Terms of sale



**RESERVATIONS AND PAYMENTS**

Reservations are made exclusively online on the website www.camping-abbaye.com. All reservations must be accompanied by a payment

including:

• The deposit corresponding to: 25% of the overall price of your rental and any

additional services.

THE BALANCE OF THE STAY is to be paid 30 days before the arrival date. However,if the balance is not paid within the time left, the host will then be given the rental or location for rental purposes and without reimbursement of the deposit. No deduction will be granted in the event of delayed 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 specific date or period, are not subject to the right of 14 days withdrawal.

**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 €70 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. However, if the rental is left in a state of uncleanliness requiring the intervention of the maintenance team, the amount of 70 euros will be withheld from your deposit (for a maximum of 2 hours of cleaning) in order to return the rental clean to the next rental. Beyond 2 hours of cleaning, all additional hours will be charged 45 euros.

**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.

**LOCATION CHARACTERISTICS**

Each pitch is intended for a maximum number of 6 people, it cannot under any circumstances be occupied by a greater number of people. Pitches are allocated by the host according to customer expectations, their camping equipment but also by the availability of pitches. Pitches without electricity do not allow you to charge your phone or any other electrical device, so it is strictly forbidden to plug in charging station in the sanitary block (except for hairdryers, clippers, razors, etc..) is available to you from reception for a cost. However, if an electrical device should be found charging in the toilet block, the campsite reserves the right to charge the customer a flat rate of 5 euros and may result in their exclusion.

**ARRIVAL AND DEPARTURE**

* Arrival in the mobile homes is from 3 p.m. and departures before 10 a.m.
* Any departure from the rental after 10 a.m. will result in an additional night being billed. Arrival on the pitches is from 3 p.m. and departures before 10 a.m. Any departure after 11.30 a.m. will result in an additional night being billed.
* The host must be notified as soon as possible of a potential late arrival at the campsite.
* Late arrivals after 7 p.m. and before 9 p.m. will result in a flat rate of 5 euros/hour any hour started will be due
* Arrivals after 21 p.m. will no longer be permitted.

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 is responsible for the disturbances caused by the people who stay with him. 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 or by e-mail camping.abbaye@wanadoo.fr. Deadlines are calculated on the date of receipt of the requirement.

**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.

However, if the responses to your complaints do not suit you, you can always call on the mediator listed below:

CM2C 49 rue de Ponthieu 75008 Paris cm2c@cm2c.net

**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