

GENERAL TERMS AND CONDITIONS

BOOKING CONDITION :

- Reservations are made on a strictly personal basis. Under no circumstances may you sublet or assign your rights under this agreement without our consent.
- The reservation becomes effective on receipt of the deposit and on receipt of our written confirmation. In the event of non-payment of the deposit at the time of booking or of the balance at the latest 30 days before the start of the holiday by the customer, the campsite reserves the right to cancel the booking and to re-let the accommodation. Any reservation implies that you have read and accepted our general conditions.
- Minors must be accompanied by their parents or legal guardians.
- Article L221-5 of the French Consumer Code stipulates that the right of withdrawal of fourteen days provided for in Article L221-18 of the same code does not apply to the provision of accommodation in open-air hotels, regardless of the method of conclusion of the contract to which they relate, particularly in the case of conclusion of the contract by electronic means.

PAYMENT TERMS :

- For bookings made more than 30 days before the start of the holiday, a deposit of 30% (or a minimum of €35 for rental accommodation and €25 for pitches) of the cost of the services booked must be paid at the time of booking. The balance must be paid no later than 30 days before the start of the holiday for rentals and pitches.
- For bookings made less than 30 days before the start of the holiday, full payment must be made at the time of booking (30% deposit + balance of the holiday).

CANCELLATION AND CHANGES :

- Changes to your booking: Customers may request changes to their holiday in writing (by post or e-mail), subject to availability. No postponement will be accepted for the following season unless there is a force majeure such as a natural disaster. If no change is made, the customer must either continue with the holiday as originally booked or cancel it in accordance with the cancellation policy.
- Unused services: Any stay that is interrupted or shortened (late arrival, early departure) due to the customer's fault will not give rise to a refund or voucher. In the event of non-occupation 12 hours after the scheduled arrival date and without written notice from you, the contract will be cancelled automatically without any formalities, the rental accommodation or pitch will revert to the campsite and the sums paid will be retained by us.
- Cancellation by the camper: All cancellation requests must be sent by post or e-mail. Cancellations made by telephone cannot be taken into account. Any cancellation will result in the cancellation of the booking and the campsite reserves the right to offer the accommodation or pitch for rental again. In the event of cancellation by the camper without subscription to the cancellation guarantee for one of the following reasons (preventing the stay):
 - Closure of borders by administrative decision,
 - Administrative closure of the campsite
 - Restriction of travel to a number of kilometres by administrative decision that makes it impossible to come to the campsite.The campsite will issue a voucher for the full amount paid, valid for one year. If the customer refuses to accept this voucher, the corresponding amount will be reimbursed on request.
- Refund conditions for rental accommodation without cancellation insurance (including mobile homes, gîtes d'étape and canvas tents):
 - More than 30 days before the start of the holiday: the deposit will be retained as compensation (30% or minimum €35 for rental accommodation or €10 for pitches).
 - Less than 30 days before the start of your stay: 100% of the cost of your stay will be required and no refund will be given.
- Refund conditions for pitches without cancellation insurance:
 - More than 15 days before the start of the stay: the deposit will be retained as compensation, i.e. 30% of the stay or a minimum of €10.
 - Less than 15 days before the start of your stay: 100% of the cost of your stay will be required and no refund will be given.
- Cancellation by the campsite: In the event of cancellation by the campsite, except in cases of force majeure or administrative closure, the sums paid for the reservation will be reimbursed in full. However, this cancellation cannot give rise to the payment of damages.

CANCELLATION INSURANCE :

- You can take out cancellation insurance with Meetch. This insurance must be taken out at the same time as the booking. It is non-refundable in the event of cancellation.

YOUR STAY :

- Arrival: If a 'sanitary pass' is required by the government, all participants in the holiday who are subject to this requirement must present a valid 'sanitary pass' on arrival in order to enter the campsite.
 - Reception times: On the day of your arrival, you will be welcomed from 4 p.m. for the rental accommodation and when you are given the keys, you will be asked to pay a deposit of €250 per rental accommodation. You will be responsible for carrying out the inventory of fixtures on arrival. Any complaints should be brought to our attention before 7pm on the day of arrival.
- Campsite pitches are available from 3pm. In the event of a late arrival (after 7pm), it is imperative that you inform the campsite, otherwise the management reserves the right to refuse you access, and the sums paid will be retained by the campsite.
- Deposits: by credit card
- Gîte d'Etape: 350€; Mobile home: 250€; Tent: 200€; Plancha: 20€; European plug adaptor: 10€; Electric reel: 50€.
- During your stay: Campers are responsible for looking after their personal belongings. The campsite declines all responsibility in the event of an incident for which the camper is liable. Each tenant is responsible for any disturbance or nuisance caused by people staying with them or visiting them.
 - Departures: Departures are free before 11am. Cleaning of the accommodation is the responsibility of the client. The deposit will be cancelled no later than 48 hours after your departure if the accommodation has been left in a perfectly clean condition and without any damage.
- If you leave after 11am, you may be charged for an extra day at the current nightly rate.
- Pitches must be vacated by 12.00 noon. For any late departure, you may be charged an additional day at the current nightly rate.

VISITORS :

- Visitors may be admitted to the campsite for a fee on arrival. They must report to reception and will be under the responsibility of the campers receiving them.

ANIMALS :

- Pets are allowed on the campsite (except 1st and 2nd category dogs) for a fee. They must be kept on a lead at all times, and any excrement must be picked up by the owner and disposed of in the rubbish bin. Vaccination certificates for dogs and cats must be up to date.

MORE :

- The campsite reserves the right to expel any person who contravenes these rules.
- In accordance with the provisions of the French Consumer Code concerning 'the mediation process for consumer disputes', the customer has the right to use, free of charge, the mediation service offered by GM2C. This mediation service can be reached on their website: '<https://www.cm2c.net/contact.php>' or by post: 49 rue de Ponthieu 75008 PARIS.
- BLOCTEL PROVISIONS (art L 223-2): 'When a professional collects telephone data from a consumer, he shall inform the consumer of his right to register on the telephone canvassing opposition list.'

Thank you for your understanding. The team at Camping du Cheylard sur Eyrieux wishes you an excellent stay!

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