

# Reservation Conditions

## Camping Les 3 Cantons

### 1. RESERVATION

Reservations are only possible by sending a fully completed reservation form (online) or through another written method such as e-mail or letter. A reservation is only valid once it has been confirmed in writing by the campsite, including a reservation number.

### 2. PAYMENTS

After receiving the reservation confirmation, 25% (amounts up to €250.00 must be paid in full) of the total rental amount must be paid within 2 weeks. This payment guarantees you a place at the campsite.

Payment of the remaining balance must be received by the campsite no later than 4 weeks before the date of arrival.

For reservations made within 6 weeks before arrival, the total amount due must be transferred at the same time as the reservation.

If payment deadlines are exceeded, we reserve the right to charge administration fees and/or cancel the reservation.

### 3. PRICES

The stated prices for a specific year will remain unchanged during that year, except for possible printing errors, unforeseen VAT increases, taxes and government surcharges, and actual obvious mistakes.

### 4. SECURITY DEPOSIT

For rental accommodations we charge a security deposit. This deposit amounts to €100 and must be paid upon arrival in cash or by bank card.

The deposit will be refunded upon departure, provided that the rental accommodation has been left tidy, no inventory is missing, and no damage has been caused to the accommodation and/or inventory.

The rental accommodation must be left CLEAN. The deposit refund will be made in cash or by bank transfer.

## 5. ARRIVAL AND DEPARTURE

Camping pitches: the camping pitch can be occupied from 2:00 PM and must be vacated and left clean before 12:00 PM on the day of departure. Waste must be disposed of in the waste containers at the entrance of the campsite.

Rental accommodations: the accommodation rented by you is available from 3:00 PM. Within 1 hour after arrival, you must report any defects and/or missing inventory to the reception.

On the day of departure, you must leave the accommodation tidy and CLEAN before 10:00 AM.

## 6. CANCELLATION OF CAMPING, MOBILE HOMES AND TENTS

In the event of cancellation, cancellation fees of €25 will automatically be charged.

\* More than 30 days before arrival: The deposit (25% of the total amount) will be retained by the campsite.

\* Less than 30 days before arrival: The full amount of the stay is due. No refund will be made, regardless of the reason for cancellation (illness, accident, weather conditions, etc.).

\* No-show or early departure: No refund will be granted. The campsite reserves the right to re-rent the pitch or accommodation 24 hours after the scheduled arrival date if the customer has not checked in.

When making your reservation, we offer you the possibility to take out cancellation insurance through our partner Meetch. We advise you to take out cancellation insurance for additional security.

In case of force majeure:

If the campsite is forced to cancel your stay for safety reasons or force majeure (natural disaster, administrative closure), the following will be offered in accordance with applicable legislation:

\* Postponement of the stay to the current or following season.

\* A voucher equal to the amount paid.

## 7. LIABILITY / RULES OF CONDUCT

Campers or users of a rental accommodation must respect the rules of conduct that the manager wishes to be observed by guests staying on the campsite.

Campers or users of a rental accommodation who cause nuisance or disturbance may, after a warning, be removed from the accommodation and expelled from the campsite without refund of payments.

Small pets (maximum 1) are only allowed in rental accommodations if prior permission has been granted by the campsite.

It is not permitted to leave pets unattended in the rental accommodation. The owner of the animal, or the person who brought the animal to the campsite, is liable for any damage or pollution caused.

Dogs must always be kept on a leash at the campsite.