



Terms of Sales

Reservation

The reservation becomes effective only after the campsite's agreement, after receipt of the deposit and after receipt either of the reservation contract and general conditions of sale completed and signed, or after acceptance of the general conditions of sale when booking online.

Reservations will only be final if the campsite has accepted them; which the campsite is free to do or refuse, depending on availability, and in general, any circumstances likely to harm the execution of the reservation made. The campsite offers family-oriented stays, in the traditional sense, the campsite reserves the right to refuse any reservation which would be contrary to this principle or which would seek to divert it.

Group Booking

Any reservation of more than 2 accommodations by the same individual or by different individuals who know each other and are traveling together for the same reasons on the same dates of stay on the same campsite is considered as a group. The accommodation offered on the website are addressed exclusively to individual customers.

For any group reservation request, you must contact the campsite by telephone. The campsite reserves the right to study the reservation request before accepting or refusing it.

Payment Terms

For **reservations made more than 30 days before the start of the stay**, a deposit of 25% of the price of the amount of the services reserved, plus €20 administration fees for reservation of a mobile home (free on weekend formula) or €12 for bare pitch rental depending on the period and possibly the amount of the cancellation insurance, must be paid upon reservation. The balance must be paid no later than 30 days before arrival for the rental. In the case of a reservation **made less than 30 days before the start of the stay**, the entire stay must be paid on the day of the reservation. Likewise, for any reservation of a **stay of less than 7 days, the full amount will be requested at the time of your reservation**. Payment methods: CB, Visa, Eurocard, MasterCard, bank checks in euros clearable in France, holiday checks, bank transfers. If full payment is not made 30 days before your arrival, the campsite reserves the right to consider the reservation as canceled. Payments made will not be refunded.

Arrival

Camping pitches are available at **3:00 p.m.** on the day of your arrival. **Mobile home rentals** may be occupied from **4:00 p.m.** on the day of your arrival. The campsite reserves the right to refuse access to people arriving with a number of participants greater than the proposed package, or the capacity of the rented accommodation, and if the names do not match upon arrival.

Delayed arrival-Early departure

The campsite manager must be notified in writing (email or post) of any possible delay in your arrival, in order to maintain your pitch or rental property. Without hearing from you 24 hours after the scheduled arrival date, it reserves the right to use the planned location. There will be no refund or reduction in the case of delayed arrival or early departure for whatever reason. Payment for the entire reserved stay is due in full to the campsite.

Cancellation

Any cancellation must be justified and notified by mail (LRAR). You will be withheld, or you will still have to pay in addition to the reservation fees and cancellation insurance:

- An amount equal to 25% of the stay if you cancel more than 30 days before the scheduled arrival date.
- An amount equal to 100% of the stay, if you cancel less than 30 days before the scheduled arrival date.

Cancellation insurance

The campsite **offers** cancellation and interruption of stay insurance in your rental contract. Our partner Gritchen Affinity undertakes to reimburse all or part of the stay to our holidaymakers

In the event of cancellation, notify the campsite of your withdrawal as soon as an event prevents your departure, by post or email. If the loss is provided for in the general conditions (available on the site <http://www.campez-couvert.com/>), notify the insurer within 48 hours and provide all the necessary documents and supporting documents

Departure

Camping pitches must be free on the scheduled departure day at **12:00 p.m.** Rentals must be available on the **scheduled** departure day before **10:00 a.m.** For any delayed departure, you may be charged an additional day at the current nightly rate.

Caution

For **mobile home rental** a deposit of **€ 300** is required (**€ 210** to cover any damage or disappearance of equipment and **€ 90** to cover cleaning costs at the end of the stay) and returned if the accommodation is left in the same condition cleanliness on arrival. Any damage to the accommodation or its accessories will result in immediate repair at the tenant's expense.

The inventory will be carried out after your departure by the cleaning team. **We remind you that the deposit is not cashed and will be destroyed within two weeks at the latest after your departure (you will receive an email confirming destruction).**

Pool

Children must be accompanied by an adult. The swimming pool is exclusively reserved for our customers. **Swimming shorts are strictly prohibited in the swimming pool**, wearing a swimsuit is obligatory. It is strictly forbidden to drink, eat or smoke inside the swimming pool. **Topless is not allowed in the pool area**

Visitors

They must be declared at reception and must pay the current rate. No swimming pool access possible. Grand Air campsite reserves the right to refuse entry to anyone. Visitors are admitted from 9 a.m. to 11 p.m.

Animals

Pets are accepted on campsites (category 1 and 2 dogs strictly prohibited), **they are prohibited in rental accommodation**. They must under no circumstances be locked up or left alone or near the location. They must be kept on a leash, tattooed, vaccinated. The vaccination record **is mandatory and will be requested upon your arrival**.

Insurance:

It is up to the tenant to be insured for civil liability. The campsite declines all responsibility in the event of theft, fire, bad weather, etc. ...and in the event of an accident falling under the tenant's civil liability

Bracelet

Wearing the bracelet (put on upon arrival) is **MANDATORY** at all times until the end of your stay. It gives access to entertainment, swimming pools and helps to strengthen security in the establishment.

Security

Ground fires, fireworks and firecrackers are strictly prohibited. **Wood and charcoal barbecues are prohibited**. Only gas or electric barbecues are permitted.

Image rights

We may photograph you and your family for advertising purposes for our campsite. If you do not wish this, you must notify us when you arrive on the site.

Personal data

The information you provide to us when placing your order will not be passed on to any third party. This information will be considered confidential. They will only be used by the campsite's internal services. In accordance with the Data Protection Act of January 6, 1978, you have the right to access, rectify, and oppose personal data concerning you.

Internal regulations

The internal regulations are displayed at reception. Anyone entering the campsite is required to respect it. In the event of a violation of the internal regulations, the management or its representative reserves the right to expel without notice.

Claims

The customer is informed that he can, after making a written complaint without outcome, resort to conventional mediation, in particular with CM2C for disputes arising from the sale or provision of services between the customer and the campsite (CM2C 14 rue Saint Jean 75017 Paris).