

GENERAL TERMS AND CONDITIONS CAMPING LA GRANDE VEYIERE

1. Night-by-night reservations are available only during the low season. The minimum rental period for a mobile home or an equipped tent is one week during the high season. Arrival on Saturday between 4:00 PM and 8:00 PM, departure on Saturday between 8:00 AM and 10:00 AM. For pitches: free choice of arrival day and length of stay, arrival between 2:00 PM and 8:00 PM, departure between 8:00 AM and 12:00 PM. Changes to arrival or departure times are only possible with management approval.
2. A deposit of 25% of the total stay amount is required for all reservations.
3. For rental accommodations, an inventory check will be carried out upon arrival and departure. The accommodation must be returned perfectly clean. Smoking is prohibited.
4. For rental accommodations, a security deposit of €200 will be required upon arrival to cover any potential damage. The tenant undertakes to reimburse all damage for which they are responsible. This deposit may be paid by cheque or in cash.
5. A second deposit of €100 will be required for cleaning. In the event of insufficient cleaning, this deposit will be partially or fully retained. This deposit may be paid by cheque or in cash.
6. Reservations only become effective upon receipt of the deposit and confirmation from us.
7. In the absence of written notice from the tenant stating that the arrival date has been postponed, the rental or pitch will become available 24 hours after the date stated on the reservation contract, and full payment of the services remains due.
8. In the event of cancellation of a reservation, the following amounts will be retained or remain payable: – The deposit plus booking and administration fees if cancellation occurs more than 30 days before the scheduled arrival date. – The total amount of the stay plus booking and administration fees if cancellation occurs 30 days or less before the scheduled arrival date or in the event of no-show. – Cancellations by telephone are not accepted.
9. The balance of the stay must be paid in full: – For rentals: 20 days before the scheduled arrival date. If payment is not received within this period, the reservation will be considered automatically cancelled and the deposit previously paid will be retained by the campsite. For reservations made less than 20 days before the start of the stay, full payment of the stay is required. – For pitches: on the day of arrival. No reduction will be granted in the event of late arrival or early departure. Absence during the stay does not entitle the guest to a reduction in the cost of the stay.
10. In the event of a modification of the stay dates, we cannot guarantee that the same rental or pitch will remain available.
11. Maximum 6 persons per pitch.
12. Each camper or tenant undertakes to comply with the campsite's internal regulations.
13. Tourist tax in addition: €0.60 per day per person from the age of 18.
14. Consumer dispute mediation: in accordance with Article L.152-1 of the French Consumer Code, you may make free use of the MEDICYS mediation service.