

TERMS AND CONDITIONS 2021

Camping Municipal "Les Feuilles"



Special COVID 19

TERMS OF RESERVATION

The reservation becomes effective only with the agreement of the campsite, after receipt of the deposit and either upon receipt of the booking contract duly completed and signed, or upon your agreeing to the general conditions of sale when booking online.

The booking is made strictly personal. You can not under any circumstances sub-let or transfer your reservation without the prior consent of Camping Municipal "Les Feuilles".

Minors must be accompanied by their parents or legal guardians.

PRICES AND TOURIST TAX

- Prices shown are valid for the 2021 season.
- The amount of the tourist tax is 0.30 € per person over 18 years per night

PAYMENT TERMS

- **For bookings made over 7 days before arrival, a deposit of 10% of the total amount of the reserved services must be paid when booking. The balance must be paid no later than 7 days before the date of beginning of the stay at the campsite.**
- **For bookings made less than 7 days before the date of arrival, full payment must be made at time of reservation at the campsite.**

CANCELLATION AND CHANGES

1. Modification of your booking

Changes to your booking may be made at no cost, subject to availability. If no message from you indicating a postponement of your arrival date, location will be available for sale again 24 hours after the arrival date specified on the contract and you will consequently lose the benefit of your reservation.

2. Services not used

Any stay interrupted or cut short (late arrival, early departure) by you, shall not give right to a refund.

3. Cancellation by the Camping Municipal "Les Feuilles".

In case of cancellation made by Camping Municipal "Les Feuilles," except in cases of "force majeure", the stay will be reimbursed. This cancellation shall nevertheless not incur the payment of damages.

4. Cancellation by the Customer

Any cancellation of a booking must be made in writing (recorded delivery) to the Camping Municipal "Les Feuilles". The repayment of the sums paid after deduction of the amounts is specified below:

If cancellation occurs:

- **More than 7 days before the start date of stay : A postponement of the stay will be offered by the municipal campsite "Les Feuilles", or a credit note valid for 18 months. In case of refusal of these two solutions, a refund of the deposit may be considered.**

• **Less than 7 days before the start date of stay: 100% of the amount of the stay will be kept by the municipal campsite "Les feuilles".**

YOUR STAY

1. Arrival

After 16h00. Please contact us to give your arrival timing.

If you rent a chalet, a deposit of 150.00 € will be necessary at your arrival.

2. During your stay

It is the camper to contract an insurance: the campsite declines all responsibility in case of theft, fire, bad weather, etc and in case of any incident concerning the civil responsibility of the camper. All clients must comply with the rules of procedure. Each title resident is responsible for disturbances and nuisance caused by persons staying with or visiting him.

3. Departure

Pitches must be free no later than 11.00.

Bungalows and chalets must be free no later than 11.00. The inventory is made by appointment.

ANIMALS

Pets are welcome at Camping Municipal "Les Feuilles" (except the dogs of 1st category), free of charge, upon presentation of current vaccination book. They must be kept on leash.

COMPUTER AND FREEDOM

The information you provide in connection with your order will not be passed to any third party. This information will be considered by the Camping Municipal "Les Feuilles" as confidential. They will be used solely by the internal services of Camping Municipal "Les Feuilles" to process your order and to reinforce and personalize the communication and service offering reserved for customers of Camping Municipal "Les Feuilles" according to your centers interest.

According to the Data protection act of January 6th, 1978, you have a right of access, rectification and opposition to personal data about you. To do this simply make the request by post to the following address, indicating your name, surname and address: Camping Municipal "Les Feuilles" 18, rue du Châtillon 71170 CHAUFFAILLES.

"In the event of a dispute and after having seized the client's customer service", any client of the campsite has the possibility of seizing a consumer mediator within a maximum of one year from the date of the complaint. Written by LRAR to the operator. The details of the mediator that may be entered by the client are as follows:

Le CMAP (Centre de Médiation et d'Arbitrage de Paris – CCI de Paris)

Saisine par internet en remplissant le formulaire prévu à cet effet : www.cmap.fr

Saisine par mail : consommation@cmap.fr

Saisine par voie postale : 39, avenue F.D. Roosevelt 75008 PARIS Téléphone : 01 44 11 95 40