

# General terms and conditions of rental

Camping de la Croix St. Martin - Cap Liberté SAS (French Simplified Joint Stock Company)

## Article 1 - Scope of the general conditions of sale

These terms and conditions govern by right the sales of stays made on the website [www.camping-vichy.com](http://www.camping-vichy.com) as well as sales made directly to the establishment or by phone, mail or email. They are an integral part of any contract concluded between the campsite operated by Cap Liberté SAS and its customers.

Each customer acknowledges having read these general conditions prior to any booking of a stay, for himself and any person participating in the stay.

In accordance with the law in force, these general conditions are made available to any client for information purposes prior to the conclusion of any contract for the sale of stays. They can also be obtained on written request addressed to the head office of the establishment.

## Article 2 - Booking conditions

### 2.1 Price and payment

All prices are given in Euros, including VAT. The client's attention is drawn to the fact that the tourist tax is not included in the price.

Camping pitches booking:

Booking pitches (caravan, motorhome, tent), is not mandatory. For stays of less than 3 nights, please go directly to the campsite. The reservation is recommended for all stays of 3 consecutive nights or more. Reservation is necessary for a long stay in July and August. The booking becomes effective after our agreement confirmed by mail or email and after receipt of the deposit, corresponding to thirty percent of the stay (30%) plus booking fees. The balance and the tourist tax will be paid on arrival or, at the latest, the day before the day of departure. All booking are nominative and can not non-transferable.

Double axle caravans are prohibited on the campsite - confers the decree of 01 April 1998.

Accommodation booking:

The reservation is obligatory for the rental of an accommodation whatever the period and the duration of the stay (minimum 2 nights). The rental becomes effective after our agreement, confirmed by mail or email and after receipt of the signed rental agreement and receipt of the deposit, corresponding to thirty percent of the stay (30%) plus booking fees. The balance and the tourist tax must be paid one month before arrival. All rentals are nominative and are non-transferable. A certificate of holiday insurance is required for all rental accommodation.

For any delay not reported, the accommodation and / or pitch becomes available 24 hours after the arrival date mentioned on the booking contract. After this time, and in the absence of a written message, the reservation will avoid and be considered canceled by the customer less than one month before the scheduled arrival date.

### 2.2 Changing booking dates

No discount will be granted for late arrivals and/or early departures.

### 2.3 Cancellations

All reservations with an outstanding balance will be cancelled in accordance with the general sales conditions.

Cancellations must be confirmed in writing.

#### 2.3.1. Cancellation of a rental accomodation contract :

- a. In case of cancellation more than 3 months before the arrival date, the deposit will be refunded (minus 15 € for file management fees).
- b. In case of cancellation between 3 months and one month before the arrival date, the deposit will be automatically acquired.
- c. In case of cancellation less than one month before the arrival date, the deposit or the total amount of your stay will be acquired automatically.

#### 2.3.2. Cancellation of a lease of a camping pitch:

- a. In case of cancellation more than 2 months before the arrival date, the deposit will be refunded (minus 15 € for file management fees).
- b. In case of cancellation 2 months or less than one month before the arrival date, the deposit will be automatically acquired.

### 2.4 Withdrawals

The legal provisions relating to the right of withdrawal in case of distance selling provided for by the Consumer Code are not applicable to tourist services (Article L.121-20-4 of the Consumer Code).

### 2.5 Cancellation Insurance

We advise you to take out cancellation insurance. This insurance contract offers you, under certain conditions (illness, accident, etc.), a cancellation guarantee which allows you to obtain the refund of the sums paid in case of cancellation of your stay or early departure. Example: FFCC cancellation insurance.

## Article 3 - During your stay

### 3.1 Arrivals and departures

Rentals are available from 4:00 pm. No rental will be delivered after 8:00 pm.

The pitches are accessible from 1:30 pm. No location will be delivered after 8:00 pm.

An early arrival supplement or late arrival supplement may be proposed on decision of management (subject to availability of rental or location reserved, with respect for the tranquility of campers present, availability of staff, etc.).

It is reminded that everyone must have civil liability insurance when staying at a campsite and that their own property must also be insured against theft, fire and the risk of explosion.

### 3.2 Guarantee

A deposit of 300 € per accommodation and a cleaning deposit of 90 € will be required on the day of your arrival.

They will be refunded or returned the day of your departure, after an inventory made during the opening hours of the reception. If you can not be present during the inventory, the deposit will be returned by mail or refunded within 10 days of your departure.

The billing for any damage will be added to the price of the stay as well as extra cleaning costs if you do not return the accommodation in a state of perfect cleanliness.

### 3.3 Departures

Rental accommodation: On the day of departure, the rental must be vacated between 8 :30 and 10:00 am at the latest. An extra night will be charged for any check-out after 10:00 am.

Camping pitches: On the day of departure, the pitch must be vacated between 8 :30 and 12.00 am at the latest. An extra night will be charged for any check-out after 12:00 am.

Any request for extension of stay must be made, at the least, 24 hours before the departure date set previously. A supplement early or delayed departure (outside the opening hours of the reception for example) may be proposed on decision of management (with respect for the tranquility of the campers present, the availability of staff and, for departures delayed, subject to availability of location or accommodation, etc.).

The camping stays (tent, caravan, motorhome, etc.) are to be paid the day before departure, and are charged according to the number of nights spent on the ground, the number of people per location, the options (electrical connection), , guests / visitors, dogs, dead garage, etc.) and services or products used or ordered to be paid.

### 3.4 Animals

In traditional camping, dogs (except category 1 and 2) and cats are accepted with a supplement (2 animals maximum per location).

In Mobil-home, for medical reasons, cats are not allowed in rentals (allergy to cat hair very common). Only one dog (small and medium size) is accepted, by mobile home, with a supplement. In contrast, pets are not allowed inside the canvas Lodge tents.

They must be tattooed or equipped with a microchip and up to date of their vaccinations (notebook to present on your arrival). And we will ask you to respect certain rules indicated in the Rules of the Camping.

### 3.5 Policies and procedures

In accordance with the law in force, the client agrees to subscribe to the Policies and procedures, posted at the entrance of the establishment and available at the reception desk, it will be given on simple demand. The rules of procedure can be downloaded from our website [www.camping-vichy.com](http://www.camping-vichy.com).

## Article 4 - Liability

The establishment is not liable for any damages on the holiday-maker's equipment. Holiday-makers must have subscribed civil liability insurance for their equipment (FFCC, ANWB, ADAC, etc.).

## Article 5 - Applicable Law

These general conditions are subject to French law and all disputes concerning their application falls under the jurisdiction of the High Court or Tribunal de Commerce de Cusset.