

SALES TERMS AND CONDITIONS

SAS 4D OUTDOOR- Camping Castel château de Chanteloup 72460 SILLE LE PHILIPPE

Article 1 - Sales Terms and Conditions

The present sales terms and conditions rule all the stays sold on the website Castel Camping de Chanteloup. They are included in the contract binding the establishment and the customers.

The client agrees to acknowledge these terms and conditions prior to any booking request for a stay concerning himself and any other person enjoying the stay.

According to the law in force, the present terms and conditions are available for the client for information only and prior to any contract for holiday purchase. The terms and conditions are available on written request to the establishment office.

Article 2 - Booking conditions

2.1 Price and payment

All prices are given in Euros, including VAT.

Camping pitches booking requests: Pitches booking requests are nominative and nontransferable. The lease is only effective after the establishment agreed and has received the deposit (30%).

Rented accommodations booking requests: Rented accommodations booking requests are nominative and nontransferable. The lease is only effective after the establishment agreed and has received the deposit (30%).

Should you have any delay on the day of arrival and don't warn the establishment, the accommodation will be available 12 hours after the arrival date mentioned on the lease. After this time limit and without written message, the booking will be cancelled and the deposit will remain acquired for the establishment.

2.2 Changing your booking request

No discount will be granted for late arrivals and/or early departures. Only the prior subscription of cancellation insurance can, depending on the reason for departure, allow you to benefit from a refund.

2.3 Cancellations

The legal provisions relating to the right of withdrawal in the case of distance selling as set out in the Consumer Code do not apply to tourist services (article L.121-20-4 of the Consumer Code). Thus, for any order for a stay with the campsite for a pitch or a rental, the customer does not benefit from any right of withdrawal.

2.4 Cancellation Insurance

See the general conditions for details of cover, exclusions and excess on our website : <https://www.chateau-de-chanteloup.com/assurance-campezcouvert/> IN CASE OF CANCELLATION, you must notify the campsite of your withdrawal and declare the loss within 5 working days of becoming aware of it, on the on the website www.campez-couvert.com/que-faire-en-cas-dannulation

Article 3 - Course of the stay

3.1 Arrivals and departures

On the campsite: arrivals are from 11am, departures before 10am, unless expressly agreed by the campsite manager.

For rentals: arrivals are from 4pm, departures before 10am, unless expressly agreed otherwise by the estate manager.

Please note that car traffic is prohibited from 10.30 p.m. to 7.00 a.m. on the campsite premises. An overnight car park is at your disposal next to the farm.

3.2 Guarantee

A 200 € guarantee will be deposit on your arrival. It will be given back on your departure during the reception opening hours and after inventory of fixtures. Any damage will be invoiced and added to the price of the stay as well as the cleaning fees if the accommodation is not perfectly clean when you leave. If you cannot attend the inventory of fixtures, your guarantee will be sent back by post. The price to clean the lodging is 60 €.

3.3 Departures

Any delay for giving back the key and leaving the pitch after 10 am will be invoiced one extra night. Should your stay be extended, you must warn the establishment at least 24 hours before the departure date set previously.

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Article 4 Liability

The establishment is not liable for any damages on the holiday-maker's equipment. Holiday-makers must have subscribed civil liability insurance for their equipment (FFCC, ANWB, ADAC, etc.).

The campsite is not responsible for theft, loss or damage of any kind during or after your stay.

Article 5 Droit applicable

Les présentes conditions générales sont soumises au droit français et tout litige relatif à leur application relève de la compétence du Tribunal de grande instance ou du tribunal de commerce du Mans.