



BOOKING TERMS AND CONDITIONS

Article 1 - SCOPE

The present Booking Terms and Conditions ("the Terms") are applicable to any booking made by Customers on the website <https://www.camping-mepillat.fr/> ("the Website"), by phone or by mail. The Terms are part of any agreement binding Customers and the Domaine de Mépillat Campsite ("the Establishment").

Customers commit to accept the Terms prior to any booking of an accommodation or of a grass pitch meant for them and, where applicable, for any other person.

According to the applicable law, the present Terms are available for the information of Customers, prior to any booking of an accommodation or grass pitch. The Terms are available upon simple written request to the Establishment and may be downloaded on the Website.

Article 2 - BOOKING CONDITIONS

2.1 Price and payment

All the prices are in Euros and include VAT.

Customers' attention is drawn to the fact that the tourist tax, which is incurred, is not included in the said prices.

A down payment of 30% is to be paid upon reservation and the balance shall be settled thirty (30) days maximum before arrival. Booking only becomes confirmed when the complete payment of the amount due is received by the Establishment within the deadlines set out in Paragraph 3 of the present article.

Bookings are nominative and may not be transferred.

In case of late arrival of at least twelve (12) hours after the latest check-in time set out in the booking agreement, if no written notice was sent to the Establishment before this deadline, the booking shall be cancelled and the amounts paid to the Establishment shall not be refunded.

2.2 Reservation modification

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

2.3 Cancellations

Bookings that have not been fully paid within the deadlines set out in Paragraph 3 of Article 2.1 shall be cancelled, unless the total amount due to the Establishment is settled before the expiration of the time limit set out in the second and last reminder sent by the Establishment.

If cancellation or modification occur thirty (30) days or less before arrival: Customers shall forfeit **all** the amounts paid to the Establishment.

If cancellation or modification occur more than thirty (31) days before arrival: Customers shall forfeit their **down payment**.

2.4 Right of withdrawal

The legal provisions of the Consumer Code related to the right of withdrawal in case of long-distance sales do not apply to tourist services (Article L.221-28 of the French Consumer Code). Accordingly, Customers shall have no right of withdrawal when making a reservation with the Establishment.

Article 3 - Stays

3.1 Arrivals and departures

- ✓ For accommodations: check-in time begins at 3:00 pm and ends at 7:00 pm; check-out time starts at 11:00 am
- ✓ For grass pitches: check-in time begins at 14:00 pm and the latest check-out time is 12:00 pm, any day of the week.

3.2 Security deposit

A security deposit of € 250 per accommodation will be requested upon arrival day. Cheques are not accepted.

The security deposit shall be refunded upon the day of departure, after the inventory of fixtures, provided there is no loss or damage to the accommodation and provided the accommodation is returned in a perfect state of cleanliness. If the customer cannot attend the inventory of fixtures, the security deposit shall be refunded by bank transfer or credit card, barring any loss, damage and/or provided the accommodation is returned in a perfect state of cleanliness.

In the event of any loss or damage to the accommodation and/or if the accommodation is not returned in a perfect state of cleanliness:

- the damages, losses and/or cleaning shall be deducted from the deposit.
- If they exceed the amount of the deposit, Customers shall forfeit their security deposit and the credit card on file shall be charged with the relevant amount. A detailed invoice of all charges shall be supplied.

3.3 Departures

Returning the key belatedly and leaving the grass pitch after 11 :00 a.m. shall result in one extra day being charged.

Customers wishing to extend their stay, should advise the Establishment at least 24 hours before the scheduled departure day. The Establishment may refuse, depending on the availabilities.

3.4 Animals

Animals are allowed inside the accommodations (2 animal maximum), except for cats and category 1 and 2 dogs. However, animals are not allowed to go onto the beds or the sofas. An additional fee of € 60 may be incurred for the cleaning. Animals are to be kept on a leash, are not allowed to bark or to be aggressive. Customers are not allowed to leave their animal alone in the accommodation. They must be up to date with their vaccines.

3.5 Policies and procedures

In accordance with the applicable law, Customers are to comply with the Establishment's policies and procedures, which have been submitted with the local "Préfecture" and are displayed at the reception desk. Upon request, Customers will be provided with a copy thereof.

Article 4 - Liability

The Establishment is not liable for any damages resulting from the use by customers of their own equipment.

It is mandatory for Customers to take out civil liability insurance on their equipment (FFCC, ANWB, ADAC, etc.).

Article 5 - Applicable Law

These Terms are subject to the French law. Any dispute arising from these Terms, their enforcement or interpretation, shall be submitted to the competent jurisdiction. Complaints forms are available at the reception desk. Pursuant to the provisions of the French Consumer Code in relation to mediation, Customers may use the mediation services made available free of charge by the Establishment. The mediator is "Centre de Médiation et règlement amiable des huissiers de justice", located 73 boulevard de Clichy, 75009 PARIS, France.