

## Please read the General Rental Terms and Conditions 2020

### Since 2015 book in advance with peace of mind:

Cancellation insurance CAMPEZ COUVERT offered with the stay, information click on the link :

<http://www.campez-couvert.com/conditions-generales-dassurances/>

Once the stay has begun, there is no refund possible for any reason whatsoever for cancellation or early departure. (Except within the framework of one of the guarantees committed by CAMPEZ COUVERT).

If for any reason, the stay is cancelled or if it is shortened by the tenant without reasons related to one of the guarantees of the general conditions or outside the scope of the Camping Covered insurance, the deposit or the paid sums will remain acquired and no refund will be possible.

If the reservation is made less **than 30 days before the arrival**, the total amount of the stay will be requested at the time of booking.

The reservation will be effective after sending our acknowledgement of receipt of the full balance of the stay and the signed contract.

Any reservation by cheque must be accompanied by the payment of the deposit to the order of Camping des Grissotières. The balance must be paid 30 days before your arrival at the campsite. If the balance is not paid 30 days before your arrival and after two reminders by email and two unanswered phone calls, the stay will be cancelled and you will lose the payment(s) already made. Signature of the document of control by pieces at your arrival.

**The two guarantees of 100 € and 300 € in check or cash damages on the rent**, (except if degradation higher than the guarantee: amounts of the repairs up to the estimate for the restoration) and for the loss of the keys and remote control (value 100 €) or if state of cleanliness different from your arrival will have to be deposited and restored at the time of your departure after :

Verification of possible damages. This one will have to be left in a perfect state of cleanliness: cleaning to be carried out by the holidaymaker, failing this the deposit of 100 € and 25 € for the cleaning of the plancha will be retained.

Possibility of the fixed price cleaning 80 € choice of this option at the time of booking or on site. (This does not include the dishes, the shower room and toilets and the plancha gas).

In case of inaccurate declaration of the taker, this contract will be automatically terminated and the sums paid will remain acquired by the campsite.

Any reservation is personal, it is forbidden to sublet or transfer your accommodation and pitch to a third party. Visitors must be declared on arrival during the opening hours of the reception office and may be admitted after authorisation from the management and under the responsibility of those who receive them, they will be required to pay the campsite a fee per visitor. (3 or 4 €/person/visit of more than 2 hours depending on the period).

Notify the campsite of any possible delay in your arrival by telephone or by e-mail, in order to keep your reservation. Beyond 24 hours, without any news, your reservation will become null and void.

During your stay, do not do anything which by the fact of the taker, his family or his relations, can harm the tranquillity of the neighbourhood or the other occupants. Therefore, unaccompanied children cannot be admitted. Do not make any modification or change in the furniture or the layout of the premises. Do not charge electric cars or EPDM with a plug from the rental (fire risk).

Adjust the sound level of radio, television and other appliances so that neighbours cannot be annoyed; do his own business, at his own risk and expense, without the Lessor or third parties being liable for noise, odours, smoke, light or vibrations caused by him or by appliances belonging to him.

Under no circumstances shall the lessor be held liable in the event of theft committed in the rented premises.

The lessee may not, without any pretext, bring animals into the campsite without special authorisation from the campsite manager.

Category 1 pets are strictly forbidden.

Obligation to provide a vaccination book and to be kept on a leash. As well as taking care not to tie your pet to a tree or other vegetation set up on the campsite. Provide an animal tie (in your suitcases) in order to attach your pet. Never leave your pet alone in the rental.

Absolutely refrain from throwing objects into the washbasins, baths, bidets, sinks, wash basins, WCs etc... that could block the drains, otherwise you will be liable for the costs incurred to put the appliances back into service.

Support, without reduction of rent and without compensation, the repairs incumbent on the lessor, whose urgency and necessity would appear during the rental period. Any breakage of property, any breakage of trees and any other breakage in the Campsite, the sanitary facilities, on the pitches, in the rentals caused by the holidaymaker must be declared the same day at the reception. The repair will be charged. Therefore we advise you to check that you are well insured for this kind of dispute, so that you can be reimbursed.

Maintain the rented premises and return them in a good state of repair for maintenance at the end of the rental period, both for the rental and the pitches. Do not mount the bikes on the terrace, please store them in the bike rack.

The holidaymaker declares to be familiar with the operation of all services and equipment. He acknowledges that he will take them in good working order and undertakes to maintain them and return them in good condition at the end of their use. He is responsible for any accidents that may occur as a result of their use.

Notify the day before for the formalities of exit and your departure time between 8:00 am and 10:00 am.

Have a pleasant stay.

Sophie

Articles L 611-1 et seq. of the Consumer Code

Article R 612-1 et seq. of the Consumer Code

Every consumer has the right to have recourse free of charge to a consumer ombudsman with a view to the amicable settlement of a dispute between him and a trader. Camping des Grissotières shall guarantee the consumer effective recourse to a consumer mediation scheme.

Before referring the matter to the consumer ombudsman, the consumer must try to resolve his dispute with the trader amicably. The complaint must be in writing. In the absence of such an attempt, the consumer mediator may not examine the request for mediation addressed to him.

Mediator of Camping Les Grissotières.

Médocys, Centre de médiation et règlement amiable des huissiers de justice 73, boulevard de Clichy- 75009 Paris