CAMPING LES CHAUMES – GENERAL RENTAL TERMS AND CONDITIONS

Mobile homes and camping pitches

These terms and conditions supplement the quotation and booking form. They apply to all bookings confirmed by Camping Les Chaumes

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1. Booking
A booking can only be processed once we have received the completed and signed booking form together with a deposit of 30% of the total cost of the stay. The booking becomes final once Camping Les Chaumes has issued written confirmation. Bookings are made in the name of the guest and may not be transferred or sublet.

2. Prices and payment
The price of the stay is the price stated in the quotation/option. A 30% deposit is required at the time of booking. The balance must be paid no later than 30 days before arrival. If the balance is not paid by the due date, the rental will be considered cancelled and the deposit already paid will be retained by the campsite. For bookings made less than 30 days before arrival, the full cost of the stay must be paid at the time of booking. Tourist tax and any additional charges will be billed at the applicable rates.

3. Cancellation insurance (optional)
No refund of amounts paid will be possible if you do not take out the CAMPEZ COUVERT cancellation insurance package. Our partner CAMPEZ COUVERT undertakes to reimburse holidaymakers for all or part of their stay.
The insurance premium must be paid in full at the time of booking and is non-refundable.
• The premium is 2.90% of the cost of the stay (excluding booking fees and tourist tax).
• The full cancellation insurance terms and conditions can be viewed and downloaded from our website (at the bottom of the home page).
• No refund will be made if cancellation insurance has not been taken out.
• In the event of cancellation, notify the campsite of your withdrawal by letter or email as soon as an event preventing your departure occurs. If the event is covered by the cancellation terms and conditions, notify the insurer within 48 hours and provide all required information and supporting documents.

4. No right of withdrawal
In accordance with Article L. 221-28, paragraph 12, of the French Consumer Code, the 14-day right of withdrawal does not apply to accommodation services provided on a specified date or during a specified period.

5. Arrival and departure
Mobile home: check-in from 3:00 p.m. and check-out before 10:00 a.m. Camping pitch: check-in from 2:00 p.m. and check-out before 12:00 noon. The campsite must be informed of any late arrival. Late arrival does not extend the length of the stay. No refund or reduction will be granted in the event of early departure, whatever the reason. Payment for all booked days and/or nights remains due in full to the campsite.

6. Mobile homes
Mobile homes are non-smoking. Household linen and bed linen are not provided unless booked as an optional extra. Guests must promptly report any malfunction. Two security deposits are required on arrival: €250 for the accommodation and €80 for cleaning. They will be returned after the departure inspection, less any justified charges.

7. Camping pitches
A maximum of six people is permitted per pitch. All equipment must remain within the boundaries of the allocated pitch. For electricity, guests must have compliant equipment and a suitable European plug.

8. Electric vehicles
Charging cars or any other electric vehicle is strictly prohibited throughout the campsite, both on camping pitches and in mobile-home rentals. In particular, it is prohibited to use sockets on pitches, in mobile homes or in shared buildings for this purpose. Any resulting damage to the electrical network will be charged to you.

9. Guests, visitors and minors
Only persons named on the booking may occupy the accommodation or pitch, within the authorised capacity. Visitors are permitted but remain entirely the responsibility of their hosts. In all cases, they must report to reception upon arrival to obtain permission to enter. A fee will be charged at the applicable rate. Visitors' vehicles must remain outside the campsite. Minors unaccompanied by their parents or legal guardians will not be admitted.
Anyone staying at the campsite may be filmed or photographed. The campsite reserves the right to use these images for advertising purposes. If you do not wish this, you must notify us by registered letter before your arrival, stating your names and dates of stay.

10. Pets
Dogs (excluding categories 1 and 2) and cats are permitted on pitches and in mobile homes, subject to prior approval by the campsite and payment of the applicable supplement. They must be identified, vaccinated, kept on a lead and must not disturb the peace and quiet of the campsite. Owners are responsible for cleaning up dog waste and for noise disturbances. Pets must not be left alone on the campsite, even indoors, when their owners are absent.

11. Campsite rules and conduct
Guests undertake to comply with the campsite rules, safety instructions, swimming-pool opening hours and the peace and quiet of the campsite. Serious or repeated disturbances may result in intervention by management and, if necessary, termination of the stay in accordance with applicable rules.

12. Liability
Guests remain responsible for their personal belongings, equipment, vehicles and persons under their responsibility. Parents or legal guardians must supervise children, particularly at the swimming pool and playground.

13. Complaints and mediation
Any complaint must first be submitted in writing to Camping Les Chaumes so that an amicable solution can be sought. If no agreement is reached, consumer guests may refer the matter free of charge to the consumer mediator used by the campsite, provided the membership is valid: CM2C, 49 rue de Ponthieu, 75008 Paris – www.cm2c.net.

14. Personal data
The information collected is used solely to process bookings, manage stays and comply with administrative and accounting obligations. Guests may exercise their rights by contacting Camping Les Chaumes.

By signing the booking form, the guest acknowledges having received, read and accepted the quotation/option, these general terms and conditions and the campsite rules.

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