

RESERVATIONS AND PAYMENTS

Reservations are made by telephone, by mail or online on the website. www.camping-abbaye.com . All reservations must be accompanied by a payment including:

- The deposit corresponding to: 25% of the total price of your rental and any Additional services.

THE BALANCE OF THE STAY is to be paid 30 days before the date of arrival. No deduction will be granted in the event of late arrival or early departure.

In accordance with article L.121-21-8 of the consumer code, we inform you that

the provision of accommodation services, which must be provided on a date or during a period determined, are not subject to the right of withdrawal of 14 days.

PRICES

The rates or information published on our website www.camping-abbaye.com are the basic rates not including optional services (texts and photos not contracts). The price fixed at the time of the reservation includes the VAT in force. The price contract may be subject to modification within legal and regulatory limits, when there are variations in the applicable VAT rates, between the date of reservation and the date of payment of the balance. Rates are subject to change during the season.

TOURIST TAX

The tourist tax appears clearly on the invoice. Tourist taxes vary according to municipalities and countries. The tourist tax is collected on behalf of the municipalities and can be increased by an additional departmental tax. The cost of the tourist tax will be likely to change during the year and may, therefore, increase or decrease the total amount of the stay.

SECURITY DEPOSIT

For rentals, upon arrival, a security deposit of €460 will be payable to you. requested, including €60 cleaning deposit. The entirety of this security deposit will be returned no later than 15 days after your departure if the accommodation is left clean, deduction made of the compensation withheld for any damage caused, unpaid services, loss of keys given on your arrival. For pitches, on your arrival a deposit of 20 euros will be requested for the barrier badge, deposit which will be fully refunded when your badge is returned to your departure.

ACCOMMODATION CAPACITY

Accommodation is provided for a set number of occupants. Under no circumstances can it be occupied by a greater number of people (children and babies included). In this last case, the campsite manager is entitled to refuse any additional person.

Minors unaccompanied by their parents or a legal guardian cannot be admitted.

CHARACTERISTICS OF THE ACCOMMODATIONS

The plans and photos of the accommodations are given for illustrative purposes. The layout and the Parts specifications may vary from model to model.

ARRIVAL AND DEPARTURE

- Arrival in the mobile homes is from 3 p.m. and departures before 10 a.m.
- Arrival on the pitches is from 3 p.m. and departures before 10 a.m.

Each cottage contains all kitchen and table equipment as well as bedding (except sheets, and towels). Inventory is distributed upon arrival. The tenant is required to check it and report any anomaly the same day.

Any dissatisfaction concerning the state of cleanliness, or the general state of the rental must be notified no later than 24 hours after arrival, in order to remedy this. No complaints will be admissible more than 24 hours after the day of arrival.

All campers are required to respect the internal regulations of the campsite, posted at the reception, they are responsible for the disturbances caused by the people who stay with them. Failure to comply with the rules of procedure may result in the expulsion of the camper.

PETS

Pets are accepted (except categories 1 and 2), subject in particular to presentation of vaccination certificates, subject to payment of an additional fee when booking.

CANCELLATION / INTERRUPTION OF STAY

It is recalled that in application of the provisions of article L221-28 and following of the Code of Consumption, none of the services offered by Le Camping de l'Abbaye is subject to the right of withdrawal. Consequently, any cancellation by the customer after booking and before departure will entail:

- In case of cancellation up to 30 days before the scheduled arrival date, the retention by Camping de l'Abbaye of the deposit paid by the customer;

- In case of cancellation from 29 days before the scheduled arrival date, the obligation for the customer to pay the full price of the stay.
Any cancellation of reservation must be made in writing and addressed to the campsite by letter registered with acknowledgment of receipt. Deadlines are calculated on the date of receipt of the letter with AR.

For any request to cancel your stay, contact Camping de l'Abbaye at 03.84.25.57.04. Deadlines are calculated on the date of receipt of the request.

Services not used

Any stay interrupted or shortened (late arrival, early departure) by you cannot give rise to a refund.

RESPONSIBILITY

Camping de l'Abbaye declines all responsibility in the event of theft, fire, bad weather, damage to property or vehicles... As well as in the event of an accident falling under the civil liability of the customer or another customer.

DISPUTE

If, despite all our desire to fully satisfy you, you have complaints, we ask you to immediately inform the person in charge of reception on site who will endeavor to provide you with an answer or to send us your complaint by writing, by registered mail with acknowledgment of receipt within 4 weeks after the date of end of your stay. We will do our best to deal with your complaint as soon as possible time limit.

PICTURE

By accepting these General Conditions of Sale, the customer expressly authorizes and free of charge, the company Camping de l'Abbaye to photograph or film it during its stay and to use the photos, videos or sounds on all media, for a period of 5 years.

This authorization also applies to all persons staying with the client. She has for the purpose of promoting the Abbaye campsite on its websites, brochures, Facebook, Instagram its commercial presentations or in tourist guides.

Abbey campsite
lake road
39130 Bonlieu
SIRET number: 890 171 770 000 13

