

## **GENERAL TERMS AND CONDITIONS**

*The accommodation and the reserve pith can only be used by the person who made the booking and under no circumstances can be transferred or sub rented.*

*The rules are posted at the entrance of the campsite and at the reception, it can be sent to you on request*

*Any reservation implies the acceptance of the conditions of sale below*

### **1 PAYMENT**

- **SELF-CATERING ACCOMMODATION :**

*The letting will be only come into effect with our agreement and after the receipt of:*

- 30% of the total cost of the number of days stay (deducted from the final price)
- 31 euros booking fee (kept by the campsite NON REFUNDABLE).

*A confirmation for your option will be sent with the details of your reservation within 8 days after receiving your deposit and booking fee. Your reservation can be cancelled if we do not receive your deposit in the time . You will then receive a letter of exchange to give to the reception, on your arrival*

*If the balance is not received on time, your reservation will be cancelled and the accommodation offer you chose will be made available for another customer . No refund can be obtained.*

### **OCCUPENCY**

*The number of people mentioned for each type of accommodation is the maximum authorized number. This cannot be exceeded for the security and insurance reasons. The management team reserves the right to deny access to your accommodation, if the number of people exceeds the maximum capacity*

*It is forbidden to install a tent in the garden of an accommodation*

- **CAMPSITE PITCHES**

*The letting of the pitch will be only come into effect with our agreement and after the receipt of:*

- 134.00 € (deducted from the final price)
- 16.00 € booking fee (kept by the campsite NON REFUNDABLE).

*You will then receive a letter of exchange to give to the reception, on your arrival, to confirm the booking. It will be mention the balance to be paid on site, the day of your arrival*

**THE TOTAL COST OF THE STAY AT THE CAMPSITE IS REQUIRED TO BE PAID IN FULL ON THE DAY OF ARRIVAL**

### **2 LATE BOOKINGS**

*Do not hesitate to call us at the last minute !*

- **SELF-CATERING ACCOMMODATION :**

*If you book less than 30 days before your arrival, the total cost of your stay has to be paid at the time of reservation included the booking fee of 31 €*

- **CAMPSITE PITCHES**

*134 € + 16 € (bookings fee) and the balance on campsite, the day of your arrival*

### **3 ACCEPTED MEANS PAYMENT**

- Credit Card : Eurocard, Mastercard, Visa
- Bank Transfers (IBAN FR76 1680 7001 0200 2210 0655 509 BIC : CCBPFRPPGRE)

**PLEASE INDICATE YOUR REFERENCE NUMBER WITH YOUR PAYMENT**

### **4 ALTERATIONS IN YOUR BOOKING**

Any alteration concerning dates, place, duration, number of people in your group will be accepted beforehand by our booking department. However, any alterations may incur further charges

### **5 CANCELLATION/DELAY/ NON OCCUPANCY / INTERRUPTION OF STAY**

#### **SELF-CATERING ACCOMMODATION**

For a stay cancelled more than 30 days before arrival, the deposit and booking fees will be retained by Le Coin Tranquille.

For a stay cancelled less than 30 days before arrival, or for an interrupted stay or one which was not used for any reason, the total amount of this stay and the booking fees will be retained by Le Coin Tranquille

Or will be due if not already paid

In case of « No show » on the day of arrival and if our service has not been informed of the postponement of the arrival date, the reservation will be cancelled and the deposit and bookings fee will be retained by Le Coin Tranquille

No refund is given in the case of an earlier departure or a late arrival

- **CAMPSITE PITCHES**

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No refund is given in the case of an earlier departure or a late arrival

- **CAMPSITE PITCHES AND SELF-CATERING ACCOMMODATION**

In accordance with Article L 221-28-12 of the Consumer Code, the customer does not have a right of withdrawal.

In case of circumstances beyond our control, we may have to modify or cancel your stay. We would of course suggest an equivalent stay with different dates or different accommodation options depending on availability. If this alternative does not suit you, the total amounts already paid would be refunded to you. No compensation can be claimed

## **6 CANCELLATIONS INSURANCE**

*The cancellation insurance is optional*

*The campsite advises you to subscribe to your insurance company or if you wish the campsite "Le Coin Tranquille" has come closer to Campeze Couvert: Our partner Gritchen Affinity is committed to refund all or part of the stay to our holidaymakers*

*The amount is equivalent to 2.7 % of the total amount of your stay ,to pay with the deposit when booking. This insurance option guarantees the refund of your stay in case of serious illness, serious injury or death, catastrophes entailing serious damage to your home, dismissal, change of leave by your employer, as a result of summons to an examination or in court The full terms and condition of the insurance certificate for cancellation of seasonal rental accommodation is available on the website [www.campez-couvert](http://www.campez-couvert) , on request to the campsite or download on our website.*

*In case of cancellation or interruption of your stay for a cause mentioned in the clauses of the contract, you need to contact the insurance company :*

- *Gritchen Affinity – Service Sinistre BP 66068 18024 Bourges*
- *On line at [www.campez-couvert.com/sinistres](http://www.campez-couvert.com/sinistres)*
- *By e-mail at [sinistres@campez-couvert.com](mailto:sinistres@campez-couvert.com) and provide all necessary information and supporting documents*

*And inform the campsite Le Coin Tranquille*

## **7 ARRIVALS / DEPARTURES / GUARANTEE DEPOSIT (deposit)**

- **CAMPSITE PITCHES**

ARRIVALS/DEPARTURES

*The reserve pitch will be available from 12 o'clock on the day of arrival. The occupation of the pitch will cease at 12 o'clock on the day of your departure*

*You are required to present your identity papers at the time of arrival*

*The day of arrival and departure is free*

- **SELF-CATERING ACCOMMODATION :**

ARRIVALS/DEPARTURES

*The rent accommodation reserved will be available from 4.00 pm. The occupation of the rent accommodation will cease at 10.00 am on the day of your departure*

*You are required to present your identity papers at the time of arrival*

*In case of a late arrival, please contact our booking department*

*In high season, the booking of our rental is from Saturday to Saturday outside this period, all arrival and departure days are possible*

*An inventory will be made the day of your arrival.*

*A SECURITY DEPOSIT of 240 Euros per accommodation will be requested on the day of your arrival. This deposit can be paid by credit card .It will be returned to you at the end of your visit , with deductions made in case of damaged or lost equipment.  
You must clean the accommodation before to leave.  
If the accommodation, is not left in a clean condition.  
We will keep from your security deposit: 80 € for the cleaning fees*

*THE INVENTORY OF EQUIPMENT will be undertaken on the last day of the hire period between 7 am and 10 am. If the inventory cannot be carried out due to the early departure before the schedule time, the deposit will be retained and returned by post after the inventory has been undertaken by the owner, and deductions made for any expenses incurred cleaning deterioration)*

*2 days before you leave, you must take an appointment for the check out at the reception during the opening times*

### **8 CHILDREN**

*The age of the children is calculated according to their birthday and your arrival date. An official document could be asked for on arrival.*

*Children under 18 are not allowed to stay on the campsite without one of their parents or a legal representative (close relative, group supervisor or teacher) for obvious security reasons (weather alerts, severe weather conditions, illness or emergency admittance)*

### **9 Visitors**

*All visitors should report to reception before entering the campsite. Campers receiving guests are entirely responsible for them If the Visit exceeds 2 hours, campers are asked to pay a supplement for each guest (price displayed at the entrance of the campsite and at the reception) Visitors vehicles must be stay in the car park at the campsite entrance \**

### **10 ANIMALS**

*Pets are not allowed to wander around the site and must be kept on lead at all times*

*Your animals are welcome, but there is a principal condition for them to be allowed on site: a valid vaccination against rabies must be given*

*They are not allowed at the swimming pool and the beaches. Please mention their presence when booking Extra fees per day per animal will be required (different pets prices between accommodations and camping place*

*Be careful, animals must not be allowed to ride on bedding and sofas*

*Dogs should not be allowed to foul the campsite or annoy neighbors by excessive barking*

### **11 IMAGE RIGHTS**

*You expressly authorize with no counterpart that “Le Coin Tranquille” can use pictures or videos of you or your children that could be taken during your stay for our promotional needs*

## **12 SWIMMING POOL**

*Shorts and swimming shorts are forbidden in the swimming pool .Trunks only to be worn*

## **13 CIRCULATIONS**

*Circulation is forbidden between 23 pm to 7 am. During this time you absolutely have to park your vehicles on the car park at the entrance of the campsite.*

*Please, observe the speed limit of 10 km per hour*

## **14 DIVERS**

*From half of June to half September, An evening, dancing is organized (Couscous, paella, Barbecue, Mussels and chips ...) until midnight*

*The owners reserve the right to organize 2 or 3 more additional evenings (on Sunday night between 15/7 to 15/08)*

*The customer will follow the campsite regulations displayed in the campsite reception, in particular the silence must be total between 11 pm to 7 am (except the Wednesdays Soirées until midnight*

## **15 LEGAL ACTION**

*According to the legal provisions of the L 1612-1 of the French consumer code, any client of the campsite has the right to benefit from the free assistance of a consumer mediator in order to resolve amicably any dispute which could you oppose him/her to the manager of the campsite .*

*Please find the details for the customers mediator below :*

### **MEDICYS**

*- Submission of the case by e-mail: [contact@medicys.fr](mailto:contact@medicys.fr)*

*-Submission of the case by Internet (fill the provided form(online) :[www.medicys.fr](http://www.medicys.fr)*

*-Submission of the case by post :*

*MEDICYS - Centre de médiation et règlement amiable des huissiers de justice- 73, Boulevard de Clichy, 75009 - Paris » Phone : 0033 1.49.70.15.93*

*Assurance responsabilité civile Cabinet Tolède à Royan 17200.*

*Court has the exclusive jurisdictions over any dispute*

*The campsite declines all responsibility in case of theft, fire, bad weather or other damage concerning under the customer's civil liability*



## RULES AND REGULATIONS

### 1 – GENERAL TERMS

#### 1. Terms of entry

Nobody is authorized to enter, settle or stay on a campsite without the previous authorization of the manager or manager's representative who has to make sure that the campsite is correctly maintained and that the rules and regulations are respected.

By staying on the campsite you agree to accept and comply with these rules and regulations.

No one may set up residence on the campsite.

#### 2. Police formalities

Unaccompanied minors will only be admitted with the written authorisation of their parents. Pursuant to article R. 611-35 of the Code of Entry and Residence of Foreigners and Asylum Rights, the manager is bound to ask customers of foreign nationality to complete and sign an individual police file ("fiche individuelle de police") on arrival. This must include, notably:

1° Your last name and first names;

2° Your date and place of birth;

3° Your nationality;

4° Your usual place of domicile.

Children under 15 may be included on the file of one of the parents.

#### 3. Setting up

The open-air accommodation and related equipment must be mounted on the pitch indicated to you by the campsite manager or the manager's representative.

#### 4. Information center

Open from

- 09.00 to 19.00 (April, May, June, September and October)
- 09.00 to 20.00 (July and August)

The information center provides full information on campsite facilities, where to purchase food, sports facilities, interesting sights and useful addresses.

A system for collecting and processing complaints is at customers' disposal.

#### 5. Information

These rules and regulations are displayed at the campsite entrance and at the information center. They can be delivered to any customer on request. Classified campsites must display the number of stars with the reference "tourisme" ("tourism") or "loisirs" ("recreation"), and the number of tourism or recreational pitches.

The prices of the different services provided must be notified to customers and displayed in the reception area, as stipulated by the government minister responsible for consumer affairs.

#### 6. Terms of departure

Customers are requested to notify the information centre the day before their departure. If campers wish to leave the campsite before the information centre opens, they must settle their bill the day before.

#### 7. Noise and silence

Customers are requested to avoid making any noise or conversing in a way which may disturb their neighbours and to keep sound systems turned down. Please close car doors and boots as quietly as possible. Dogs and other animals are only allowed if kept on a lead. They may not be left alone on the campsite, even if they are locked up, in the absence of their owners, who have civil liability for them. Complete silence is required between 10pm and 7am. The management must guarantee the tranquillity of its customers by setting times during which absolute silence must be respected.

#### 8. Visitors

After being authorized by the manager or manager's representative, visitors will be allowed to enter the campsite under campers' responsibility.

Customers may receive one or more visitors at the information centre. Visitors are allowed to use campsite services and installations. However, use of these facilities may be subject to charges and the rates must be displayed at the entrance to the campsite and in the reception office.

Visitors' cars are not allowed on the campsite.

## 9. Traffic and parking

Inside the campsite speed is limited to 10 km/h.

Traffic is allowed between 7.00 H and 23.00 H  
Only campers staying on the campsite may drive their vehicles within the campsite precincts. It is strictly prohibited to park on pitches reserved for accommodation unless a parking space is provided for the purpose. Parked vehicles may not obstruct traffic or prevent newly arrived customers from occupying their pitch.

## 10. Upkeep of the campsite and its facilities

Campers must not behave in any way which could compromise the cleanliness, hygiene or appearance of the campsite or its facilities, especially the sanitary installations.

Put household refuse, scraps of any kind and papers into bins.

It is prohibited to wash clothes and utensils anywhere except in the sinks provided.

Washing can be hung out in the drying room. However it may be hung out near the tents and caravans until 10am providing it does not cause annoyance to the neighbours. Do not damage trees, plants and flowers. It is not permitted to hammer nails into trees, cut branches or plant vegetation. Do not mark off pitches by yourself. Do not dig holes in the ground. Any repairs for damage made to plants, fences, campsite land or installations are payable by the offender. During their stay, campers must maintain the pitches in the same state as they found them when they arrived.

## 11. Security

### a) Fire

Open fires (wood, charcoal, etc.) are prohibited. Stoves must be kept in good condition and must not be used in hazardous conditions.

In the case of fire, notify the campsite manager immediately. Campers may use the fire extinguishers if necessary. A first-aid kit is available at the information centre.

### b) Theft

The management is responsible for objects left at the information centre and is also liable for general surveillance of the campsite.

Campers are responsible for their own pitch and must warn the management of anything suspicious.

Although the campsite is supervised, campers are requested to take the usual precautions surrounding their possessions.

## 12. Games

No violent games or games that could cause annoyance to other campers are allowed close to the campsite facilities. The meeting room may only be used for quiet games.

Parents must supervise their children at all times.

## 13. Unoccupied tents and caravans

Unoccupied tents or caravans may only be left on the campsite with the campsite manager's approval and on the pitch designated.

This service may be charged for.

## 14. Infringement of these rules and regulations

Should a camper disturb other campers or refuse to comply with these rules and regulations, the manager or manager's representative is entitled to issue formal notice, either orally or if necessary in writing, to stop the disturbance.

In the case of serious or repeated infringement of these rules and regulations after formal notice has been served by the manager, the manager may terminate the contract.

In case of a criminal offence, the manager may call the police.

## II - A N N E X E

### CONDITIONS PARTICULIERES

1/ SHORT AND SWIMMING SHORTS ARE FORBIDDEN IN THE SWIMMINGPOOL. TRUNKS ONLY ARE TO BE WORN.

2/ DOGS ARE ACCEPTED AND ARE STRICTLY THE RESPONSABILITY OF THE OWNER AND MUST BE KEPT ON A LEAD AT ALL TIMES AND ARE NOT TO BE LEFTS UNATTENDED.

3/ DURING JULY AND AUGUST, A DANCING EVENING BARBECUE IS ORGANISED EACH WEDNESDAY UNTIL MIDNIGHT.

THE OWNERS RESERVE THE RIGHT TO ORGANISE ADDITIONAL EVENINGS 1 OR 2, ON SUNDAY, BETWEEN 15/07 AND 15/08.