

GENERAL TERMS AND CONDITIONS OF SALE AND CANCELLATION
CAMPING CARAVANEIGE CHAMP DU MOULIN

Requesting a reservation implies full and unconditional acceptance of the present general terms and conditions of sale and cancellation.

1 - HOW TO BOOK

By mail: send the completed booking contract along with a deposit of 30% of the total cost of the stay.

On the website: follow the indicated procedure.

The reservation becomes effective only upon receipt of the deposit within seven days. The deposit can be paid online via our secure website, by cheque, credit card (remote payment), or bank transfer. A booking confirmation will be sent by email or postal mail upon receipt of the deposit. This confirmation must be presented upon arrival. If the deposit is not received within the specified timeframe, Camping Caravaneige Champ du Moulin reserves the right to consider the reservation request as not confirmed and may reassign the pitch or rental to another client. For safety reasons, **access to the campsite may be refused** if the number of people exceeds the accommodation's capacity (including children).

2 - PAYMENT OF THE STAY

Accepted payment methods: cheque, cash, holiday vouchers ANCV, credit card, bank transfer.

- **Rentals:** the balance must be paid 30 days before the arrival date.
- **Camping pitches:** the balance is due on arrival.

Failure to pay the balance by the due date may result in cancellation of the reservation without refund of the deposit.

3 - ARRIVAL AND DEPARTURE

- **Rentals:** arrival between 2:00 p.m. and 7:00 p.m.; departure by 10:00 a.m.
- **Pitches:** arrival from 12:00 p.m.; departure before 12:00 p.m.
Please inform reception in case of arrival after 7:00 p.m.

Late departures may incur additional charges.

In case of late arrival or early departure, no refund will be made. The full amount remains due, unless a cancellation insurance was taken out at the time of booking.

4 - NO SHOW ON ARRIVAL DAY

The reservation is held until 3:00 p.m. the following day.

After this time, without any news from you, the reservation is considered cancelled as per article 5. No refund will be made.

5 - CANCELLATION BY THE CLIENT

All cancellations must be made in writing by registered letter.

Case 1: Without cancellation insurance

- More than 30 days before arrival: 30% of the total contract amount is due (deposit).
- Between 30 and 15 days before arrival: 50% of the total contract amount is due.
- Between 15 and 8 days before arrival: 80% of the total contract amount is due.
- Less than 8 days before arrival: 100% of the total contract amount is due.

Any payments made will not be refunded.

Case 2: With cancellation insurance taken out at the time of booking (non-refundable)

See the covered guarantees following the general terms of sale.

6 - CANCELLATION BY CAMPING CHAMP DU MOULIN

In case of cancellation by Camping Caravaneige Champ du Moulin (except in cases of force majeure), all sums paid will be fully refunded.

No additional compensation may be claimed.

Failure to comply with the campsite rules may result in **immediate termination of the contract**, without refund.

7 - SECURITY DEPOSIT AND CHARGES

Upon arrival, a deposit is required:

- €300 for the accommodation
- €75 for final cleaning (if not done by you)

An inventory is provided upon arrival. Any discrepancies must be reported to reception by the next morning.

The deposit is returned at departure, after inspection (between 8:00 a.m. and 10:00 a.m.), or sent by post within 8 days, **minus any charges for damages or insufficient cleanliness.**

- Cleaning not done: €75 retained
- Dirty or unwashed dishes: additional €20 charged

8 - INSURANCE

Each guest is responsible for any damages caused by themselves or their companions. They must be covered by **personal liability insurance.**

Minors staying at the campsite are the sole responsibility of their parents or legal guardians, whether present or not.

In case of accident, dangerous behavior, or damage caused by a minor, the campsite cannot be held liable.

It is up to legal guardians to ensure safety rules are respected, particularly the strict **prohibition to approach or bathe in the nearby river**, even in the presence of warning signs.

9 - PETS

Pets are allowed under the following conditions:

- Up-to-date **health records** must be presented on arrival.
- Dogs must be kept **on a leash** at all times.

- Category **1 and 2 dogs** are allowed only with the required legal documents presented on arrival.
- Animals must never be left alone in the accommodation.

Owners remain fully responsible for any damage or disturbance caused by their animals.

10 - CAMPSITE RULES

Every guest agrees to follow **the campsite's internal rules**, posted at the entrance and in the sanitary blocks. Serious violations may lead to **immediate expulsion** without refund.

11 - PERSONAL DATA (GDPR)

In accordance with current data protection regulations, the information **collected during booking is used solely for administrative and commercial management**.

It is not sold or shared with third parties.

You have the right to access, rectify, and delete your personal data upon request.

12 - FORCE MAJEURE

The campsite reserves the right to modify or cancel all or part of the services in cases of **force majeure** (bad weather, natural disasters, government decisions, epidemics, etc.).

In such exceptional circumstances, no compensation can be claimed.

13 - DISPUTES / APPLICABLE LAW

In the event of a dispute and after attempts at amicable resolution, **jurisdiction is assigned to the courts** where the Camping Caravaneige Champ du Moulin is located.

French law applies.

By paying the deposit required to confirm your booking, you confirm that you have read and understood our general terms and conditions of sale and cancellation policy.