



## Terms and conditions of sales

Staying on the campsite implies acceptance of the campsite rules (displayed at reception). Any serious breach will result in immediate expulsion.

Visitors are admitted for a fee during the day after presenting themselves at reception.

### ACCESS :

Each pitch provides a parking space for one vehicle. If there is a 2nd vehicle, it must be left in the campsite car park. For safety reasons, it is strictly forbidden to park in the aisles of the campsite.

### PRICES :

Our prices include access to the various facilities and activities: play areas, tennis tables, petanque area, multi-sports pitch, evenings, competitions, children's club, etc.

On receipt of payment within 7 days of your request, you will receive a letter confirming your booking, showing the amount of your deposit and the remaining amount due. Please note: your booking option may be withdrawn if you are late in paying for your stay, as the option period is 15 days.

A deposit of 30% of the total amount for rentals and 15€ for pitches will be asked the day of your booking.

For any rentals, a DEPOSIT of 300 € will be requested by cheque or credit card on arrival. This will be returned or cancelled after your departure.

The balance must be paid 1 month before arrival for all rentals (balance to be paid no later than the day before departure).

### PAYMENT ACCEPTED:

On site :

- Bank or postal cheque (French only)
- Credit card: Mastercard, Visa, Maestro
- ANCV
- Cash

On our Website :

- Credit card : Mastercard, Visa

### RECEPTION OPENING HOURS :

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

High season : 8.30am - 7.30pm

When the reception closes, a security guard takes over. To contact him, simply dial the telephone number given at reception.

### DISPUTES :

The final cleaning is not included in the price of the rental.

The rental property and plot should be cleaned by the tenant the day of your departure.

Before leaving, you will have to clean the mobile home and leave the fridge plugged in, otherwise, a €75 end-of-stay cleaning fee will incur.

Possibility to choose the cleaning package of 75 € for all our rentals.

Number of occupants : For administrative reasons, comfort and habitability, the maximum number of people per mobile home, depending on the category, must be respected. A baby counts as one person. Anyone exceeding the permitted threshold will be systematically refused.

### WI-FI :

Wifi is available on the campsite and is a paid service through a partner provider

### MEDIATION :

In accordance with the provisions of article L 1612-1 of the French Consumer Code, any campsite customer 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/her and the campsite operator. The details of the consumer ombudsman that the customer may contact are as follows: MEDICYS

- Internet referrals by filling in the form provided: [www.medicys.fr](http://www.medicys.fr)
- By e-mail: [contact@medicys.fr](mailto:contact@medicys.fr)
- Referral by post: 73, boulevard de Clichy 75009 PARIS
- Telephone: 01 49 70 15 93

#### **VALUABLES :**

We recommend that you do not leave valuables in the accommodation.

#### **CANCELLATION :**

- 15 days before the start of the holiday => 50% of the total cost of the holiday will be refunded. If only the 30% deposit has been paid, the deposit will be lost.

- less than 15 days before => no refund.

#### **PITCHES :**

The campsite accepts pitch reservations in order to guarantee our customers a place on the day of their arrival at no extra cost but with the payment of a deposit deductible from the amount of the stay.

ARRIVAL : 2pm to 7.30pm.

DEPARTURE : 12 noon

The balance of the stay must be paid no later than the day before departure.

#### **MOBILE HOME, CHALET, LODGE, COCO SWEET :**

Sheets are not provided (€10 per set of sheets). Possibility to hire a cot at reception (by reservation only).

ARRIVAL : 4pm to 7.30pm.

DEPARTURE : 11am.

#### **TREE HOUSE :**

Pets are not allowed.

Payment : Total amount of stay to be paid in full when booking, 1 month before arrival.

ARRIVAL : 2 pm to 7.30 pm.

DEPARTURE : 11am.

#### Capacity

The maximum number of people is 2 adults and 1 child aged between 3 and 13. It cannot be exceeded for safety and insurance reasons.

#### Weather warning

In the event of a weather warning, with external events beyond our control, such as bad weather, storms or thunderstorms, the management reserves the right to cancel your holiday for safety reasons or rehouse you in a more secured accommodation. In the case of a cancellation, we will offer you a postponement of your stay in the hut to a later date within the current 12 months, or you will be offered alternative accommodation subject to availability and at no extra charge. No other compensation may be claimed.

#### Modification or cancellation of your stay by yourself on site :

In the event of refusal to access your accommodation (fear, vertigo, etc.), you will be offered alternative accommodation subject to availability. No other compensation may be claimed.

#### Our animal friends

Pets (2 maximum) are allowed within the campsite (except first category dogs) per accommodation or pitch are allowed on the campsite, at a charge of 3€ per day/per pet, except in the Tree House, and must be tattooed, vaccinated and kept on a lead at all times. They must be tattooed, vaccinated and kept on a lead at all times. They may not be left alone inside or outside. Droppings must be collected. (free bags at reception)

Owners must pick up the droppings of their animals.

#### Prices

The prices shown on our website or in our brochures are subject to change depending on economic conditions or regulatory provisions. They include all taxes.

#### Special conditions

Camping des Chevrets offers unusual accommodation, without water or electricity. It cannot be held responsible for early departure due

to cold, damp or other reasons relating to comfort.  
Customers must bring suitable clothing and an  
extra blanket if necessary.