

# **GENERAL TERMS AND CONDITIONS OF CAMPING LE PLAN D'EAU (2018)**

## **Reservations :**

All reservations are nominative. Reservations cannot be transferred, neither sublet to another person.

The reservation is only definitive after the confirmation by Camping LE PLAN D'EAU, after receipt of the completed and signed rental contract, accompanied by the deposit payment including the reservation costs.

A reservation will only be confirmed after settlement of a deposit payment, 25% of the total amount of the stay plus 20 € as booking fees (plus optional insurance).

## **Opening hours, arrival/departure time :**

The reception is open from 8 am to 1pm and from 3 pm to 8 pm in July and August and 8 am to 1pm and 4pm to 7pm in May, June and September.

In July and August, the chalets are only rented by whole week, from Saturday 3 pm till Saturday 10 am.

For pitches, every day : 3 pm to 11 am.

## **Cancellation :**

In case of cancellation or interruption, for whatever reason, the hirer will be held to pay the booking fees and :

- 25% of the total amount of your stay if you cancel more than 30 days before arrival
- The total amount of your stay if you cancel less than 30 days before arrival

An optional cancellation insurance is available for 12.00 €/stay (pitches) or 15.00 €/ week (rentals).

See summary insurance general terms.

In case of cancellation from the camping, your stay will be fully paid back.

## **Balance :**

The balance has to be paid at the latest upon your arrival (cash or credit card) for pitches.

For chalets, the balance has to be paid 30 days before the arrival date (credit card or bank transfer).

## **Late arrival or early departure :**

Camping LE PLAN D'EAU will not give any reduction for a late arrival or an early departure.

## **Renting a Mobile home or a chalet :**

Each Mobile home/chalet includes garden furniture, 2 deckchairs quilts and dinner service needed for your stay. Sheets are not provided, but they can be hired for 20.00 € per person.

The charges for water, gas and electricity are included in the hiring fee of a mobile home.

There is a detailed inventory in every chalet. The hirer will be obliged to draw up the inventory at his arrival and inform the management of the campsite before the 6 pm the day of arrival of any possible deviations.

## **Damage deposit :**

Upon arrival, the hirer will be asked to pay a deposit of 200 €, which will be returned at the end of his stay, under condition that the mobile home will be left in a good state.

The hirer will be responsible for cleaning the chalet. When the mobile home is not left in a perfectly clean condition, 60 € will be deducted from the deposit.

## **Security :**

Charcoal barbecues or electric barbecues are not allowed on the pitches. Charcoal barbecues, in a secured area, are available.

## **Visitors accessing the camping's infrastructures :**

Visitors are accepted during the day. They have to park their car on the parking outside the campsite and to present themselves at the reception office on their arrival. They have no access to the swimming pool.

## **Pets :**

Pets are not allowed in the chalets. On the pitches, pets have to be tattooed (or chipped) and vaccinated (compulsory rabies vaccine). Dangerous dogs are strictly forbidden (cat.1 and 2, attack dogs).

## **Campsite regulations :**

Each guest will adhere to the campsite regulations, which are posted up at the reception office. A copy can be provided on request. When someone's behaviour is not according to these regulations, Camping LE PLAN D'EAU can take measures to refuse further admittance to the campsite.

Traffic (motors, cars) is forbidden between 10:30 pm and 7:30 am at the campsite.

Night's rest has to be respected by all the campers between 10 pm and 7 am (besides Wednesdays and Sundays in high season 11.30pm to 7am).

## **Complaints :**

All complaints related to the conditions of your stay should be expressed during your stay to Camping LE PLAN D'EAU, asking the management to find an immediate solution.

All complaints regarding the inventory, the condition, and/or the tidiness of your mobile home should be reported before 6 pm the day of your arrival. After this delay, you will be held responsible in case of damages or missing items at the time of your departure.

## **Responsibility :**

Camping LE PLAN D'EAU will not accept responsibility in case of:

- Theft, loss, or damage of any object during a client stay (Camping LE PLAN D'EAU advises their customers not to have any objects of value with them),
- Unforeseen circumstances, "force majeure" (for instance extreme weather conditions, water restrictions, strikes) or noise that could disturb, interrupt or prevent customers' enjoying their stay,
- Accidents and/or incidents between customers and guests during their stay, damages caused to cars of customers and guests parked or driving on the campsite, damages to other personal belongings.