

## RENTALS CONDITIONS



These conditions concern the sale of holidays and start when the booking is done. When you book a holiday you fully agree to comply with our general conditions of sale.

### BOOKING CONDITIONS

Each reservation is nominative and becomes effective only with the agreement of the campsite, when we receive the deposit (30% of the stay) and either the booking contract duly completed and signed or when you agree to the general conditions of sale when you book on line. Absence of right of retraction: In accordance with article L.121-19 of the consumer code, Village Gévaudan Aubrac informs its customers that the sale of accommodation services provided on a given date, or according to a given periodicity, is not subject to the provisions relating to the 14-day retraction period. For any group reservation requests, please contact us first ; the campsite reserves the right to study the request for booking before approving it. Any booking of more than 2 accommodations by the same person or by different persons knowing each other and travelling together for the same destination on the same dates are considered as "group" bookings. No booking can be given to another person or rented. Management can refuse access for the persons who were not mentioned on the reservation form. Village Gévaudan Aubrac is not bound by a booking unless they has accepted it. Village Gévaudan Aubrac is free to accept or refuse any booking, depending on availability and in general, depending on any circumstances that are likely to be prejudicial to the execution of the booking made. Village Gévaudan Aubrac offers family holidays. We can refuse any booking that is against this principle or attempt to pervert it. Minors travelling without their legally responsible parent may not be admitted to the campsite.

The balance of the stay must be paid 30 days before the start of the stay.

Camping pitches: Pitches are available from 2.00 pm and must be vacated by 2.00 pm. A maximum of 6 persons is allowed on a pitch. The booking of a location is for a night. In the absence of written message from the client stating that he had to postpone the date of arrival, the pitch will be available the next day as from 2.00 pm of the date of arrival mentioned on the contract and the deposit will remain acquired to the operator.

Chalets for 4 people, gites for 4 people, 5 people, 6 people and furnished tents for 6 people : Arrival from 4:00 p.m. to 7:00 p.m., departure before 10:00 a.m. Any late arrival must be reported before 7:00 p.m. so that we can make the necessary arrangements for your arrival on site. A deposit of 300 euros by credit card, checks, cash will be required to guarantee breakage or damage to the equipment, as well as a deposit of 100 euros for the cleanliness of the premises (cleaning). Each rental contains all the kitchen and table equipment as well as bedding with the exception of sheets and optional linen, possibility in para-hotel service:

Bed linen and bathroom linen rental services  
Cleaning services during and at the end of the stay  
Breakfast services, catering service

All the equipment listed on the inventory must be returned to the place it occupied when entering the premises. Any repairs made necessary by negligence or poor maintenance during the rental period will be deducted from the deposit. The tenant is required to check the inventory upon arrival and report any anomalies on the same day. Cleaning the rental and equipment is the responsibility of the tenant. Upon departure, the tenant agrees to return the rental as clean as they found it upon arrival. Otherwise, 100 euros will be collected from the deposit. Departures are between 8:00 a.m. and 10:00 a.m. After this period, an additional day will be charged to the tenant. Deposits are returned after verification by a technician. In the event of late arrival or early departure, the dates will be due in full. In the absence of a written message from the customer specifying that they had to postpone their arrival date, the rental will be available the day after noon of the arrival date mentioned in this contract and the deposit will be retained by the operator.

### CANCELLATION & ALTERATIONS :

Customers having taken out cancellation insurance (optional but highly recommended): According to its conditions, our partner commits to the refund of the entire or part of the stay for customers having taken out cancellation insurance. In case of cancellation, please inform Village

Gévaudan Aubrac in writing, as soon as the event occurs, preventing your arrival, by mail or email. If the event is listed in the general terms, please inform the insurance company within 48 hours and send out all the necessary documents.

Customers who have not taken out the cancellation insurance: Village Gévaudan Aubrac will not refund partial or completely cancelled stays for customers who have not taken out cancellation insurance. In the event of cancellation of a stay for reasons for which we are responsible, with the exception of cases of force majeure leading us to cancel for reasons of safety of the participants, the customer will obtain a refund of all sums paid (without, however, being able to give rise to the payment of damages).

### GENERAL INFORMATION

Traffic: speed limit is 10 km/h. From 10 pm, traffic is prohibited on the campsite for vehicles and motor cycles. Opening of barriers is at 7.00 am.

Pets: only dogs are allowed except dogs of 1st and 2nd category . They must always be kept on a leash. Vaccination certificates must be up-to-date and shown. Any owner of a dog is required to proceed immediately by any appropriate means to the collection of dog excrement on the campsite. Pets should not be left alone on the pitch or in a rental.

Visitors: visitors must be registered at the reception before arrival. They fall under the liability of the campers receiving them and must comply with the internal rules of campsite. Access to the pool is prohibited to visitors.

Swimming Pool: It is exclusively reserved for campsite customers. Wearing swim shorts, bermuda shorts, tee-shirts is strictly forbidden (municipal decree). It is forbidden to smoke or vapote, eat, drink and chew gum inside the pool.

Bracelet : You will get a bracelet you must wear all the time on the wrist in the campsite. The bracelet is to deny the access to any stranger who could create disturbances or nuisances ?

Personal Image Rights: You allow the campsite without compensation to use your photography or of your children which could be taken during your holiday for advertising needs of the campsite. Litigation: comes within the jurisdiction of Mende courts alone. Complaints regarding non compliance of services with regard to contractual commitments may be sent to our customer service of the campsite by post within 15 days of your departure. Any superior claim will be rejected.

Mediation: In case of dispute and after having seized the client service of the campsite, any client of the campsite has the possibility to seize a consumer mediator, within a maximum of one year from the date of the written complaint, by registered letter with acknowledgment of receipt, addressed to the campsite. The contact details of the mediator are as follows: CM2C, 14 rue Saint Jean - 75 017 Paris

Personal Data: The security and confidentiality of your personal data is essential to us. These data collected via online or paper registration forms are for specific purposes: the marketing of our services and the loyalty of our customers. And limited durations: 2 years after closure of the file. The data is kept in secure storage spaces. In this regard, we take all necessary and appropriate safeguards to prevent the destruction, damage, erasure or unauthorized access of third parties. You are further informed that you may at any time exercise your individual right of access, rectification, deletion, limitation or portability by writing to the campsite: - at the following email address: [contact@camping-marvejols.com](mailto:contact@camping-marvejols.com). - at the following postal address: Camping Village Gévaudan Aubrac Route de l'Empéry 48100 Marvejols.

Security: it is your responsibility to take out insurance. The campsite is not responsible for theft, bad weather, fire, etc. or if the customer is responsible. Every customer must comply with the internal rules. Every customer is responsible of the disturbances or noise done by the persons staying with him or visiting. It is forbidden to smoke in mobile homes and in the pool. Charcoal and gas barbecues are strictly forbidden (prefectural order). You must use collective barbecues.