

TERMS AND CONDITIONS

1) Our services

***Rentals (Mobile home, chalet or apartment):**

Each rental is nominative and cannot be given in. The rental is only effective after a deposit is done (30% of the amount of your stay + booking fees of €25) and after the balance of the stay is paid, 1 month before arrival. Without payment from you within the deadlines (14 days), we will consider your stay as cancelled and deposit will be lost. No modification is possible during the previous month of your arrival. The package includes water, gas, electricity and access to infrastructures facilities, animations and aquatic space.

Arrivals are possible from 4 pm (3 pm in low season) and departures are before 11 am.

It is strictly forbidden to smoke in the mobile home, chalet or apartment.

At your arrival (from 4 pm in high season, 3 pm in low season):

We will ask for a deposit of €150 by imprint of your credit card. Expenses caused by possible damages will be charged on this deposit.

At your departures (before 11 am):

It is asked to leave the rental in a perfect state of cleanliness. The deposit made at your arrival will be given back at the end of your stay. Damages, missing items or cleaning costs if necessary will be charged and deducted from your deposit. If the cost of damages is not known, we will keep the deposit till further information.

Choice of a specific location: your wish for a location is subject to availability at your arrival.

Side activities: All activities, free or not, mentioned in the present document can, by certain circumstances independent of our own fact (notably due to the weather), be modified or cancelled on your arrival on site. As such, our responsibility could not be engaged.

2) Booking

Your booking will be considered as firm at reception of your booking contract signed and filed in, along with your deposit (30% of total amount of your stay + booking fees + cancellation insurance fees if subscribed). Booking and cancellation insurance fees are not refundable.

At reception of your contract, a booking confirmation will be sent to you by email.

Methods of payment accepted: cash, credit card (Carte Bleue, Visa, and MasterCard) and bank transfer.

Last minute booking: all reservation made within 30 days before arrival must be completely paid by credit card only.

3) Cancellation conditions (only possible by registered letter) without insurance

For rentals:

- until 90 days before arrival: deposit refundable, except for booking fees (€25)
- from 90 days to 30 days before arrival: deposit not refundable
- from 30 days to 0 day and non-presentation: 100% of the cost of the stay not refundable

COVID 19: In case government restrictions prevent the fulfilment of your stay (closure of borders, lockdown, quarantine upon arrival or return), we commit to refunding the amounts you already paid.

4) Cancellation insurance

It is possible to subscribe cancellation insurance simultaneously with your booking. Please see the following document.

5) Minors

Minors not accompanied by their parents are not accepted.

6) Animals

Pets are allowed on the campsite. Only dogs of category 1 and 2 are not accepted. An extra cost of 3€/night will be charged for your pet. Dogs must be kept on a lead in the enclosure of the campsite. Please, respect hygiene and environment of the campsite. Health record booklet must be presented upon arrival. Rabies vaccine and tattoo certificate are compulsory. Pets must not be left alone in the rentals. Cleaning/disinfection fees can be charged if rentals are not maintained in a perfect state of cleanliness.

7) Consumer mediation

In case of dispute, and after having submitted the case to the campsite customer service, any guest can contact a consumer mediator within a year after the written complaint to the campsite.

The customer can contact the following consumer mediator:

Medicys 73 boulevard de Clichy 75009 Paris - FRANCE / Phone: 0033 1 49 70 15 93.

Extract of General Terms and Conditions of Insurance

Our partner Gritchen Affinity offers you optional Cancellation and Interruption insurance for your rental. Its price is 2.9% of rental cost and supplements.

Find complete general terms of insurance here:

https://gap.gritchen.fr/partenaire/produits/_commun/client-ipid-cga.php?lang=en&contrat=client_produit_garantie-a0bb96c475deffd5958c7587e2f1e8f3-23752

Campez Couvert can offer you the most comprehensive holiday insurance coverage on the market.
In addition to trip cancellation and interruption insurance, Campez Couvert will also cover you for COVID-19.

Find all the insurance terms and conditions at :
www.campez-couvert.com



Medical reasons

Serious illness, including COVID, serious accidents or death, counter-indication and post-vaccination, pregnancy complications.



Personal reasons

Summons in preparation of adopting a child, as either a witness or jury member or for an organ transplant, to a retake exam, separation.



Serious vehicle damage

Maximum 48 hours before departure.



Business reason

Cancellation or change to paid leave, Redundancy / contractual termination, Professional transfer, Getting a job.

Other : Serious damage caused by fire, explosion or water damage, Theft from business or private premises, Natural disasters, Site access prohibited, being unable to reach the holiday location, theft of your identity card, driving licence or passport, Tourist visa refusal.



Contact tracing

Symptoms of COVID-19 confirmed by a medical opinion, or having come into contact with a person infected with COVID-19.

NEW !

What should you do if you have to cancel or interrupt your trip ?



NOTIFY THE SITE OF YOUR RESERVATION

of your cancellation, late arrival or interruption



REPORT YOUR TRIP CANCELLATION OR INTERRUPTION:

→ ONLINE :
www.campez-couvert.com/declarer-un-sinistre

→ BY EMAIL :
sinistres@campez-couvert.com



YOU WILL BE REFUNDED 48 HOURS*

after receipt of your claim !
*subject to deduction of your excess



EASY, QUICKLY AND CONNECTIVE !

MAKE YOUR DECLARATION BY YOUR SMARTPHONE

Discover our application **Safebooking®**,
Apply, follow and fill your declaration in real time...



Gritchen Tolède & Associés - Société de courtage en assurances

SIEGE SOCIAL : 27 Rue Charles Durand - CS 70139 - 18021 BOURGES Cedex - France

ORIAS 15000426 - www.orias.fr - SIRET 807 925 441 00014 - Capital social : 10 000 €

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