



CAMPING LES CASTORS
4, Route de Guewenheim
68520 BURNHAUPT-LE-HAUT
Tel : 03.89.48.78.58
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Special & general booking conditions

1. INFORMATION

This brochure constitutes the preliminary offer covered by the general conditions below and it commits Camping Les Castors (hereinafter, "the seller"). However, changes may naturally occur in the nature of the services. In accordance with article R211-5 of the Tourism Code, if any changes occur, they will be brought to the attention of the customer in writing, by Camping Les Castors before the contract is concluded.

2. DURATION OF STAY

The client signing the contract for a fixed term may not under any circumstances invoke any right to remain in the premises at the end of the stay.

3. RESPONSIBILITY

Camping Les Castors is responsible under the terms of article L211-16 of the Tourism Code, which states: "Any natural or legal person who engages in the operations mentioned in article L211-1 is fully responsible for" with regard to the purchaser for the proper performance of the obligations resulting from the contract, whether this contract was concluded at a distance or not and whether these obligations are to be performed by itself or by other service providers, without prejudice to its right of recourse against them and within the limit of compensation provided for by international conventions. However, it can be exempted from all or part of its liability by providing proof that the non-performance or poor performance of the contract is attributable either to the buyer or to the unforeseeable and insurmountable fact of a third party outside the provision of the services provided for in the contract is in a case of force majeure."

4. RESERVATION

The reservation becomes firm when the service has received the contract signed by the customer (before the deadline appearing on the contract) and has an account equal to 30% of the total amount of the stay file (including any administrative fees).

5. PAYMENT OF THE BALANCE

The customer must pay to Camping Les Castors, the balance of the agreed service and remaining due, and this at the latest one month before the start of the stay, subject to compliance with article R211-6,10) of the Tourism Code. The customer who has not paid the balance by the agreed date is considered to have canceled his stay. Therefore, the service is again offered for sale and no refund will be made.

For the payment of the balance, the payment can intervene by various methods, in particular bank card, bank or postal check, money order, transfer.

6. LATE REGISTRATIONS

In the event of registration less than 30 days before the start of the stay, full payment for the stay will be required upon booking, subject to compliance with article R211-6,10 of the Tourism Code.

4. EXCHANGE VOUCHER

Upon receipt of the balance, Camping Les Castors sends the customer a voucher that the latter must give to the service provider upon arrival, or an acknowledgment of receipt.

5. ARRIVAL

The customer must arrive on the specified day and at the times mentioned on the contract or the acknowledgment of receipt. In the event of a late or deferred arrival or last minute impediment, the customer must notify the owner whose address and telephone appear on the voucher or the description sheet. Services not consumed by reason of this delay will remain due and may not give rise to any reimbursement.

6. CANCELLATION OF THE STAY BY THE CUSTOMER

Any cancellation must be notified by registered letter to Camping Les Castors. Otherwise, the customer will be required to pay the sums due under the contract. According to article L.121-20-4-2 ° of the Consumer Code, the right of withdrawal does not apply to accommodation, transport, catering and leisure services provided on a date or according to a determined periodicity. For any cancellation by the customer, the amount refunded to the latter by Camping Les Castors will be as follows: For any stay canceled more than 30 days before the date of arrival, the deposit, booking fees and any cancellation insurance subscription amount remain with the campsite. Less than 30 days before arrival or in the event of a no-show at the campsite, the total amount of the rental, administrative fees and any insurance contribution are due and retained.

7. CANCELLATION BY THE SELLER

The sums paid will be refunded

8. INTERRUPTION OF STAY

In the event of interruption of the stay by the customer, no refund will be made.



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9. ACCOMMODATION CAPACITY

The contract is established for a specific capacity of people. If the number of participants exceeds the accommodation capacity, the service provider may refuse additional clients. Any modification or termination of the contract will be considered at the initiative of the customer. In this case, the rental price remains acquired by the reservation service.

10. ANIMALS

The contract specifies whether or not the customer can stay in the company of a domestic animal and, if applicable, will specify whether or not the reception of the animal is subject to a price supplement and / or a deposit. increased warranty. In the event of non-compliance with this clause by the customer, the service provider may refuse the stay. In this case, no refund will be made.

11. NO SMOKING

Decree No. 2006 - 1389 of November 15, 2006 setting the conditions for the application of the smoking ban in places assigned to collective use. Smoking here exposes you to a fine of up to 450 € or to legal action.

11. ASSIGNMENT OF THE CONTRACT BY THE CUSTOMER

The assignment of the contract must take place at cost price between the assignor and the assignee. The buyer can assign his contract to an assignee who meets the same conditions as him for the stay. In this case, the buyer is required to inform Camping Les Castors of his decision by registered letter with acknowledgment of receipt no later than 7 days before the start of the stay. The assignor is jointly and severally liable vis-à-vis the seller for payment of the balance of the price as well as any additional costs caused by this assignment. These additional costs will be paid by the transferor.

12. INSURANCE

The customer is responsible for all damage caused by him. He is invited to check whether he benefits from so-called "resort" insurance through his personal insurance. Otherwise, it is strongly recommended that they take out one. The seller is insured for his professional civil liability as indicated elsewhere.

13. Inventory

For rentals, an inventory is drawn up jointly and signed by the tenant and the owner or his representative on arrival and departure. This inventory is the only reference in the event of a dispute concerning the condition of the premises. The tenant is required to enjoy the rented property with due care. The state of cleanliness of the accommodation upon arrival of the tenant must be noted in the inventory. The cleaning of the premises is the responsibility of the customer during the rental period and before his departure.

14. SECURITY DEPOSIT

The customer's attention is drawn to the existence, in terms of seasonal rentals, of a security deposit intended to cover the possible consequences of damage that may be attributed to the tenant. The amount of this deposit is variable (see paper or online catalog depending on the products and the reservation method chosen). Its exact amount will be specified on the description sheet and on the contract provided for in Article R211-6 of the Tourism Code. This security deposit will be paid on arrival in the hands of the owner or his representative. In a contradictory manner, an inventory will be drawn up upon arrival and departure allowing verification of the premises, objects of the rental. Initially, the deposit will be returned to the customer, after deduction of the cost of the restoration, if damage attributable to the tenant was noted. In the event of early departure (prior to the times mentioned on the description sheet) preventing the establishment of the inventory on the day of the tenant's departure, the security deposit is returned by the owner within a period not exceeding one week.

15. SEASONAL RENTALS - PAYMENT OF CHARGES

Charges: these are the costs corresponding to the consumption of water, gas, electricity, heating, etc. Details of which appear on the description sheet. These charges are to be paid directly to the owner against receipt.

16. COMPLAINTS

Any complaint relating to non-performance or improper performance of the contract must be sent to Camping Les Castors as soon as possible, by registered letter with acknowledgment of receipt, and may be reported in writing. Complaints relating to the condition of the premises must be brought to the attention of the seller within 48 hours of arrival.

17. NO WITHDRAWAL PERIOD

In accordance with article L212-20-4 of the Consumer Code, the seven-day right of withdrawal does not apply to contracts having as their object the provision of accommodation, transport, catering, leisure services in front of be provided on a specific date.