

## SCOPE OF APPLICATION

- These general conditions automatically govern all sales of stays made at Camping Le Moulin. They are an integral part of any contract concluded between the campsite and its customers.
- Each customer acknowledges having read these general conditions prior to any booking of a stay, for himself and any person with him.
- In accordance with the law in force, these general conditions are made available to any customer for information purposes prior to the conclusion of any contract for the sale of holidays. They can also be obtained by simple written request to the head office of the establishment.

## DETAILS OF THE TERMS AND CONDITIONS

- The time between the customer's request for an option and the receipt of the contract accompanied by the deposit by the campsite may not exceed one week or risk losing the benefit of this option.
- The applicable rates are those in effect on the day of booking.
- Any promotions are not retroactive.
- For any change in the dates of stay, it will not be possible to guarantee the same type of accommodation or location and fees may be charged.
- All rentals are nominative and may under no circumstances be transferred to a third party without the written authorization of the management. In addition, the enjoyment of the rental is exclusively reserved for the persons registered on the contract.
- A precise location or accommodation number cannot be guaranteed. If a number has been communicated, the campsite can assign another number of the same category without the customer being able to claim any compensation whatsoever.
- In the absence of a message from the client stating that he/she had to postpone the date of arrival, the accommodation or pitch becomes available 24 hours after the date of arrival mentioned on the rental contract and full payment of the services remains required.
- No discount will be granted in the event of late arrival or early departure.
- In case of cancellation of the stay provided for by contract due to the client:
  - More than 30 days before the expected arrival date:  
The client will be charged the booking fee and 30% of the total amount of the booked stay.
  - Less than 30 days before the expected arrival date, or if the client has not arrived by that date:  
It will be charged the administrative costs and the total amount of the booked stay will be required.
  - However, the customer can subscribe an optional cancellation guarantee. This guarantee reimburses the cancellation fee that the customer is obliged to pay in the event of cancellation of his stay, calculated according to rental conditions. It covers only duly justified cases of force majeure. It must be subscribed when booking and it can't be refunded.
- In the event of cancellation of the stay due to Camping Le Moulin, double the deposit will be refunded to the client.
- In accordance with the French legislation (article L.121-20-4 of the Consumer Code), this reservation is firm and gives no retraction possibility.
- The campsite declines all responsibility for any damage suffered by the customer's equipment that may be of its own making. It is therefore mandatory to have a valid civil liability insurance.
- Guests are required to comply with the provisions of the establishment's internal regulations, which are posted at the entrance to the campsite and will be provided upon request. In particular, it contains the following clauses:

1. Any guest must be reported and must imperatively report upon arrival at the reception. His stay, which may not exceed one day, is subject to authorisation and a fee.
  2. Dogs and cats can be allowed (only one animal per accommodation and a maximum of 2 per campsite) subject to silence, cleanliness and being kept on a leash at all times. Their acceptance is subject to authorisation and fee.
  3. Smoking is prohibited in enclosed areas and in accommodation.
- The arrival and departure times are as follows:
    - arrival from 4PM - departure before 10AM for accommodation rentals.
    - arrival from 2PM - departure before 12AM for camping pitches.
  - The balance of the stay must be paid in full:
    - 30 days before arrival date in the case of accommodation rentals.
    - On arrival in the case of camping pitches.
  - Payments are possible by:
    - Cash and cash equivalents
    - Bank cheque (French bank only) to be made payable to : "Camping Le Moulin SARL"
    - Bank transfer to IBAN n° FR FR76 3000 3034 6300 0200 1833 713 SWIFT BIC: SOGEFRPP  
(The identity declared at the time of the reservation must be mentioned)
    - Valid french Chèques Vacances (ANCV) with their stub.
    - Credit or debit card (CB, Visa, Eurocard Mastercard)
    - Internet, via credit card on website: [www.CampingLeMoulin.com](http://www.CampingLeMoulin.com)
  - The tourist tax is not included in the price, it will be requested upon arrival if the administrative authorities decide to collect it.
  - An environmental contribution of €0.70 per adult per night will also be required upon arrival.
  - Mediation of consumer disputes:  
In accordance with the provisions of the Consumer Code concerning "the mediation process for consumer disputes", the client has the right to use the proposed mediation service free of charge.  
The mediator "consumer law" thus proposed is CM2C.  
This mediation mechanism can be joined by:
    - electronic way: [www.cm2c.net](http://www.cm2c.net)
    - or by post: CM2C - Centre de médiation de la consommation des conciliateurs de justice - 14 rue saint Jean – F-75017 Paris FRANCE.

## CASE OF ACCOMMODATION RENTALS

- For rental accommodation, upon arrival, a security deposit will be asked:
  - € 200 to cover the costs caused by any possible damage.
  - € 90 separately for cleaning costs.
 These amounts can be paid by cheque, cash or credit card.  
These amounts will be returned to the customer if there is no problem after the inventory of fixtures at the end of the stay.
- Any damaged objects or furniture must be reported to the campsite management. Replacement rate provided on request.
- The day before departure at the latest, the direction must be informed of the departure time in order to organise the inventory of fixtures, which will only be carried out during the opening hours of the Reception. Otherwise, the security deposits will be returned by post mail within one month if the condition of the rental is satisfactory.
- Rental rates include gas and water consumption. Electricity is included up to 10kW.h per day, beyond that it is charged.
- These rates do not include the following services: in particular: bed linen\*, towels, baby kit, cleaning at the end of the stay. \*Bed linen is included in the rental prices of the Ecolochic and Espace ranges for any stay of at least one week taking place entirely in July and August.