

## GENERAL CONDITIONS OF THE FONDESPIERRE CAMPSITE \*\*\*

These conditions govern the sale of stays and are valid from the moment the reservation is made. The reservation of a stay implies complete adherence to the general conditions of sale.

### THE RENTAL IS PERSONAL

The lessee shall refrain from subletting or transferring the rental or the site to a third party. **We remind you that the rental accommodation and pitches are intended for a specific number of people, including children and babies.** In the event of arrivals in excess of the planned capacity or with people not shown on your initial booking, the booking will be cancelled without any refund. Any changes that may lead to a variation in the amount of the fee, more or less, must be notified on arrival. In the event of an inaccurate declaration by the hirer, this contract will be cancelled by right and the sums paid will remain the property of the hirer.

### TIME OF ARRIVAL AND DEPARTURE

**Rentals are available from 3pm on the day of arrival.** You will be given an inventory of fixtures to make yourself, to be returned within 24 hours to the reception. **Departure must be before 10am.** Taking into account the sanitary situation, the inventory of fixtures will be carried out after your departure. Camping pitches are available from 12.00 noon, and must be vacated before 12.00 noon on the day of departure. Please advise us of any delay in your arrival in order to keep your reservation. The manager will dispose of the reservation if there is still no news from you 24 hours after the scheduled arrival date.

### CANCELLATION

In case of cancellation more than 30 days before your arrival, the deposit will be kept. If the cancellation takes place less than one month before arrival, the totality of the sums will be kept. In case of national or regional confinement (your main address or campsite address) officially pronounced by the government, for the exact dates of your stay the following is foreseen : You must send us an email within 24 hours of the government announcement with your reservation number. If you have not taken out cancellation insurance a non-refundable credit note will be issued for 12 months. If you have taken out cancellation insurance a refund (less the amount of the insurance) of the sums paid will be made.

Optional: a cancellation insurance can be taken out, the amount of which corresponds to 2.7% of the cost of the stay. You can read the general conditions of the insurance on the campsite website [www.camping-fondespiere.com](http://www.camping-fondespiere.com) or on [www.camepez-couvert.com](http://www.camepez-couvert.com).

### PAYMENT OF THE STAY AND DEPOSIT

The rental becomes effective following our agreement, as well as after the payment of the deposit to the Fondespiere campsite. **The undersigned undertakes to send us the balance no later than 30 days before the date of arrival. In the event of non-payment of the balance within these deadlines, the reservation will be cancelled without return of the deposit.**

On arrival, a deposit of 300€ will be required for the rental. **Without a deposit, you will not be able to access your rental.** You must also check the inventory of the rented property (inventory grid given to you on your arrival) and inform us of any anomalies found within 24 hours. After this time, we will no longer be able to take them into account. The deposit will be returned to you after the inventory of fixtures carried out by us after your departure, taking into account the sanitary situation (less the value of any damaged or missing items, and the cost of repairing the rented property if cleaning is not carried out). In case of departure outside the opening hours, please leave the keys in the letter box located at the entrance of the campsite.

The cleaning of the rented property is the responsibility of the tenant. At the end of the stay, the rental property must be returned in a perfectly clean condition. If not, the sum of 70€ will be deducted from the deposit. Bed linen and towels are not provided.

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### HOUSE RULES

- The taker scrupulously undertakes to respect the campsite's internal rules posted at the entrance. In particular, he will avoid disturbing his neighbours with noisy equipment and will not park his vehicle on a pitch other than his own. **Thus, peace and quiet between 11.00 pm and 7.00 am must be respected for the well-being of all.** Failure to comply with the internal rules, after warning, will result in the eviction without refund or compensation of the tenant.

- Camping Fondespierre cannot be held responsible for theft, loss or damage of any kind during or following a stay. The management is only responsible for objects deposited at the reception. Unaccompanied minors are not accepted in the campsite.

Pets are allowed in the campsite on condition that they are vaccinated (presentation of the vaccination booklet on arrival), kept on a leash and that the owners remove the dirt caused by their pet. Category 1 and 2 dogs are forbidden in the campsite. A fee of 2,00€ per day in low season and 3,00€ per day in high season will be asked for your pet.

- Wearing the campsite wristband is compulsory in July and August.

- Swimming shoes and shorts are not allowed in the campsite swimming pool.

- **Barbecues are strictly forbidden**, as the campsite is located in the area of large fires. Only electric barbecues and planchas are allowed in the campsite.

- It is strictly forbidden to throw cigarette butts on the ground for reasons of cleanliness and safety.

- It is forbidden to put up a tent on a rental pitch.

- Visitors may be admitted to the campsite under the responsibility of those who receive them. Upon arrival, they must go to the reception and pay a fee. Visitors are not admitted to the campsite swimming pool.

- Household waste must be packed in rubbish bags and deposited in the containers located outside the campsite. Glass will be deposited in a specific container.

- Image rights: for advertising purposes, you expressly authorise the campsite, without compensation, to use photographs of you, your children and your personal belongings that may be taken during your stay on all media. In case of disagreement, please inform the campsite reception in writing.

### MEDIATION OF CONSUMER DISPUTES

In accordance with the provisions of the Consumer Code concerning "the mediation process for consumer disputes", the customer has the right to use the mediation service offered by Camping Fondespierre free of charge. The "consumer law" mediator thus proposed is MEDICYS.

This mediation service can be reached by :

- by e-mail: [www.medicys.fr](http://www.medicys.fr) ; - or by post: MEDICYS

- Centre for Mediation and Amicable Settlement of Judicial Officers - 73, Boulevard de Clichy, 75009 - Paris.