

English

Terms & conditions of sale and useful information for your stay pages 1-4

***with special Season 2021 conditions**

For GROUP reservations (11+ persons), please contact us for the Terms and Conditions.

You must sign this document at the end to say that you have read and approved the following conditions. Please send us the signed page by email. The payment of the 1st deposit signifies that you accept the terms & conditions.

The booking of a Pitch or Accommodation is strictly personal. You cannot rent or transfer your booking without the prior consent of the establishment.

Minors must be accompanied by their parents or legal guardians.

Pitches: the rental of a Pitch includes the emplacement for tent or caravan + 2 vehicles or 1 motorhome, access to sanitary facilities and camping facilities. The max. number of people on the Pitch is 6 people and the establishment reserves the right to refuse access to more people on the same Pitch.

We allocate pitch n°s around mid-June in chronological order of confirmation of the reservation. Taking into account, according to our availability, the needs and requests that you communicated to us in your comments. We invite you to read the description of the campsite on our website and note your needs in order of importance in the Comments box when you make your reservation. We cannot guarantee that all your requests will be taken into account but we do our best.

Accommodations : The number of people cannot exceed that specified for the Accommodation chosen (see website). The establishment reserves the right to deny access to the Accommodation to extra persons if the capacity of the accommodation is already met. All accommodations are non-smoking.

LOCAL TOURIST TAX

The city tax is between 0.20€ and 0.80 € depending on the type of rental and is not included in the price on our website. It is applied per day and per person over 18 years old. The amount is subject to modification by Community order.

CONFIRMATION, PRE-PAYMENTS & PAYMENTS

We accept payment by bank transfer, bank card and cash. We will send you a confirmation of your reservation when we have received the prepayment ('arrhes')

Pitches: the prepayment of 30% of the total or min. 55 € is required to confirm your reservation. The balance of the stay is to be paid the day before departure. In case of cancellation the 'arrhes' are not reimbursed.

Accommodations: a prepayment of 30% of the total is required to confirm your reservation. The balance is due at the latest 30 days before the date of your arrival. For reservations made less than 30 days before the day of arrival the full payment must be made at the time of the reservation. In case of cancellation the 'arrhes' are not reimbursed. We recommend that you subscribe to a cancellation insurance, see below.

ABSENCE OF RIGHT OF RETRACTION

In accordance with Article 221-28 of the Consumer Code, the establishment informs its customers that the sale of accommodation services provided on a specified date or for a specific length is not subject to the provisions relating to the 14 days retraction delay.

CANCELLATION and MODIFICATION OF STAY

Delayed arrival: In the absence of a written message from the customer stating that the date of arrival has changed, the Accommodation or the Pitch will be available for rental again the day following the scheduled date of arrival and the sums paid will remain with the establishment.

Unused services: Any interrupted or abbreviated stay (late arrival or early departure) will not give rise to a refund.

Cancellation: Cancellations must be notified in writing (email or post). Prepayments are not reimbursed. In case of a cancellation received less than 30 days before your arrival date, 100% of the sums paid will be retained.

* SPECIAL Season 2021 – With the difficult and uncertain times we are living through we try to offer more flexible cancellation terms.

Pitches : the pre-payment is not reimbursed but becomes a credit note on your client account.

Accommodations : it is possible to postpone your cancelled stay for a similar rental offer without losing the prepayments but fees may apply depending on the cancellation date.

If the stay is canceled in the event of a *force majeure* (exceptional circumstances, for ex. our administrative closure because of confinement) you benefit from a credit equivalent to the pre-payments which is valid for 18 months or more. If after 18 months you have not used the credit, you can request a full refund or for the credit to remain on your client account to be used another time.

We advise you to take out a cancellation insurance with a private insurer or with our partner Gritchen Affinity (CampezCouvert). In case of subscription of this insurance, 2.7% of the amount of the stay excluding options and visitor's tax, our partner Gritchen Affinity agrees to refund all or part of the stay to our guests according to the general conditions of the contract. In case of cancellation, notify the establishment of your withdrawal as soon as an event preventing your departure has occurred by email or post. If the event is covered in the general conditions (available on the website www.campez-couvert.com or from the establishment), notify the insurer within 5 working days and provide all necessary information and supporting documents). In case of cancellation due to the establishment, except in cases of *force majeure*, the stay will be fully refunded. This cancellation cannot in any case lead to the payment of damages. The cancellation insurance does not cover sanitary crisis.

YOUR STAY

Arrivals are between 3-5pm in mid-season and between 3-8pm in high season. Departures in Accommodations are at 10.00am and Pitches before 12pm. These times can be modified, please ask us.

The reception is open **in July and August: 8h30 to 12h30 & 15h to 20h** (these times may change at the beginning and end of the season) **Mid-season: 15h-19h** (on request)

Guarantee deposit: **Accommodations:** a deposit of 100-200€ is requested on arrival. The deposit can be paid in cash or by leaving a valid passport. Please have the deposit ready at your arrival. The deposit will be returned after the Accommodation has been checked the day of departure and after satisfaction of the establishment. Failing compliance, a deduction will be made for the cost of returning the accommodation to a satisfactory state and the value of any missing or damaged equipment. **Pitches** no guarantee requested.

Cleaning : **Cleaning is not included** and **Accommodations** must be left clean. Cleaning option possible, to be reserved in advance at the reception. **Pitches** must be left clean, removing all traces of passage (washing line, wooden or stone constructions etc.)

* Special Season 2021 - we apply cleaning measures following a protocol communicated to us by our Federation. We ask all our clients to leave their Accommodation clean (there is a list of things to do in the Accommodation or ask us). Cleaning products are at your disposal. You will be asked to leave a guarantee which will be returned after we have checked the accommodation. For the campsite sanitary blocks we apply reinforced cleaning measures. We ask users to keep the areas clean.

Rules on site: The client agrees to respect and to ensure compliance by the persons accompanying the rules of the establishment. The latter is available on request by email or on site at the reception of the establishment.

Insurance: It is up to the customer to be insured. The client is responsible for monitoring his personal belongings. The establishment declines all responsibility in the event of theft, fire, bad weather, and in the event of incidents involving the civil liability of the holidaymaker.

Insurance: it is the client's responsibility to make sure that he has the appropriate insurance for himself and those accompanying him. The client is responsible for the surveillance of his belongings. The establishment declines all responsibility in case of theft, fire, extreme weather conditions or any accidents which come under the clients own personal responsibility.

ANIMALS

Pets (2 maximum) are accepted, provided they are vaccinated (presentation of the vaccination book on arrival), tattooed and kept on a leash. A supplement applies. Their excrement will have to be picked up by the owner. Animals cannot be left alone in the Accommodation or on the Pitch.

DISPUTE

Any claim regarding the non-compliance of the services supplied by the establishment with its contractual commitments must be reported by registered letter with acknowledgment to the establishment within 30 days of the end of the stay. An amicable solution will be sought. Failing this, the dispute will be settled by the courts of NIMES.

MEDIATION

In the case of a dispute with our establishment and if the answer does not satisfy you, you have the possibility to contact the Mediation Medicy's Center, after a period of one month following the sending of your notification by

registered letter with acknowledgment. To do this, you must submit an online file on the website www.medicys.fr or send a file by mail: Medicys - 73 Bd de Clichy - 75009 PARIS

RIGHT TO IMAGE

Any images, sounds, videos or recordings we take has the sole purpose of promoting and animating the establishment. It is our policy to ask you or the persons accompanying you for your authorisation before taking images of anyone who is clearly recognisable and not just in the background. We try as much as possible to use friends and family for our images! We ask for your authorisation to use images, videos or sounds on which you or someone accompanying you appears for promotional purposes of the establishment on any support free of charge and for a period of 5 years. This authorisation is valid for you and for the persons accompanying you and will not in any way damage your reputation. Please keep us informed in writing (this writing should be countersigned by management) if you do not wish to appear on these communication media.

FREEDOM of INFORMATION

The information you provide to us with will not be passed on to any third party. It is considered confidential and will be used only by the establishment. In accordance with the Data Protection Act of 06 January 1978, you have the right to access, rectify and oppose personal data concerning you. For that, it is enough to us to make the request by mail. We send a newsletter by mail once a year. If you do not wish to receive this you will be able to unsubscribe.

We ask our clients to be responsible and to apply the safety barriers. Masks are obligatory in the reception/shop and the sanitary block. We ask that you bring some hydroalcoholic solution. There will be some at your disposal in the reception.

Take a flashlight because there is not much lighting on the site which allows to observe the stars!

We are at an altitude of **900 meters**, take adapted gear.

We are in Lanuéjols in the GARD (30) and not Lanuéjols in the neighbouring Lozère department (48). To come up to us do not use only the GPS or Internet and download directions on our website Useful Info. Don't forget your road map which you will need to visit our area.

I have read and accept the conditions of sale (please tick)

Name on the reservation:

Dates of stay:

Signature

Date

SPECIFIC INFORMATION for ACCOMMODATIONS

BEDDING and WHAT TO BRING

Linen is not provided (sheets, towels). Sheets are obligatory. Possible rental (the beds are not made). In July and August also bring shower mats and dish towels.

Gîtes, Large House, Chalets, Yurts, Bubble, Eco-Hut and Bungalows: duvets and pillows provided. For each bed bring pillowcase (square), sheets for mattresses and large sheets to put under the duvet or a duvet cover or sleeping bag. For stays of 2 weeks sheets are provided (there may be an extra charge if you ask for a change of sheets).

The Nest and Comfort Tents: no duvet or blankets. Pillows provided (square format). Bring duvet / sleeping bag and sheets for mattresses and pillows. **SPECIAL Season 2021 - The mattress and pillow protectors are changed after each passage. It is essential that you bring a complete set of bed linen for each bed you use. Ask us if you need details of what to bring. You can also rent the sheets but we have a limited stock.**

Accessories: toilet paper, garbage bags and washing up liquid are provided to start your stay and sold in our small grocery store to continue your stay. Bring of a big blanket for picnicking, folding chairs, kids' bikes etc

HEATING

Gîtes, Large House, Chalets, and Bungalows: electric radiators. Some **gîtes** have wood burning stoves. Box of wood € 8, to be ordered before 7pm.

Large Yurts & Eco-Hut: wood-burning stove. Wood available mid-season. In summer 8€ for wood to be ordered before 7pm or lots of dead wood to pick up !

The Nest, Bubble, Small Yurt & Comfort Tents: no heating.