

Terms & Conditions

RULES OF PROCEDURE:

Staying on the campsite implies the approval of the rules of procedure.

We reserve the right to remove any campers who act inappropriately follow our noise guidelines.

VEHICLES:

Only 1 vehicle must be parked on a pitch. All the other vehicles must be left on the camping car park according to availability. For safety reasons, it is strictly forbidden to park in the aisles of the camping.

With prior approval it may be possible for additional guests to visit the campsite. There is an additional fee per guest.

PAYMENT :

Camping pitch :

During the processing of your booking, you will be asked to pay a deposit of 15 €.

Once we receive your deposit, we will send you a booking confirmation with a reminder of your arrival and departures dates and the outstanding balance you can pay the day before you leave the campsite.

Rentals :

During the processing of your booking, you will be asked to pay a deposit of 30 % of the total booking amount. The outstanding balance will have to be paid 30 days before your arrival.

Once we receive your deposit, we will send you a booking confirmation with a reminder of your arrival and departures dates and the outstanding balance.

Please note : if the balance is not received in this time, we reserve the right to cancel the booking without refund.

If your booking is made less than 30 days before arrival, the total amount has to be paid by credit card.

Payments accepted :

- Bank / postal french cheques
- Credit card : Eurocard, Mastercard, Visa
- Chèques Vacances ANCV
- Cash

Deposit :

Regarding our rentals, a **deposit of 300 €** will be required by cheque (France only) or credit card on your arrival. It will then be sent back or cancelled within 72 hours after your departure except in case of damage.

RECEPTION HOURS :

Low season : 9 am – 12.30 pm and 2 pm – 6.30 pm

High season : 8.30 am – 7.30 pm

After office hours, please report to the night porter. His office is just beside the reception and his phone number is also displayed on the billboard at reception.

MEDIATION PROCEDURE :

In accordance with article L 1612-1 of the French Consumer Code, our customers can use the free services of a consumer mediator in order to settle amicably a dispute with the owner of the campsite. To contact the Consumer Mediator, please use the information below :

MEDICYS

- by Internet filling the appropriate form: www.medicys.fr
- by email: contact@medicys.fr
- by post: 73, boulevard de Clichy 75009 PARIS
- by telephone : 00 33 (0)1 49 70 15 93

Valuable objects :

We advise you not to leave any valuable objects in any accommodation.

CLAIMS :

Any claim regarding your stay must be sent by registered post within 30 days after your departure to the following address :

Camping des Chevrets - 38 rue de la Guimorais - 35350 SAINT-COULOMB

CANCELLATION :

- 15 days prior to your stay => 50% remboursé
- less than 15 days prior to your stay => aucun remboursement.

ARRIVALS / DEPARTURES

Pitches :

ARRIVAL : from 2 pm to 6.30 pm (low season) & 7.30 pm (high season)

DEPARTURE : before 12 pm

Rentals :

ARRIVAL : from 4 pm to 6.30 pm (low season) & 7.30 pm (high season)

DEPARTURE : before 11 am

We will ask you return the keys at reception no later than 11 am the day of your departure. The mobil home will be checked within 72 hours.

MÉNAGE :

We remind you that final cleaning is not included in the price of your rental.

However, we offer a cleaning service for 75 € in case the customer wouldn't want to do the cleaning himself.

TREE HOUSE RENTAL :

Pets are not permitted in the tree house.

Payment

The total amount of the stay has to be paid 30 days prior to arrival.

ARRIVAL : from 2 pm to 6.30 pm (low season) & 7.30 pm (high season)
DEPARTURE : before 11am

Capacity :

For safety reasons, the Tree House can only lodge 2 adults and a child less than 10 yo.

Weather alert :

In case of a weather warning beyond our control such as bad weather, storms, thunder, we reserve the right to cancel your stay for safety reasons. Therefore, we can propose you to postpone your stay at a later date within 12 months or be accommodated in a different type of rentals available the day of your arrival without extra fee. Any other compensation can be claimed.

Cancellation and changes by the customer on the camping :

If you can't stay in the Tree House (fear, dizziness...), we can propose to accommodate you in a different type of rentals available the day of your arrival. Any other compensation can be claimed.

Prices :

Prices on our internet website or our brochures can be altered depending on economic conditions and statutory provision.

Specific conditions of sale

The Camping des Chevrets provides an unusual rental without water and electricity. We are not responsible if a customer wishes to shorten the stay due to cold weather, humidity or any other reason regarding your comfort. The customer needs to bring appropriate clothing and extra blankets if necessary.