GENERAL TERMS AND CONDITIONS OF SALE

These general conditions form an integral part of any contract concluded between the campsite and its customers. All customers acknowledge that they have read and understood these terms and conditions before booking a stay, for themselves and any person taking part in the holiday.

Price and payment

The price of the stays is indicated in euros, including VAT. The customer's attention is drawn to the fact that the tourist tax per person over 18 years old and per day is not included in the price (to be seen according to the current price list). All rentals are nominative and cannot be transferred. The rental becomes effective only after reception of the deposit of 30 % of the stay. The balance of the stay is to be paid 1 month before your arrival, if this is not the case, your stay could be cancelled by the campsite. For any delay not reported on the day of arrival, the rental / pitch becomes available 24 hours after the arrival date mentioned on the booking contract. After this period, and in the absence of a written message, the reservation will be void and the stay will be due. Only one vehicle will be accepted per rental.

Modification of the reservation

No reduction will be made for late arrivals or early departures. Visitors and additional persons must be notified to the reception, will be accepted according to the capacity of the accommodation, and will be charged the visitor rate.

Cancellation insurance

The campsite strongly recommends that you take out cancellation insurance, which covers many reasons for cancellation. In case of cancellation, the refund of the stay will be made with a request for proof by the insurer MEETCH for the tenants who have subscribed to the cancellation insurance. For contracts taken out without cancellation insurance, no refund will be made, and the balance remains due.
Cancellation guarantee: the amount is payable in full and only at the time of booking. It is added to the deposit and concerns the persons registered for the stay on the rental contract. The amount is 5 % of the total rental. Detailed conditions available on request.

Arrivals & Departures

For rentals: arrivals are from 3 p.m. to 6.30 p.m., departures are before 10 a.m.
Campsite: arrivals are from 2 pm to 7 pm, departures before 12 am.
Please note that we do not accept late arrivals.

Deposit

A deposit of 500 € per accommodation will be required on the day of your arrival (either by cheque or credit card imprint). It will be returned to you on the day of your departure, during the opening hours of the reception, if the inventory of fixtures is satisfactory. Missing dishes will be replaced. If you are unable to attend the inventory of fixtures, the deposit will be returned to you by post. A deposit of 80 € will be asked for the cleaning and will be returned to you if it is satisfactory.

Animals

Animals are accepted on the campsite and in the accommodation (except in the caravans and in the Lodge of Horizon) **except for dogs of the 1st and 2nd categories, as well as aggressive dogs**. Vaccination certificates may be requested on arrival. Owners must be equipped to pick up after their pets.

House rules

As required by law, you must adhere to our house rules, which are displayed at our reception and a copy of which will be given to you on request. You can find them on www.camping-houlgate.com.

Liability

The campsite declines all responsibility for damage to the camper's equipment caused by the camper; insurance for your equipment in terms of civil liability is compulsory. Generali camping insurance 53587910D.

Consumer Mediation Service:

Amicable settlement of disputes between the professional and the consumer in accordance with Articles L611-1 to L641-1 and R612-1 to R616-2 of the French Consumer Code.
In the event of an unresolved dispute between the Professional and the Consumer, the consumer may refer the matter to the consumer mediator.
Before contacting the consumer mediator, the consumer must first attempt to resolve the dispute directly with the professional by submitting a written complaint or by making a complaint according to the terms of the contract concluded with the professional.
Consumer mediation is an out-of-court method for resolving consumer disputes.
If the required conditions are met, consumer mediation will take place according to a specific process and in accordance with the applicable regulations.
The procedure is free of charge for the consumer (Article R612-1 of the French Consumer Code).

TO REFER THE MATTER TO THE CONSUMER MEDIATOR:
If no agreement has been reached with the professional following a complaint,
Amicable settlement of disputes between the professional and the consumer in accordance with Articles L611-1 to L641-1 and R612-1 to R616-2 of the French Consumer Code (admissibility conditions).
The procedure is free of charge for the consumer.
The consumer mediator is neutral, independent and impartial. The mediator is not part of the company with which the consumer has a dispute.

MEDIATION – VIVONS MIEUX ENSEMBLE
• www.mediation-vivons-mieux-ensemble.fr
• 2 impasse de Beauregard, 54000 NANCY, France
• mediation@vivons-mieux-ensemble.fr

These general terms and conditions are governed by French law, and any dispute relating to their application falls under the jurisdiction of the **Lisieux Judicial Court**.