



GENERAL TERMS AND CONDITIONS

PITCH BOOKING CONDITIONS:

- **YOUR STAY:**

Two or three nights minimum stay according to the type of pitch and the dates of your stay. Booked pitches are available from 1PM on the arrival date. They must be vacated before 12PM on the departure date. Every departure after 12PM will engage fees of one more night. In case of late arrival, pitches are booked until 1PM the day after the arrival date. After this period, and with no news from you, the pitch will be vacated and the amount already paid will be forfeited.

- **CAPACITY:**

Pitches are for a maximum of 6 people. Under no circumstances may they be occupied by more people (including children and babies). In the latter case, the campsite manager has the right to refuse any additional person.

Minors who are not accompanied by their parents or a legal guardian may not be admitted.

- **PAYMENT:**

At the time of booking, we ask you to pay a deposit of 30% of the total cost of your stay, plus €15 booking fee. As soon as we have received your deposit and booking fee, you will receive a confirmation email. The balance of your stay on a classic or comfort pitch must be paid on arrival at the campsite. For a premium pitch, the balance must be paid in full 30 days before your arrival. If you book less than 30 days before your arrival, your stay must be paid in full at the time of booking.

- **CANCELLATION:**

In the event of cancellation notified more than one month before the date of arrival, your deposit (minus booking fees) will be returned. Otherwise no refund can be made. We kindly remind you that the weather condition is in no way a reason to cancel your stay.

- **CHANGES TO THE BOOKING:**

Any change requested in terms of dates, accommodation, duration, number of people or family composition must be validated by our services.

Any request to increase the length of your stay will be subject to availability and the current rates.

Any request to reduce the length of your stay is considered as a partial cancellation and will be subject to the cancellation and interruption of stay conditions.

- **INTERRUPTION OF STAY:**

No refunds will be given for late arrivals or early departures.

- **PETS:**

Pets are not allowed to wander around the site and must be kept on a lead at all times. They have to be reported at the time of reservation. A extra fee per day will be required. We only accept one animal per pitch.

Your animals are welcome but there are 2 conditions for them to be allowed on site:

- a valid vaccination against rabies must be given
 - the animal must be tattooed (or electronically tagged) and have an identity card
- Dogs in category 1 are not permitted in the campground.

- **SECURITY INSURANCE:**

Campers have to subscribe insurance for their caravan, tent, equipment and liability. The management assumes no responsibility for any theft, loss and degradation due to weather or accidents that occur inside the camp.

- **PARKING:**

Each pitch at Camping du Val de Bonnal is designed for one car only. An additional car may be accepted subject to authorisation from the management. It may be parked free of charge in the car park at the entrance to the campsite or, if space permits and with the express agreement of reception, on the pitch at an additional cost. Furthermore, in order to preserve the quality of our lawns and guarantee the peace and quiet of the campsite, we only accept one motorhome or caravan per pitch, regardless of the size of the pitch.

- **ELECTRIC VEHICLES:**

It is strictly forbidden to charge an electric vehicle using the standard sockets on pitches and mobile homes, in order to ensure the safety of the electrical installations. Dedicated charging points are available for campers. They are accessible 24 hours a day and are located behind the swimming pool, close to the pitches. They have a maximum charging capacity of 22 kW. Charges are calculated according to the energy consumed and the connection time. Please note that billing continues as long as the vehicle remains connected. We therefore recommend that you unplug your car as soon as you have finished recharging to avoid unnecessary charges.

ACCOMMODATION BOOKING CONDITIONS

- **YOUR STAY:**

Rentals are for a minimum of 7 nights, with arrival or departure on Wednesday or Saturday.

In low season, short stays of 3 or 4 nights minimum are possible. Please ask for details!

Arrival in the afternoon from 3pm and departure in the morning before 10am.

You must provide your own linen (sheets and towels), or rent it at the time of booking.

Any dissatisfaction concerning the state of cleanliness or the general condition of the accommodation must be notified no later than 24 hours after arrival, so that we can rectify the situation. No complaint will be accepted more than 24 hours after the day of arrival.

The tenant is responsible for cleaning the accommodation on departure. If you wish to avoid the hassle on the last day and leave with peace of mind, a cleaning package is offered at the time of booking.

Pets are not allowed in our accommodation.

- **PRICES:**

The prices indicated may be subject to change without notice. They are inclusive of all taxes, excluding tourist tax and eco-participation. They include gas, water and electricity.

In case of late payment, according to the article L441-6 of the French Trade Code, compensation calculated on the basis of 3 times the statutory interest rate will be requested, as well as a lump sum of 40€ as a recovery charge.

- **CAPACITY:**

Each accommodation is designed for a specific number of occupants. For safety and insurance reasons, it may not be occupied by more people (including children and babies). The management reserves the right to refuse you access to the accommodation if the number of people exceeds the maximum authorised occupancy.

Minors who are not accompanied by their parents or a legal guardian may not be admitted.

- **GUARANTEE:**

A guarantee against damage, loss and breakage of 200€ is payable upon arrival en chèque ou en espèces. It may be retained by the campsite if the accommodation is not left in perfect condition or if equipment is missing or damaged.

- **PAYMENT:**

During the booking, a deposit of 30% of the total cost of the stay has to be paid (plus 15€ booking fees). The balance has to be paid at the latest 30 days before arrival. If the deposit is paid by credit card, we will automatically debit the balance 30 days before your arrival. If you book less than 30 days before your arrival, you will have to pay directly the total cost of your stay.

- **CANCELLATION:**

Cancellations must be made in writing (email or registered letter). In the event of cancellation received more than one month before the date of arrival, the campsite only keeps your deposit and the booking fees. If you cancel less than 30 days before your arrival, no refund can be made.

We kindly remind you that the weather condition is in no way a reason to cancel your stay.

- **INSURANCE:**

The cancellation insurance is optional but we strongly advise you to take it out. The amount is equivalent to 3,5% of the total amount of your stay. The full terms and conditions of the insurance certificate for cancellation of seasonal rental accommodation is available on our website www.camping-valdebonnal.com.

- **CHANGES TO THE BOOKING:**

Any change requested in terms of dates, accommodation, duration, number of people or family composition must be validated by our services.

Any request to increase the length of your stay will be subject to availability and the current rates.

Any request to reduce the length of your stay is considered as a partial cancellation and will be subject to the cancellation and interruption of stay conditions.

- **INTERRUPTION OF STAY:**

No refunds will be given for late arrivals or early departures.

OTHER CONDITIONS

- **IMAGE RIGHTS:**

You expressly authorize with no counterpart that *Camping du Val de Bonnal* can use pictures or videos of you or your children that could be taken during your stay for our promotional needs.

- **DAY VISITORS:**

They are allowed under the responsibility of their hosts after reporting their identity at the reception and set their access rights upon their arrival regardless of time spent on the site. The visitor price is 5€ per visitor and per day (free for children under 6 years old).

Visitors don't have access to the pool, for security and insurance reasons. The swimming pool is strictly reserved for campers in possession of wristbands.

Parking is permitted only on the home terminal at the entrance to the campsite.

- **BRACELETS:**

Wearing a wristband is compulsory at all times. It gives access to the whole campsite (services, entertainment, swimming pool, etc.) and helps to reinforce checks at the campsite entrances and exits.

CAMPING DU VAL DE BONNAL

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