

GENERAL CONDITIONS OF RENTAL at CAMPING LES PEUPLIERS 2023

• RESERVATION OF A PLOT OR A RENTAL

The camping accepts reservations for plots and rentals in order to guarantee its customers a plot for the day of their arrival. These are subject to certain conditions: any reservation contract will be accompanied by a deposit. Any reservation is only effective and definitive after having sent the fully completed, dated and signed contract accompanied by a deposit and after the return of the validated reservation contract by the camping manager for confirmation. NB: the reservation is personal. It is forbidden to sublet or transfer to a third party. Any modification of the number of people that could result in a variation of the amount of the stay must be reported to the reception before your arrival. The number of people indicated for each rental is a maximum number per plot (children and babies included). Any modification of the contract must be reported in advance and will only be possible with the agreement of the camping. In case of inaccurate declaration of the tenant, this contract will be automatically terminated and the amounts paid will remain acquired by the camping. All tenants must, upon arrival, present themselves at the reception desk with their reservation contract and pay the arrival formalities. The keys will then be handed over to them. For access to the camping, the permanent bracelet is mandatory and the camping sticker applied to the vehicle.

• **DEPOSIT** : The deposit is 30% of the total rental amount (the minimum deposit is 150€).

• BALANCE OF STAY

The balance of the stay must be paid 30 days before the arrival date; if we have not received your payment, we will consider your reservation canceled and all amounts paid will be retained by the campsite. For any rental of a rental accommodation less than 30 days before your arrival, you must pay the full amount of the rental at the time of booking. For the rental of a pitch, the balance of the stay and the tourist tax will be payable 30 days before your arrival. The pitch is available on the day of arrival provided for by the contract (between 2:00 PM and 6:00 PM low season and 7:00 PM high season) until the day of departure provided for by the same contract (before 11:30 AM, by appointment according to the availability of the schedule). For the rental of accommodation, the balance of the stay and the tourist tax will be payable 30 days before arrival. The rental is available on the day of arrival provided for by the contract (between 4:00 PM and 6:00 PM low season and 7:00 PM high season) until the day of departure provided for by the same contract (before 10:00 AM by appointment according to the availability of the schedule).

• **ACCEPTED PAYMENT METHODS** : Bank Card, Holiday Checks (sent by registered mail with return receipt), Bank Check, Bank Transfer. Bank checks payable to the camping Les Peupliers are accepted only for payment of the deposit. Foreign checks are not accepted. **Payment of the balance by bank check is not allowed on the day of arrival.** Note: the cash refund of holiday checks is prohibited. In this case, only a credit for the amount paid in holiday checks can be issued.

• DELAYED ARRIVAL OR EARLY DEPARTURE

You must notify the campsite of any possible delay in your arrival, in order to keep your rental. The manager reserves the right to dispose of the planned location if there was no news 24 hours after the scheduled arrival date. Payments made will not be refunded. No refund or reduction will be granted in case of delayed arrival or early departure.

• DEPOSIT

For each rental, accommodation or pitch with sanitation, a global deposit of 300 € (80 € + 220 €) by check or bank card, is requested upon arrival to cover any possible damages to the rental; it includes a cleaning deposit of 80 € that may cover any cleaning fees at the end of the rental (cleaning, covers, etc.). Pets are allowed in the rentals with an additional deposit of 100 euros. It will be returned on the day of departure (after inventory inspection on appointment according to the availability of the schedule, during the opening hours of the reception) after deducting any damages and / or breaches found during the inventory. The cleaning of the rental is the responsibility of the tenant. He must return it as clean as he found it on the day of his arrival. At the end of the stay, the rental must be returned in perfect cleanliness inside and in the immediate surroundings, otherwise, the deposit of 80 € is retained. The equipment of each rental is the subject of a detailed inventory. The tenant is required to check it upon arrival and report any anomalies. Each rental contains all table and kitchen equipment, bed protection, pillows and blankets. **Sheets and pillowcases are not provided (possibility of rental on site).**

• **CANCELLATION** : Any cancellation of the stay will not entitle to any refund. For any stay canceled before the arrival date, the total amount paid will be retained by the campsite. When the stay is started, the total cost of the stay remains acquired by the campsite. There is no possible refund for any reason.

• CANCELLATION AND INTERRUPTION OF STAY INSURANCE (recommended option)

The amounts are: 15 € for pitches and 25 € for rentals. Refund of penalties in case of cancellation or modification of the stay for a guaranteed reason. Refund of paid and unused stay fees in case of early return; its amount is fully and only payable at the time of booking. It is added to that of the deposit and concerns the persons registered for the stay. No refund will be made without subscribing to this insurance (see the general conditions on our website www.camping-peupliers.com). **TENANT MUST OBLIGATORY BE INSURED IN CIVIL LIABILITY.**

• **PREFERENCE** : At the time of your reservation, a pitch number is assigned to you; however, this number is not contractual, it will not be communicated to you before your arrival. Unless you have chosen the option: **Preferred Rental / Pitch (depending on availability)**. See the rate in effect at the time of booking.

• **RIGHT TO IMAGE** : By accepting the general conditions, you gracefully authorize the campsite to use the videos and / or photographs of you and all the participants in this stay, which may be taken during your vacation, for the advertising needs of the campsite (brochures, website, insert ...) and this, without limitation of duration.

• **NOISES OR NUISANCES** : Persons responsible for these nuisances will be expelled without refund.

• ACCESS TO AQUATIC FACILITY

For access to the campsite, wearing the permanent bracelet is mandatory. Any person not registered in the contract will be refused access to the pools. Children must be accompanied by a responsible adult (see pool regulations). Due to the strict hygiene rules imposed by the ARS, swim shorts and underwear are now prohibited in our pools.

Consumer disputes mediation: In accordance with the provisions of the Consumer Code regarding the consumer disputes mediation process, the customer has the right to use the mediation service offered by the camping Les PEUPLIERS free of charge. The mediator "consumer law" thus proposed is MEDYCIS. This mediation device can be reached by electronic means www.medycis.fr or by mail: Medycis - mediation center and amicable settlement of bailiffs - 73, blvd de Clichy, 75009 PARIS. Each camper, tenant or visitor must respect the INTERNAL REGULATIONS of the camping LES PEUPLIERS posted at the reception of the camping.

