

GENERAL TERMS AND CONDITIONS



- The campsite accepts rental reservations under the following conditions:

All reservations are nominative and cannot be transferred. For rentals, the request must be accompanied by a deposit of an amount corresponding to 30% + €12.50 administration fees. The balance of **the stay must be paid one month before arrival** (or in full if booking last minute). In the event of late payment or non-payment, the reservation will be considered canceled.

In this case, the deposit will be deemed acquired at the campsite.

Payment of this deposit will be made by credit card via the website.

The balance will be paid by bank card, bank check, ANCV holiday vouchers.

- Cancellation

In the event of cancellation of your stay before arrival, interruption of your stay or postponed arrival for any reason whatsoever: the deposit, various interim payments and the balances paid are deemed acquired at the campsite and no reimbursement will not be granted.

Taking out cancellation insurance is therefore recommended.

The cancellation insurance offered is Campez Couvert, it is not included in the price of the stay (its cost is 4.5% of the total amount of your stay + options).

It can only be subscribed and paid for at the time of your reservation.

The general conditions of cancellation insurance can be consulted on

<https://www.campez-couvert.com/>

No complaint can be made to the campsite concerning the form and content of the documents made available by the insurer, nor any exclusion of guarantee.

In the event of a disaster, you must, in addition to notifying the campsite, notify the company according to the general conditions of the insurance taken out.

- Arrivals and departures:

Arrivals are between 4 p.m. and 7 p.m.

If there is a delay, please notify us in writing.

Any late arrival must be validated by the campsite.

After 8 p.m., reception will only be possible the next day.

If no information reaches us regarding a delay, the accommodation may be allocated to another client from 12 p.m. the next day.

The amounts paid will not be refundable and remain deemed acquired at the campsite.

In the event of delayed arrival (implying the continuation of the stay) no deduction or reimbursement of these days.

For each arrival, proof of identity may be requested, a copy will be kept with your stay file.

Departures are between 8:30 a.m. and 10 a.m.

A departure the day before or before 8 a.m. must be validated by the campsite.

In the event of early departure before the end of your stay, no refund will be made whatever the reason.

□ Cautions :

A deposit of €530 must be deposited upon arrival, by check or credit card imprint, and will be returned to you at the end of your stay after an inventory:

1. Deposit of €130 for cleaning, if you have not taken the cleaning package at the end of your stay.

The accommodation must be left in a perfectly clean condition.

In the event of insufficient cleaning, the amount of €130 will be retained. Smoking or vaping is strictly prohibited inside the accommodation. In the event of an offense and the smell of tobacco observed, a deduction of €100 from the deposit will be made.

2. Deposit of €400 for accommodation

This deposit covers the first costs of possible damage or lack of equipment in the accommodation, as well as the loss of badges.

In the event of loss of the barrier badge, the amount of €20 will be retained from the deposit.

In the event of damage: the invoice for the repair(s) will be sent to you.

You will be asked to pay these invoices within 15 days.

If payment is not made within this 15-day period, the deposit check will then be cashed by the campsite.

Reimbursement of the “deposit – invoice” difference will be made 30 days later (duration necessary for the bank to ensure the provision of the deposit).

If the costs of repairing the damage exceed the amount of the deposit, you agree to pay the balance.

There is no contradictory inventory carried out for rental properties.

These are deemed to be delivered to you complete with their accessories and in perfect clean and working condition.

If upon your arrival an item appears to be missing or damaged (excluding normal wear and tear), you should notify us at reception on the day of your arrival.

Otherwise, your liability will be retained.

In the event of breakage of crockery or small equipment, you can report it to reception for replacement with our stock.

- Animals:

Only one dog is accepted per accommodation.

He must be up to date with his vaccinations and you must have his vaccination record.

He must be kept on a leash within the campsite.

Category 1 and 2 dogs are not allowed.

You must not leave your dog alone in the accommodation.

To protect the accommodation, provide sleeping arrangements for your dog.

Duvets, blankets, sofas and beds are prohibited.

Cats and other animals are not allowed.

In the event of non-compliance with the above elements, you will have to have your animal kept in a boarding facility at your expense and without delay.

- Services:

Services including swimming pool, playground, etc. cannot give rise to any reimbursement, reduction or compensation of any kind, in the event of temporary or permanent unavailability.

- Additional information:

During the season, depending on technical needs and for the maintenance of the campsite, certain nuisances may be generated (they cannot be the subject of any complaint), we pay particular attention to limiting the inconvenience caused and thank you in advance for your understanding.

Regardless of the number of occupants: **only 1 vehicle per location** (free outdoor parking subject to availability).

The photos and plans are not contractual, but given as an example.

The campsite cannot be held responsible in the event of theft, loss of property, fire, bad weather or damage arising under the customer's civil liability.

According to current legislation and for your safety, the campsite informs you that it is an establishment placed under **video surveillance**.

For any questions regarding the operation of the video surveillance system, contact reception.

The customer undertakes to respect and ensure compliance with the internal regulations of the campsite by the people occupying the rental.

Only the people indicated (baby included) on the reservation contract will be admitted to the rental and will be entitled to campsite services.

In the event of non-compliance with the conditions and charges, false declarations or violations of the campsite's internal regulations, the reservation will be immediately canceled without refund.

Rentals can only accommodate the maximum number of people authorized (e.g. 4-seater mobile home = 4 people, baby included).

No reservation can be made for a specific pitch number.

Rentals will not be given before the time specified on the reservation contract.

It is up to the camper to take out insurance against theft, fire and civil liability.

Image rights: During your stay at Le Héron campsite, you may be photographed or filmed for the design of our brochures or the illustration of our website. If you do not wish to be photographed or filmed, simply notify reception in writing upon your arrival. **Wearing a bracelet is obligatory within the campsite** for the entire duration of your stay, July and August. Lost or broken bracelets will be charged: €1

Only 1 vehicle per location will be authorized.

- Visitors:

Any person invited by the tenant, without an overnight stay, must first identify themselves at the site reception upon arrival and report their departure.

Any visit lasting more than one hour will be charged to the tenant at a rate of €2 per person (free for children under 6 years old) in low season and €4 per person in July/August

Access to the swimming pool prohibited for visitors.

They will also have to leave their vehicle outside the site.

Minors will be accompanied by their parents.