

GENERAL TERMS OF RENTAL RESERVATION

Renting an accommodation involves the entire customer adherence to these general terms of reservation and complete acceptance of all mentioned clauses.

PRICES

Each accommodation is equipped according to the provided inventory.

The rental price **includes** : water, electricity, gas, heating (off season), access to the pool (in season).

Prices do **not include** : tourist taxes.

Optional, **additional charge** : bed-linen, baby bed, cleaning fees, travel-insurances and cancellation insurance.

TERMS OF BOOKING

The customer completes the booking request and pays 50% of the total price as a deposit.

If asked for a specific accommodation, the renter will endeavor to give satisfaction to the customer. However, if the allocation of this accommodation should be amended, no refund can be requested.

After checking availability, the renter accepts the booking and will send a written confirmation that should be shown upon arrival on the initial day of arrival,

The reservation contract will bind the renter only when he accepted the booking, which he is free to accept or to refuse, depending on availability and, in a general way, on all circumstances likely to affect the acceptance of the booking. Domaine Chasteuil Provence offers family holidays in the traditional sense, the accommodation has been specially designed for this purpose. The renter keeps the right to refuse any reservation that is contrary to this principle, or attempt to pervert it. Booking a rental is strictly personal. The customer may in no case sublet or transfer his reservation without the prior consent of the renter.

The renter has the right to deny access to clients presenting with a higher number of participants in the capacity of the rented accommodation.

CANCELLATION AND INTERRUPTION INSURANCE

The insurance **CampezCouvert**, proposed by the owner, is optional but highly recommended. It costs 3% of the total amount VAT, and is added to the deposit. It must be subscribed upon booking and covers all accompanying persons mentioned on the original contract, under certain circumstances (illness, accident ...). See terms and conditions of insurance and guarantees on www.campez-couvert.com.

Without this insurance the client will in no case be refunded of the amounts paid if he is forced to cancel or shorten his stay.

TERMS OF PAYMENT

For customers who have not subscribed the cancellation insurance :

For bookings made before April 1st, a 50% deposit of the total price of the reserved services must be paid at time of booking. The balance must be paid no later than April 1st. Otherwise, the reservation will be canceled and there will be no refund of the deposit. Any tourist taxes are to be paid upon arrival.

For bookings made after April 1st, full payment must be made at time of booking. Any tourist taxes are to be paid upon arrival.

For customers who subscribed the cancellation insurance :

For bookings made over 30 days before arrival, a deposit of 50% of the total price of the reserved services must be paid at time of booking. The balance must be paid no later than 30 days before the date of arrival. Otherwise, the reservation will be canceled and there will be no refund of the deposit. Any tourist taxes are to be paid upon arrival.

For bookings made less than 30 days before the date of arrival, full payment must be made at time of booking. Any tourist taxes are to be paid upon arrival.

Accepted ways of payment :

- Credit Card, French bank-cheques written out on the benefitter "Chasteuil-Provence", Holiday vouchers, International Banktransfers.

CANCELLATION

Cancellation by the renter :

In case of cancellation by the renter, except in cases of force majeure, the customer will be refunded the amounts paid according to Article R132-2 of the Consumer Code. However, this cancellation will not result in the payment of any harms or damages.

Cancellation by the customer :

The client must inform the campsite by mail or email upon the occurrence of an event preventing its arrival. The owner acknowledges receipt.

For customers who have not subscribed the cancellation insurance :

All cancellations must be notified by letter and received by the Reservations Service. There will be no refund.

For customers who subscribed the cancellation insurance :

If the customer subscribed to the cancellation insurance, and the occurred event satisfies the insurance conditions (available on www.campez-couvert.com or ask the campsite), the customer must notify the insurer in 48 hours and provide all the necessary information and supporting documentation. The Campezcouvert insurance covers the refund of amounts paid (excluding insurance fees) according to the conditions as established by Campez Couvert.

YOUR STAY

Arrival :

The accommodation will be available to the customer from 3pm.

In case of no show on the day of arrival and no message mentioning the postponement of the customers arrival was received, the accommodation will be retained until the next day 3pm. After that time, the rental will be on sale again and no refund will occur.

For any arrival not corresponding to the indications during booking, access to the campsite can be refused and the stay cancelled : Amounts paid will be retained by the campsite as well as the possible cancellation insurance fees.

Upon arrival, a deposit of 100 € will be required to the customer. This is for any damage caused to the property. Another deposit of € 50 is intended to cover any cleaning fee if it was not done properly.

All the equipment is inventoried. The customer must check and prevent the renter of any abnormality at the latest the next day. No remarks will be taken into account beyond this limit.

During your stay :

The customer is responsible for the supervision of his personal belongings. He is also responsible for all the damage occurring of his fact and must, therefore, be insured under civil liability.

The cleaning should be executed during the whole stay and especially on the day of departure.

All accommodation are NON-SMOKING.

The customer must comply with all the campsite-rules, displayed at the reception. Non-compliance of these regulations may result in the expulsion of the customer without giving rise to any refund.

Early departure by the client shall not entail any rebate or refund.

Departure :

An **appointment to establish the final state is to be taken the day before departure, at the reception counter.**

On the day of the scheduled departure, the accommodation must be vacated by 10 am.

In case the customer does not wish to perform final cleaning or if it is found during the inventory that cleaning was not performed according to instructions, the cleaning fee will be charged to the customer and the corresponding deposit will be cashed.

The inventory may be checked. All broken or damaged objects will be on charge of the customer, as well as the refurbishment of the premises if that proved necessary.

The deposits will be returned after the final state inventory, minus possibly costs of missing equipment and other requested costs. The retention of the deposit does not preclude additional compensation if the costs exceed the amount of the latter.

The final state appointments take place between 8am and 10am. For earlier departures deposits will be destroyed and the customer will be notified by email.

ANIMALS

Pets are allowed against a fee, except 1st and 2nd classe dogs. A vaccination certificate must be held. When allowed, they must be kept on leash constantly. They are not allowed into swimming pool areas, food shops and in buildings. The customer will take his pet to defecate outside the campsite or, if any, will pick up its droppings. It is forbidden to leave your pet alone, tied or locked in a car or accommodation.

COMPUTER AND RIGHTS

All information provided by customers during booking or stay, will never be passed to third parties. They will be used only by internal services as processing of bookings, reinforce and personalize communication and offered services for customers. According to the IT law and Liberties of 6 January 1978, you have right of access, rectification and opposition to any personal data about you. For this, just do so by a written request stating your name, surname and address.

You're likely to be photographed or filmed for the design of our brochures or illustration of our website. If you do not wish to be photographed or filmed, simply indicate this via a written request upon arrival.