



SAS LES 5 AS - CAMPING DE RETOURTOUR

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GENERAL CONDITIONS OF SALE For Tourism stays

Conditions for booking a pitch:

- A maximum of 6 people and 2 cars is allowed per pitch (2 people and 1 vehicle are included in the package).
- The reservation becomes effective only with our agreement and after receipt of the deposit (25% and minimum 25€). You will then receive an acknowledgement email.
- In camping, the arrival is from noon and the departure at the end of the stay before noon. The office is closed from 12h00 to 14h30.
- Any delay, not reported the following day before 12h, will result in the cancellation of the reservation. The deposit will not be returned.
- Payment of the balance of the stay is due 1 month before your arrival, by bank transfer, cheque-vacances, credit card, or cash. No refund will be made in case of interruption of stay.

Rental terms and conditions:

- **From 18 July to 21 August: Rentals are weekly, Wednesday to Wednesday or Saturday to Saturday.**
- **Before July 18 and after August 21 : arrival and departure days are at your convenience.**
- **Arrivals start at 14:30, departures before 10:00, after cleaning your part of the accommodation.**
- The price of the stay includes the rental of the accommodation for the number of people (**baby included**) indicated in the contract and a vehicle on the pitch. It also includes the supply of water, gas and electricity, access to all the facilities (sanitary facilities, swimming pool, playgrounds, fitness room, etc.) and all the benefits of the campsite (entertainment, evenings, etc.).
- Discounts are not cumulative. They are calculated only on the price of the stay and not on the supplements.
- Any change in the composition of the family or any supplement (animal, car, etc.) must be reported before arrival and will be subject to the weekly or overnight rate. Animals are accepted only after authorization from the management (only 1 animal per rental). All rentals are nominative and cannot be assigned or subleased.
- **The reservation is effective after a deposit of 25% of the amount of the stay (70 € minimum). The payment of the balance of the stay is payable 30 days before your arrival, by check, cash, holiday check, transfer, or credit card.**
- **A deposit (security deposit) of € 200 is required on arrival: for equipment and cleaning (payable by check, cash or credit card).** An inventory of the places will be made before your arrival and at your departure. The deposit will be cancelled to you after inventory, or by mail within a maximum period of one month, provided that the **rental is left in perfect state of cleanliness** and after deduction of the indemnities withheld for the possible costs of cleaning and damage caused.
- It is requested to make an appointment the day before for check-out of the departure, between 8am and 10am. The decision of a night departure or early departure, without possible inventory, is equivalent to an acceptance of the decision of the Management on a possible detention of all or part of the surety. The client may not require the Management to carry out the inventory outside the hours provided for this purpose.
- Any delay in arrival, not reported the following day before 12h, will result in cancellation of the reservation. The deposit will not be returned.
- On departure, the cleaning of the rental is at the expense of the tenant, the dishes must be left clean, furniture, furniture, decorations must be put back in the place they occupied at the arrival. The tenant must open and defrost the refrigerator, close the windows and curtains carefully and return the keys, before 10 o'clock imperatively. For cleaning at the end of stay not booked in advance: notify on arrival and pay the amount.
- The rental is furnished and equipped for the number of people indicated in the contract (crockery, cutlery, bedding, sheets, pillows, blankets or duvets). **Sheets and household linen are to be brought by the tenant, or for rent at the reception.**
- The tenant must, in his interest, check on arrival the state of the premises and the inventory as well as the proper functioning of household appliances and sanitary facilities; in the event of a complaint, he must report it in writing before 12 noon the next day; If this period has expired, it may no longer be taken into account.
- The rented premises must be properly inhabited, without noise disturbance and with respect for furniture, equipment, neighborhood and common areas.
- Movable property shall only be subject to depreciation resulting from use; in the event that some of them are damaged, broken or disappeared, they will have to be replaced by others similar and of equal value. The replacement price may be paid by the tenant to the Directorate, which will fix the cost. The tenant is responsible for any broken or damaged objects and damages that may be caused to the facilities. The tenant declares to have taken out liability insurance (included with Ass. FFCC)
- The lessee will have the possibility to extend his stay in case the rental is not re-rented.

Delay, Interruption, Modification, or Cancellation of Stay:

No discount will be granted in the case of a delayed arrival, an early departure or a change in the number of people (whether for all or part of the planned stay).

No refund will be made in case of interruption of stay.

Cancellation of stay with subscription cancellation insurance:

- Camping de Retourtour offers you cancellation insurance «Campez Couvert» at the rate of 3% of the price of your stay
Reasons for cancellation assumed by the insurer:
 - Medical reasons: illness or serious accident, death, pregnancy-related complications
 - Personal reasons: to convene for the adoption of a child, a remedial examination or an organ transplant, separation, etc.
 - Serious damage to your vehicle within 48 hours before departure
 - Professional reasons: cancellation or modification of paid leave dates, economic dismissal or termination of contract, occupational transfer, obtaining a job, etc.
 - Serious damage to business or private premises (fire, explosion, water damage, theft, natural disasters), theft of identity card, driver's license or passport, refusal of visa.
 - New Covid-19 Extension! Payment of cancellation fees in the event of Covid-19 illness, fourteen following a positive test or following a declared contact case, or denied boarding.
- "Campez Couvert" brochure or terms and conditions available at the campsite, or on the website: www.campez-couvert.com

Cancellation of stay without subscription cancellation insurance

- **On proof** and after acceptance of the file, the balance of the stay can be reimbursed in case of cancellation only in the following cases: death of a person of your direct family (parents, children), hospitalization following immobilizing accident, or serious illness.
- **Upon proof**, for any cancellation except in case of force majeure, in writing received 30 days before arrival, the deposit will be returned to you, minus the application fee including the booking fee (70 €). After that time, they will remain with us.

Pandemic Cancellation

- In case of closure of the establishment decided by the public authorities during the dates of the booked stay, the sums paid in advance by the client will be refunded within 30 days.
- Any cancellation of the stay duly justified by the fact that the client would be reached by Covid-19 or would be identified as a contact case, during the planned dates of stay, will give rise to the issuance of a credit valid 6 months non-refundable and non-transferable.
- A cancellation in case of government measures (general or local confinement, travel ban, border closure) will also result in the issuance of a credit.
- In case of subscription of cancellation insurance, the insurance indemnities will be deducted from the assets.

Right of withdrawal:

- Activities related to the organisation and sale of stays or excursions on a specified date or period shall not be subject to the withdrawal period applicable to distance and off-site sales, in accordance with the provisions of Article L221-28 of the Consumer Code.

General information:

- Each camper is asked to come to the reception to report their arrival, additional guests and visitors. Your vehicle must be in your location. A deposit of € 20 is required for the entry badge.
- Visitors must arrive at the reception upon arrival and pay the visitor fee. They remain under the responsibility of the tenant who receives them. They will leave their vehicle in the parking lot at the entrance. **Access to the pool is not allowed to visitors.**
- It is the client's responsibility to insure. The campsite declines all responsibility in the event of theft, fire, bad weather, etc., and in the event of an incident falling under the customer's civil liability. This one is mandatory.
- Pets are allowed, extra charge. They must be tattooed, vaccinated and kept on a leash. Dogs of 1st and 2nd category, as well as NAC, are not accepted in the campsite.
- According to prefectural decree, charcoal barbecue is not allowed on the pitches. Only electric or gas barbecue is allowed. Fixed and licensed charcoal barbecues are available near reception.
- Traffic is prohibited from 22:30 to 07:00, as well as noisy activities, with the exception of the animations offered by the campsite.
- Charging of electric vehicles is prohibited throughout the campsite. 4 special bollards are installed in the center of Lamastre and Super U (less than 2 km from the campsite).
- The campsite reserves the right to use the photos of its customers for its commercial media, (except in case of refusal expressed by the customer on arrival).

***Camping on our land implies acceptance of the rules of procedure.
Failure to comply with this Regulation shall result in the expulsion of the person responsible.***

The contact details of the mediator who may be contacted by the client are as follows:
SAS MEDIATION SOLUTION 222 Chemin de la Bergerie 01800 ST JEAN DE NIOST - 04 82 53 93 06
Site internet : <https://sasmediationsolution-conso.fr>