

## **GENERAL TERMS AND CONDITIONS**

### **CONDITIONS OF STAY**

All guests and visitors must comply with the rules and regulations which are displayed at the entrance to the site.

The signatory of this contract which is for a fixed period may not, under any circumstance, occupy the site after the end of the stay.

All bookings are made in the name of the renter and may not be transferred or sub-let.

Only one vehicle per pitch is authorized. External parking places are available. The speed limit is 10km/h. The gates are closed between 10.30pm and 7.45am. All traffic is forbidden during this period.

All visitors are admitted at the discretion of management and must be announced on arrival and remain the responsibility of the renter. They are obliged to pay a fee per visitor.

The campsite is not responsible for any wear or damage to renters' personal belongings nor to damage caused by others (compulsory third party liability insurance)

A security deposit of 200 euros (in case of damage to the property) is required on arrival and will be returned after departure. The renter has a maximum of 24 hours after arrival in which to notify of any discrepancies. Another security deposit of 60 euros will be required on arrival which will be returned if the property is handed back in the same condition it was found.

An inspection of the property will be carried out between 8 am and 10 am on the last day. If the inventory cannot be done due to an early departure the security deposit will be retained and sent back by mail once the owner has inspected the premises, minus any expenses incurred.

Category 1 (attack) and Category 2 (defence and guard) dogs are forbidden. One dog is allowed per pitch or per rental. All dogs must be tattooed or microchipped and vaccinated. Dogs must be kept on a lead and never left on their own.

The management reserves the right to terminate the stay without notice nor refund of any persons not adhering to the rules and regulations or who have supplied false information.

## **RESERVATION**

The booking will be confirmed upon receipt of the contract duly signed by the renter along with deposit payment (30% of the cost of stay in a mobile home or chalet or 76€ fixed deposit for camping pitches) Confirmation will be sent by return by letter or email.

All bookings confirmed on our web site will become binding after confirmation by email. The statutory measures relating to the right of cancellation in the case of distance selling, as provided for in the Consumer Code, are not applicable to tourist services (article L.121-20-4 of the Consumer Code). However, the campsite reserves the right to cancel a booking within 72 hours of the booking being confirmed on the web site. In this case any payments made will be fully refunded.

The balance for a stay in a mobile home or chalet is payable at latest 30 days before arrival. In the case of bookings made less than 30 days before arrival full payment will be required with the reservation.

## **HOURS**

Reception is open from 8.30am to 12.30pm and from 2.00pm to 7.30 pm (from 8am to 12.00pm and from 2.00pm to 8.00pm in July and August) Arrival and departure times are:

- **camping pitch** : from 2.00pm to 12 noon. These hours may be extended out of season.
- **motor-home stop**: from 6pm, departure before 10am.

- **mobile home and chalet rental:** from 4.00pm, departure before 10 am. These hours may be extended out of season by prior request. During high season the rental periods are Saturday to Saturday or Sunday to Sunday.

Any late arrival must be notified otherwise the reservation will be considered cancelled from 12 noon the following day.

### **CANCELLATIONS**

In case of cancellation any amounts already paid are retained by the campsite. No refunds will be given for any shortened stay. It is strongly advised to purchase the cancellation insurance which we propose.

### **PAYMENT METHODS**

Cash, Cheque, Debit and Credit cards or bank transfer.

We are here to ensure that your stay at Camping la Gallouette be as pleasant as possible.