% of the stay.

## **2. Settlement :**

- **Location Camping -caravanning** : 30% of the stay to the booking, the balance on or before arrival.

- **Rental accommodation** : 30% of the amount of the stay when booking and the balance 30 days before the stay.

In the absence of notice of delay from you , the location or rental becomes available 12 hours after the date of arrival on the contract. Payments collected will not be returned . No reduction will be granted in the event of late arrival or early departure.

## **3. Cancellation :**

### ***For rental accommodation :***

- more than 60 days before the date of arrival, the 30% deposit paid will be returned less the booking fees .
- less than 60 days and more than 30 days before the date of arrival, the deposit of 30% will be kept
- less than 30 days before the arrival date, the entire stay will be claimed.

### ***For a camping pitch :***

- more than 30 days before the date of arrival, the deposit paid on booking will be returned less the administrative costs
- less than 30 days before the date of arrival, the deposit is retained.

An early departure during the stay does not give rise to any refund.

The cancellation request must be made in writing by registered mail, it is taken into account upon receipt; it is possible to take out cancellation insurance with the campsite. (Details of guarantees on request or on [www.campez-couvert.com](http://www.campez-couvert.com))

## **4. Security deposit :**

**For stays e n rented accommodation** , an e deposit will be required upon arrival by check or print CB: 300 € for the mobile homes and chalets, L o dge Cotton;

150 € for L odges Canada and Victoria, Tithome , Bungalow C araïbe and Coco Sweet.

As well as a cleaning deposit of 65 €.

These deposits are returned on the day of departure after the contradictory inventory of fixtures (cleaning carried out by you) , less the cost of damaged or missing equipment.

The inventory will be carried out on the day of departure between 8 am and 10 am by appointment.

For your convenience, you can book, at the latest on your arrival, the end-of-stay cleaning option for an amount of 65 € .

In the event of a non-compliant inventory, the customer will have to pay for the compliance (cleaning and / or repairs) to take back his deposit otherwise he authorizes the campsite to cash this deposit.

**For camping and caravanning sites** , a deposit of 10 € will be asked for e badge barrier. This will be returned on the day of departure before 12 noon when the badge will be returned to reception.

## **5. Animals**

Pets must be kept on a leash. Only animals registered on the reservation form will be allowed to stay, the management authorizes itself to refuse an animal not mentioned in the reservation. The up-to-date vaccination record must be presented on arrival. Maximum 1 animal per mobile home, 20 kg maximum. 1st and 2nd category dogs are strictly prohibited within the campsite.

## **6. ARRIVAL / DEPARTURE**

### ***In rental accommodation :***

In July and August, arrivals are between 3pm to 7pm and departures are organized by appointment after inventory of fixtures from 8am to 10am.

In the off-season, departure-arrival times are 11 am-12pm or 3 pm-6pm depending on availability.

Rentals are equipped with a hob, fridge, microwave (except Caribbean bungalow), crockery and garden furniture, duvets and pillows ( **sheets and towels not provided** ) . **No television in the rentals.**

**By location camping -caravaning** : arrival between 14:30 and 19h, departure before 12 am

Please respect the return time for your accommodation or pitch, otherwise we will be forced to ask you for a corresponding compensation of 50 € / h and to evict you).

### **7. INSURANCE and LIABILITY**

During their stay, tenants benefit from the Civil Liability guarantee of Camping La Chesnays for any bodily injury or material damage for which Camping La Chesnays has been held responsible in their regard.

The car parks on the sites are free but not guarded. Only one vehicle is authorized on the site. The parking lot at the entrance to the campsite is unguarded.

Camping La Chesnays therefore declines all responsibility in the event of theft or damage.

The number of people arriving for a stay may in no case exceed the number of people mentioned on the reservation contract. A child and / or baby is counted as a person participating in the stay.

Pitches are limited to 6 people. Any additional person must take another location or accommodation.

No more than 4 visitors are admitted at a time. All visitors must be declared at reception. The Management reserves the right to refuse entry to anyone.

All tenants must be of legal age and responsible. He must be able to justify civil liability.

Check that your home insurance includes the resort guarantee to cover any damage to your vacation rental.

### **8. BARBECUE**

For safety reasons only collective charcoal barbecues are authorized, electric barbecues and plancha are prohibited. Gas BBQ / plancha rental is available at reception.

### **9. ACCESS TO THE POOL**

Children must be accompanied by an adult and remain under the full responsibility of the latter. The rules posted at the entrance to the swimming pool must be respected. Swimming shorts are prohibited in the pool.

### **10. MISCELLANEOUS**

The use of sound devices must not be perceived beyond the perimeter of each location ; it is mandatory that everyone respects the right to rest of their neighbors.

### **11. GENERAL RULES**

In order to facilitate the course of your stay, all campers must respect the internal regulations posted at the entrance to the campsite and at reception, a copy can be given to you on request.

### **12 . IMAGE RIGHT :**

You expressly authorize the campsite to use in any medium the photos of you or your children which may be taken during your stay for advertising purposes, and without consideration. If not, please notify us by post at the end of your stay at the latest.

### **13. Consumer mediation**

In accordance with Article L. 152-1 of the Consumer Code, you can use the MEDICYS mediation service free of charge to which we report: by electronic means: [www.medicys.fr](http://www.medicys.fr), <https://app.medicys.fr> or by post: MEDICYS - 73, Boulevard de Clichy 75009 Paris

Mentions Notice :

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