

Booking Terms and Conditions – Camping Les Plans****

1. **Booking a stay implies accepting these special conditions of sale.** Within the meaning of articles R. 211-5 and R.211-6 of the French Tourism Code, our brochure and our website constitute a prior offer. However, Camping Les Plans expressly reserves the right to modify some of the services offered, under the conditions provided for in Article R. 211-7. Any subsequent change in the applicable VAT rate, occurring between the time the prices were determined and the invoicing of the stay will result in a corresponding change in the price including VAT. Likewise, variations in economic conditions may lead us to modify the prices before signing the contract.
2. **The reservation becomes effective only after written agreement from Camping Les Plans and after receipt of your reservation contract duly completed, signed, and accompanied by your deposit of 30%.** Rental accommodation provided for a determined number of occupants may under no circumstances be inhabited by a greater number of people. No reservation can be guaranteed for a specific location or rental number, we will do our best to meet your request, but this does not constitute a contractual guarantee. For safety and health reasons, minors remain under the full responsibility of their parents and / or accompanying persons for the duration of the stay; Camping Les Plans cannot book a stay for unaccompanied minor children.
3. **The reservation fees are € 15 / stay for a classic reservation, and € 30 / stay for a reservation with creation of a subsidized file.** These reservation fees are not refundable under any circumstances.
4. **A 30% deposit is required when booking.** The balance for the stay is due on the day of arrival at the latest, in cash or credit cards (no checks). For payments by ANCV holiday vouchers, it is preferable to settle your stay before arrival by sending them to us by registered mail with acknowledgment of receipt to the following address: Camping Les Plans - 2917 Route de Saint-Jean-du-Gard - 30140 MIALET.
5. **RENTALS: Arrivals take place between 4 pm and 7:30 pm. Departures are before 10 a.m.** People wishing to leave the day before must vacate the premises before 7 p.m. In all cases, on the day of your arrival, the inventory will be carried out independently: a document will be given to you on which you will indicate any comments you may have: this document will be used as proof for the return of your deposit. For departures, you will need to leave your rental key in a box provided for this purpose at reception. No departure can take place after 10 a.m. and without the presence of a responsible person.
Non-occupancy: In the absence of a written message from the tenant, the subject of his reservation remains at his disposal until the following day noon. After this period, Camping Les Plans reserves the right to put the accommodation up for sale.
6. **CAMPSITE LOCATION: Arrivals between 4 pm and 7:30 pm. Departure before 11 a.m.** It is possible to arrive earlier if the location is not occupied. For that, obligation to warn us before by telephone. No arrivals will be accepted after 7:30 p.m.
7. For rentals, **a deposit of 200€ will be requested upon arrival** (pre-authorization by credit card imprint). It guarantees the breakage or degradation of the material. It will be returned to you within 10 days of departure, after leaving the inventory, less any damage noted. This deposit also acts as a cleaning deposit. The rental must be returned to us in a perfect state of cleanliness. If you notice a fault or deterioration in the Mobile Home on your arrival, thank you for informing us immediately on the “inventory” document given on your arrival. End of stay cleaning, paying (100€), does not include cleaning of the kitchen area (hob + microwave + fridge), cleaning of the dishes to be placed on the table for the inventory, of emptying the garbage cans and defrost the refrigerator.
8. The reservation is personal and cannot be transferred to anyone. **No reduction will be granted in the event of late arrival or early departure.**

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9. Rental content: each rental contains all the necessary kitchen equipment and bedding with the exception of sheets, blankets, pillowcases (except Prestige and Tribe category). Remember to bring your cleaning product to make your rental in a perfect state of cleanliness.

10. **Access to or exit from the campsite is prohibited from 11 p.m. to 7 a.m.** As a result, traffic within the campsite is strictly prohibited for vehicles and mopeds during this period. The barriers at the campsite can read license plates. Please provide us with your license plate number before your arrival. If your license plate is damaged and becomes unreadable for our cameras, you will need to park outside the campsite.

11. **Barbecues with charcoal and open fires are strictly prohibited (fire department instructions).**

12. Visitors will only be admitted to the campsite after having been authorized to enter by reception. A daily bracelet will be given to them. This is charged at € 4 and, for insurance reasons, **does not give access to the aquatic complex.**

13. Pets are accepted at an additional cost (1 per accommodation). Their owner must present the up-to-date vaccination record on arrival. The vaccine against rabies is compulsory. **They must be kept on a leash and owners are required to remove any soiling they cause.** 1st and 2nd category dogs are prohibited.

14. For your safety and comfort, wearing a bracelet, given on your arrival, is mandatory for access to the swimming pool and within the campsite. Pool access: swimsuits, swimming trunks and short boxers only allowed. For any child who cannot swim, wearing armbands is compulsory. Mandatory bath diapers for babies. Underpants prohibited.

15. Cancellations and modifications
For any cancellation or modification of your reservation, we will ask you to send us a letter with acknowledgment of receipt.
The reservation fees, the amount of insurance (6% of the amount of the reservation) possibly taken out will be retained in the event of cancellation of the stay, regardless of the time limit within which this cancellation occurs.
Any interrupted or shortened stay, for whatever reason, cannot give rise to any reimbursement.
For stays paid, in whole or in part, with a credit (obtained in the context of cancellations made between March 25 and September 5, 2020), the amount of the reservation paid by the credit may not give rise to any refund or modification.
If you have taken out cancellation insurance, you are guaranteed reimbursement of the sums paid, excluding administrative fees and cancellation insurance. To consult the conditions of our cancellation insurance, consult our website: <https://www.camping-les-plans.fr/pdf/assurance-COVID-19.pdf>
Any cancellation MUST be notified in writing and by registered mail with acknowledgment of receipt sent to the management of Camping Les Plans.

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COVID-19

With cancellation insurance

If you have taken out cancellation insurance and wish to make a cancellation or modification related to COVID-19, you can consult the conditions of our cancellation insurance at the following address: <https://www.camping-les-plans.fr/pdf/assurance-COVID-19.pdf>

Without cancellation insurance

- Possibility to postpone your stay free of charge up to 7 days before arrival (subject to availability)
- No more compulsory advance balance: you can pay your stay directly on the day of your arrival (payment of the 30% deposit remains compulsory)
- Cancellation free of charge and refund * until D-1 on presentation of proof related to COVID-19 for the following reasons:
- Impossibility of going to Camping Les Plans due to the border closure by the French government or by the government of the client's country of origin.
- Containment (local, departmental or national), decree published in the Official Journal.
- The government of the client's country of origin prohibits travel (on presentation of proof of stay)
- Cancellation of flights due to Covid-19 (on presentation of supporting documents from the airline)
- Kilometer travel limitation around the customer's home (on presentation of proof of address)
- Mandatory quarantine measure upon return from stay imposed by the French government or the client's government of origin.
- Client tested positive for Covid-19 in the 14 days preceding the start of the stay (on presentation of medical proof)
- Decree obliging us to close the campsite
- Modification or cancellation of leave by the employer, in connection with the Covid-19, making it impossible for the customer to come to the campsite (on presentation of proof from the employer)
- Modification of examination dates / school competitions, rescheduled during the period of stay (on presentation of proof from the school or examination center).
- In these cases, and only in these cases, you will be able to benefit from a postponement of your stay over the 2022 season or a refund of the sums paid in the form of a credit note (within the meaning of ordinance 2020-320 of 25 March 2020).

16. Mediation of consumer disputes: In accordance with the provisions of the Consumer Code concerning "the mediation process for consumer disputes", the customer has the right to use the mediation service offered by Camping Les Plans free of charge. The "consumer law" mediator thus proposed is MEDICYS. This mediation system can be contacted by: www.medicys.fr - or by post: MEDICYS - Center for mediation and amicable settlement of judicial officers - 73 Boulevard de Clichy - 75009 –Paris.

- IN CASE OF FORCE MAJEURE, the campsite may be prevented from honoring its commitments, in which case it reserves the right to cancel the corresponding reservations.
- IMAGE RIGHTS, You expressly authorize CAMPING LES PLANS to use any photos of you or your children in any medium that may be taken during your stay for the advertising needs of the campsite.

Pursuant to article L.221-28 of the Consumer Code, the right of withdrawal cannot be exercised for the provision of accommodation services, other than residential accommodation, goods transport services, rentals cars, catering or leisure activities that must be provided on a specific date or period. In fact, the 7-day right of withdrawal does not apply to outdoor accommodation and you do not have the right of withdrawal.

Any failure to comply with these conditions will be subject to expulsion of all persons present on the site concerned by non-compliance with the aforementioned clauses