

GENERAL TERMS OF SALE

BOOKING TERMS AND CONDITIONS

- Bookings can be made via the campsite website, by telephone, postal mail or email. A rental contract will be sent for any booking other than those made via the website. You will be allowed 72 hours to complete and return the contract accompanied by any deposit due (see Terms and Conditions of Payment). Once the completed contract and deposit have been received, you will be sent a confirmation by post or by email.
- The booking becomes effective only when so agreed by the campsite management, following receipt of the booking contract duly completed and signed, or after acceptance of the Terms and Conditions of Sale when the booking is made online.
- The campsite management may not be held liable for a booking unless it has been approved, the management being free to approve or refuse any booking according to availability and, more generally, depending on any circumstances that may affect the execution of the booking. The La Chaup campsite offers camping stays for families, in the traditional sense, with accommodation and equipment specifically designed for this purpose. The management reserves the right to refuse any booking that may be contrary to this principle, or deemed as inappropriate in any way.
- The booking of a campsite pitch or rental accommodation is made on a strictly personal basis. You may not, under any circumstances, sub-let or in any way assign your booking without the prior agreement of the management.
- Any child under the age of 18 years must be accompanied by their parents or legal guardians, or provide a parental agreement when booking

Campsite pitch

- The basic package deal includes the pitch for a tent, caravan or campervan for 1 people, access to the sanitary and other facilities. Additional children or adults may be added.
- A pitch may only accommodate a maximum of 6 people. Beyond this number a second pitch must be booked.
- A maximum of two vehicles or a car + a trailer will be accepted on one pitch. Beyond that, the vehicles will have to be parked in the outdoor parking.

Rental accommodation

- The rental units are fully equipped (see the appropriate description).
- The management reserves the right to refuse access to the campsite to groups or families whose number exceeds the capacity of the rental accommodation booked.

Booking fees

The La Chaup campsite does not charge a booking fee for rental accommodation and pitches.

GROUP BOOKINGS

- Any booking from 2 rental units or pitches by the same physical person or by different physical persons who know each other and travel together for the same reasons and the same holiday dates is considered to be a group booking.
- The accommodation offered on the website is exclusively intended for individual customers.
- Any group booking must be the subject of a written commitment by the customer on a behavior of the group guaranteeing the tranquility of the other campers.
- For any group booking, it is imperative that you contact the campsite by telephone or by email. The campsite reserves the right to duly examine any booking request before accepting or refusing it.

PRICES AND HOLIDAY TAX

- The prices indicated are valid for the season in progress.
- The amount of the tourist tax is fixed by the department according to the category of the campsite and only for person over 18 years.

TERMS AND CONDITIONS OF PAYMENT

- A deposit of 30% is requested for any stay in Peak Season (min 1 day for pitches). In the Low and Mid Season, no deposit is required for pitches and a 30% deposit is required for rentals.
- The amount of the deposit is payable when the booking is made.
- For rental units, the balance must be paid 30 days before the start of the holiday, at the latest.
- For pitches, the balance is usually payable at the end of the stay.
- For any reservation made less than 30 days before the beginning of your stay, full payment will be requested at the time of booking.
- Payments other than those made directly on the campsite may be made by bank card, bank cheque or using French ANCV "chèques vacances".
- On-site payments may be made by bank card, bank cheque, using French ANCV "chèques vacances" or in cash.

CANCELLATION OR CHANGES TO YOUR BOOKING

1. Changes to your booking

The customer may request a modification to their booking by writing directly to the campsite (by post or email) when this is possible and subject to availability. No booking may be postponed until the following season. If it is not possible to change the booking, the Customer must spend their stay as per the original booking or cancel under the terms and conditions of the cancellation insurance.

- Any request to increase the length of your stay will depend on availability and will be charged in line with applicable prices.
- Any request to shorten your stay will be considered as a partial cancellation and will be subject to the terms and conditions applicable to the cancellation and termination of any stay.

2. Unused services

Any stay that is interrupted or cut short (late arrival, early departure) by you, will not give rise to any refund.

3. Cancellation by the campsite La Chaup

In the event of a cancellation by the campsite La Chaup, other than in the event of a Force Majeure event, the cost of the stay will be fully refunded. This cancellation may not however give rise to the payment of any damages and interest.

4. Cancellation by the camper

In the event of a cancellation more than 30 days before the start of the stay, the deposit will not be refunded.

For any rental cancelled less than 30 days before the arrival date, neither the deposit nor the balance will be refunded.

The costs incurred by the customer and not reimbursed according to the above conditions can be covered by the insurance policy included in the contract of our insurance partner which is offered to you at the time of booking.

In case of the payment of the balance has not been paid 25 days before the arrival date, and after a reminder of the campsite (email or by phone) without response, the stay will be considered cancelled by the camper. The management then gives itself the right to cancel the stay, without refund of the sums already paid.

YOUR STAY

1. Arrival

- Customers are requested to arrive within the period of Reception opening. Outside of these hours, if the customer has not informed the campsite of their late arrival, the management may refuse access to the campsite.
- Rental accommodation: the payment of a security deposit by credit card of €200 for the Lodges and 300€ for Chalets and Pods will be requested before the keys of your rental accommodation are handed over.

2. During your stay

- It is the camper's responsibility to look after their personal belongings with due care and attention (bikes, etc). The management may not under any circumstances be held liable for any incident involving the camper's civil liability. All customers must comply with the provisions of the campsite's internal regulations. Each named tenant is responsible for any disturbance or nuisance caused by those staying with them or visiting them.
- No visitor may be allowed access to the campsite without having informed reception of their arrival beforehand.

Visitors must imperatively leave the campsite at 11.00 pm at the latest. Their vehicles must be parked on the car park outside the campsite. Visitors are not allowed access to the swimming pool even when accompanied by campers.

- Motor vehicle access to the campsite is forbidden from 11.00 pm to 7.00 am. During this period, access is only allowed on foot and total silence is required. Between 10.00 pm and 11.00 pm campers are requested to limit their noise as far as possible. Between 11.00 pm and 7.00 am total silence is required. In case of non-compliance with this rule, the management can ask the customer to leave the campsite the next day and to pay the balance of his stay on this date
- Management reserves the right to carry out maintenance to the green areas between 10.00 am and 5.00 pm from Monday to Saturday using lawnmowers and hedge trimmers. Such maintenance work will be carried out as infrequently and for as short a time as possible in order to ensure the tranquillity of the campsite.
- A Wi-Fi connection is provided to campers free of charge. The management may not be held responsible in the event of any malfunction.

3. Departure

- Rental accommodation: the rental accommodation must be vacated before 11.00 am on the departure day indicated in your contract.
The accommodation will be in perfect condition, and the inventory can be checked. You can ask for a vacuum cleaner and products to facilitate your cleaning.
In case of a Cleaning package, the bins must be emptied and the dishes cleaned and stored.
Any broken or damaged object will be at your expense, as well as restoration if necessary.
An inventory will be made by the management before the return of the security, subject to any deductions. In this case, the guarantee will be refunded within a period of 30 days, less the compensation withheld for any damage noted by the state of the places of exit.
The retention of the security deposit does not exclude the payment of additional damages should the costs involved be greater than the amount of the said deposit.
If the accommodation has not been cleaned before your departure, a cleaning package will be charged.
- Pitch: the pitch must be vacated before 12.00 noon.
- For any late departure, you may be invoiced the cost of an additional day at the applicable price for the night concerned.

PETS

- Pets are accepted on the campsite (except dogs listed in the French categories 1 and 2), except in the chalets, against payment of the applicable charge.
- When allowed, they must be kept on a leash at all times and may not be left to run free other than on the terrace of your rental accommodation with the gate closed.
- All animals are forbidden in the swimming pool area and in the sanitary facilities.
- Dogs' and cats' vaccination booklets must be up-to-date and may be requested by the management.
- It is formally forbidden to leave any animal alone in the rental accommodation or on a pitch during your absence.

IMAGE

You give your permission for the campsite La Chaup to photograph you, record you or film you during your stay and to use the said images, sounds, videos and recordings only, on any media (websites, leaflet, Facebook page).

This authorisation is applicable both for yourself and for those persons staying with you. This is for the sole purpose of promoting the campsite and may not under any circumstances cause any damage to your reputation. This permission is given free of charge, for all countries and for a period of 5 years.

DISPUTE

Any complaint concerning the non-compliance of the services provided with the campsite's contractual commitments must be indicated during the stay and not, under any circumstances, after your departure.

In the event of any dispute, only the courts applicable to the company's head office will be considered competent.

It is however possible to have recourse to mediation through the CM2C (Centre de la Médiation de la Consommation de Conciliateurs de justice) via their website

<https://www.cm2c.net>, by email to cm2c@cm2c.net, or by post at 49 Rue de Ponthieu, 75008 Paris

FRENCH DATA PROTECTION ACT

The information that you have provided during your booking will not be transmitted to any third party. This information will be treated by the campsite as confidential. It will only be used by the management to process your booking and, if appropriate, to inform you of any special offers and other information concerning the campsite.

In accordance with the French law on Information Technology and Freedoms of 6 January 1978, you have a right to access, rectify and oppose any personal information that concerns you. For this you should simply send a written request by post to the following address, indicating your surname, first name and address:

Camping La Chaup
La Chaup Haute
04400 ENCHASTRAYES

Version CGV05012024