

# 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 - Cancellation**

### **2.1 Prices, payment and booking**

All prices are given in Euros, including VAT.

For campsite pitch bookings: All rentals are by name only and cannot be transferred. The rental only becomes effective with our agreement agreement and after receipt of a deposit of 30% of the total amount of the stay.

For rental bookings: Your booking is definitive once it has been confirmed in writing by us by e-mail and after receipt of the deposit. upon receipt of the corresponding deposit (30%). The balance must be paid 15 days before your arrival. In the absence of payment within your booking will be automatically cancelled. No postponement of your stay to the following season will be accepted. of deposit.

All cancellations must be notified to us by post or e-mail, the date of receipt determining the date of cancellation.

In the event of cancellation, the following will be withheld from you or remain payable to you by way of compensation for breach of booking:  
- an amount equal to the deposit for your stay, if you cancel between 30 and 16 days before the scheduled arrival date.  
- the total amount of your stay, if you cancel between 15 days and the scheduled arrival date or if you do not show up on that date.

No reductions or refunds will be made for late arrivals or early departures.  
Remember to take out cancellation insurance, see conditions below.

### **2.2 Withdrawal**

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.

### **2.3 Cancellation Insurance**

See the general conditions for details of cover, exclusions and excess [> More information](#)

IN CASE OF CANCELLATION, you must notify the campsite of your withdrawal and declare the loss within 5 working days on the website : [www.campez-couvert.com/que-faire-en-cas-dannulation](http://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.

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.

### **3.2 Animals**

Animals are not allowed inside the accommodation.

### **3.3 House rules**

As required by law, you must adhere to our house rules, displayed in our reception area and a copy of which will be given to you on request.

## **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 - Applicable law**

These general terms and conditions are governed by French law and any dispute relating to their application will be referred to the Tribunal de Grande Instance or the Tribunal de Commerce of Le Mans.