

# GENERAL TERMS AND CONDITIONS OF SALE

## Article 1 - Terms and Conditions of Sale

The present terms and conditions of sale rule all stays sold through the website [www.loireetchateaux.com](http://www.loireetchateaux.com). They are part of the contract binding the campsite and the customers. Prior to any booking, each customer acknowledges (for himself and for any other person enjoying the stay) to agree and comply with the present terms and conditions of sale. In accordance with the French Law, these terms and conditions are available for the client's information upon request, and prior to any contract for holiday purchase. The terms and conditions can also be obtained upon written request addressed to the establishment's head office.

## Article 2 - Booking Conditions

### **2.1 Price and Payment**

All prices are given in Euros and are including VAT.

The Tourist Tax (fixed by the local authority) is **not** included in the price.

Every campsite pitch and rental accommodation booking requests is strictly nominative and nontransferable. The reservation becomes effective with our agreement and after reception and receipt of a deposit of 35% from the total amount of the stay and booking fees and a minimum amount equivalent to 2 nights rental.

The balance of the stay is to be paid 1 month before arrival day (without a reminder of the campsite) for any reservation, and the day before departure at the opening hours of the reception for locations without reservation.

Stays of less than or equal to 2 nights will be paid in full at the time of booking.

For any delay not reported, the rental / location becomes available 24 hours after the arrival date mentioned on the booking contract. After this time, and in the absence of a written message, the booking will be void, and the deposit will remain with the management of the campsite.

### **2.2 Booking Request Modification**

No discount can be granted for late arrivals and/or early departures.

### **2.3 Cancellation**

The period of withdrawal of 7 days, provided for in Article L121-120 does not apply to accommodation services (see paragraph L121-20-4 of the same code).

- Without cancellation guarantee: For all cancellations received more than 30 days before the start date of the stay, the amount of the deposit will remain acquired at the campsite. For any cancellation received less than 30 days before the start date of stay, the entire stay will be due.

- With cancellation guarantee: The cancellation guarantee amounts to € 2.50 per night and per accommodation or pitch. It is recommended to take out cancellation insurance under the conditions defined below:

-Its amount is payable in full and only when booking. It is added to that of the deposit and concerns the people registered for the stay.

-To be admissible, cancellation of the stay must be notified by registered letter with acknowledgment of receipt no later than 7 days after the event resulting in cancellation. The complete list of reasons covered by this warranty is set out below. Any request for cancellation must be accompanied by precise and incontestable proof.

-The cancellation guarantee ensures the reimbursement of the contractual rental price when the cancellation occurs between the date of reservation and the date of arrival at the campsite, for an unknown event or unforeseeable at the time of booking. Money not refunded: cancellation guarantee + deductible cancellation of 50 € + expenses of file.

Events covered by the guarantee (exhaustive list):

1. Death, hospitalization or illness of yourself, your spouse, your ascendants, descendants, brothers or sisters.
2. Dismissal of yourself or your spouse.
3. Removal following a professional transfer.
4. Damage to your principal residence following a fire, water damage, damage caused by theft or vandalism, storms, natural disasters.
5. The cancellation guarantee ceases to have effect from the beginning of the rental and cannot be used if any of the events listed above occurred during the stay.

### **2.4 Withdrawals**

The legal dispositions related to withdrawals on on-line sales do not apply to tourist services (article L.121-20-4 from the French Code of Consumption).

Therefore, for all on-line bookings, customers have no right of withdrawal.

## Article 3 - During your stay

### **3.1 Arrivals and Departures**

Pitches: arrivals from 12 pm onwards and departures before 12 pm; all days of the week.

Rental Accommodation: arrivals from 3 pm onwards, and departures before 10 am; all days of the week.

### **3.2 Deposit**

A credit card deposit of € 300 (€ 240 for damage to equipment and € 60 for cleaning not done) will be requested upon arrival. It guarantees you the perfect cleanliness and the complete inventory of the rental. Thank you to report any breach or degradation upon your arrival after verification. The deposit will be canceled after your departure from the campsite and after checking the condition of the accommodation by our services, minus the breakage, loss, or any damage found on the interior and exterior material. In case of a necessary intervention of the cleaning team, the deposit of 60 € will be cashed. For your comfort and in the respect of the law, all the public premises and the accommodations are NON SMOKING.

### **3.3 Departures**

One extra night is charged for any check-out delay (after 10 am).

To extend a stay, the campsite reception must be advised at least 24 hours before the initial time of departure.

### **3.4 Pets**

All pets - except Class 1 and Class 2 dangerous dogs - are allowed into the campsite for a maximum period of 15 days and for an extra charge to be paid when booking. Once admitted, pets must be kept on a lead at all times and must respect the cleanliness and the calm surroundings. They are prohibited from swimming pool areas, in food shops and in public buildings. Note that they are not allowed to swimming-pool areas, food shops and buildings. Pets' vaccination certificates must be up-to-date.

### **3.5 Comfort and living together**

-For your comfort and in the respect of the law, all the public premises and the accommodations are NON-SMOKING.

-The silence is requested after 22:30.

-The movement of motorized vehicles is allowed from 8:00 to 21:00, outside these hours, parking is available at the entrance of the campsite.

### **3.6 Policies and procedure**

As the law requires, you must adhere to our rules of procedure, filed with the prefecture, posted at our reception and a copy will be given to you on request.

## Article 4 - Liability

The campsite declines all responsibility for damage to the equipment of the camper or caravan in case of theft, fire, bad weather, facts not under its done. Insurance for your liability related equipment is mandatory (FFCC, ANWB, ADAC ...).

## Article 5 - Applicable Law

These general conditions are subject to French law, and all disputes concerning their application falls under the jurisdiction of *Le Tribunal de Commerce de Tours / Tours High Court*.

Done at : ..... The : \_\_/\_\_/\_\_\_\_

signed :