

# General Terms and Conditions of Sale

4D OUTDOOR / 4D FAMILY – Castel Camping Château de Chanteloup

## Article 1 – Scope of the General Terms and Conditions of Sale

These general terms and conditions automatically govern all sales of stays made on the Château de Chanteloup Castel Camping website. They form an integral part of any contract concluded between the campsite and its customers.

Each customer acknowledges that they have read these general terms and conditions prior to booking a stay, both for themselves and for any accompanying persons.

In accordance with the law, these general terms and conditions are made available to all customers for information purposes prior to the conclusion of any accommodation sales contract. They can also be obtained on request by writing to the establishment's head office.

## Article 2 – Booking Conditions – Cancellation

### **2.1 Prices, Payment and Booking**

All prices are indicated in euros and include VAT.

#### For camping pitches:

Each booking is nominative and non-transferable. The booking becomes effective only after our confirmation and receipt of a deposit equal to 30% of the total cost of the stay. The balance must be paid 5 days before arrival. If the balance is not received by this deadline, the booking will be automatically cancelled. No booking may be carried forward to the following season, and deposits are non-refundable.

#### For rental accommodation:

Your booking is final once it has been confirmed in writing by email and we have received the 30% deposit. The balance must be paid 30 days before arrival. If the balance is not received by this deadline, the booking will be automatically cancelled. No booking may be carried forward to the following season, and deposits are non-refundable.

All cancellations must be sent to us by letter or email; the date of receipt determines the cancellation date.

- If the cancellation occurs before the balance is paid, the deposit will be retained.
- If the cancellation occurs after the balance is paid, the total amount of the stay will be retained.

No reductions or refunds will be granted in the event of late arrival or early departure.

We recommend taking out cancellation insurance (see below).

### **2.2 Right of Withdrawal**

The legal provisions regarding the right of withdrawal for distance selling, as set out in the French Consumer Code, do not apply to tourism services (Article L.121-20-4). Therefore, for any booking of a pitch or rental accommodation at the campsite, no right of withdrawal applies.

### **2.3 Cancellation Insurance**

Please consult the general insurance terms for details of cover, exclusions and deductibles:

<https://www.chateau-de-chanteloup.com/assurance-campez-couvert/>

IN CASE OF CANCELLATION: you must notify the campsite of your withdrawal and declare the claim 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 – Stay**

### **3.1 Arrivals & Departures**

For camping pitches:

- Arrivals: from 12:00 PM
- Departures: before 11:00 AM (unless otherwise agreed by the campsite manager)

For rental accommodation:

- Arrivals: from 5:00 PM
- Departures: before 10:00 AM (unless otherwise agreed by the estate manager)

Vehicle traffic is prohibited within the campsite from 10:30 PM to 7:00 AM. A night car park is available next to the farm.

Any key return after 10:00 AM or pitch departure after 11:00 AM will result in an additional night being charged.

Any extension of stay must be requested at least 24 hours before the scheduled departure date.

### **3.2 Security Deposit**

A €200 deposit per rental unit will be requested on arrival. It will be refunded on the day of departure after an inspection. Any damage costs and/or cleaning fees (if the accommodation is not left perfectly clean) will be deducted from the deposit. If you cannot be present during the inspection, the deposit will be returned by post.

### **3.3 Pets**

Pets are not allowed inside the rental accommodation.

### **3.4 Internal Rules**

As required by law, you must comply with our internal rules, which are displayed at reception and available upon request.

## **Article 4 – Liability**

The campsite declines all liability for damage to camping equipment resulting from the camper's own actions. Civil liability insurance for your equipment is mandatory (e.g., FFCC, ANWB, ADAC).

The campsite cannot be held liable in the event of 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. Any dispute relating to their application falls under the jurisdiction of the Tribunal de Grande Instance or Commercial Court of Le Mans.

In accordance with the French Consumer Code regarding consumer dispute mediation, after contacting us and if you are not satisfied with the response, you may refer the matter free of charge to the consumer mediation service:

### **CM2C**

49 rue de Ponthieu, 75008 Paris

Tel: 01 89 47 00 14

Website: <https://www.cm2c.net/declarer-un-litige.php>

Email: [litiges@cm2c.net](mailto:litiges@cm2c.net)