



TERMS OF SALES

Camping L'île aux cygnes 2022

Booking conditions:

- ❖ The basic pitch rate include a pitch for a tent or caravan, space for one vehicle and access to all site facilities and activities.
- ❖ The basic accommodation rate include the maximum of people authorized by accommodation.
- ❖ Additional occupants, pets, and Local Tourist Tax are extra and will be added to the final bill.
- ❖ The mooring option is only available to campsite guests and only for the duration of their stay.
- ❖ Pitches are available from 2 pm on the day of arrival and are to be vacated by midday at the latest, on the day of departure. After that time an extra night will be charged.
- ❖ Accommodation are available from 4pm on the day of arrival and must be vacated for 10am maximum on the day of departure.
- ❖ Campers must set up on the pitch allocated to them and comply with the instructions given to them by the Campsite management team.
- ❖ The campsite Manager reserves the right to amend pitch allocations if necessary, without prior notice.
- ❖ To book a pitch or an accommodation, please fill in the booking form and return it to us dated and signed with the payment of the deposit and the not refundable booking fee.
- ❖ Bookings are only valid once you have received a written confirmation and in the event of no availability, your deposit payment will be returned in full.
- ❖ All options must be confirmed within 14 days.
- ❖ All amendments to the original booking must be notified in writing.
- ❖ Your full balance will be calculated on the basis of the original booking, as detailed in your confirmation.
- ❖ Late arrivals must be notified, as pitches will be released the following day at 10 am in case of no show and at 4pm for accommodations.
- ❖ Copies of vaccination certificates for pets are required at the time of booking or at the latest, on arrival.
- ❖ Payment of the full balance is du latest 30 days before arrival.
- ❖ Sub-lettings are strictly forbidden.
- ❖ Minors must be accompanied by their parents or legal guardians.
- ❖ Requests for group bookings must be made to the campsite, by telephone or e-mail. The manager reserves the right to study the request before acceptance or refusal.
- ❖ All customers are required to respect the campsite rules and regulations displayed at the entrance.

Terms of payment:

- ❖ A deposit of 30% of the stay is required to confirm the reservation.
- ❖ The balance of the stay must be paid at the latest 30 days before arrival.

Cancellation conditions:

- ❖ More than 30 days before arrival the deposit will be kept,
 - ❖ from 30 days before arrival the total amount will be kept.
 - ❖ We recommend that you subscribe to our partner cancellation insurance Mimat, to cover any unforeseen event (illness, accident, death...)
- In accordance with article L.221-28 of the French Consumer Code, the sale of accommodation services provided during a specific period is not subject to the provisions relating to the 14-day withdrawal period