

## TERMS AND CONDITIONS 2025 "CAMPING D'HERBELON

Camping d'herbelon 1585 route d'herbelon 38650 Treffort info@camping-dherbelon.fr

Consumer ombudsman: <https://cm2c.net>

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### Terms and conditions of sale

In order to benefit from the services offered by Camping d'Herbelon, we ask you to read the general conditions below carefully. These conditions govern the sale of holidays and are valid at the time the order is placed. Booking a holiday implies full acceptance of our terms and conditions and a commitment to comply with our house rules, which can be consulted on our website.

### Booking conditions

Camping d'Herbelon offers family holidays, in the traditional sense, and the accommodation is designed with this in mind. For peaceful holidays and quiet nights, no noise after 10pm. We do not accept stays and/or overnight stays for festive evenings, gatherings or other purposes. Camping d'Herbelon reserves the right to refuse any booking that is contrary to this principle, or that seeks to deviate from it (unauthorised grouping).

By taking out a pitch rental contract and a mobile home or tent rental contract, Camping d'Herbelon undertakes to provide the service offered according to the type of holiday chosen.

**Bookings can only be made via our website**

### Signing up for the rental of a camping pitch, mobile home or tent

The basic package for a camping pitch is for 1 or 2 people, and includes : -

The tent and one vehicle or the caravan and one vehicle or a camper van or a van (1 additional small tent is authorised depending on the pitch) (this is subject to a charge)

- Access to the swimming pool, playground, fitness room, pontoon, petanque area
- Maximum number of people per pitch: 6 people per pitch. -
- Maximum equipment capacity per pitch: 2 tents (1 medium and 1 small) + 1 vehicle OR 1 caravan (medium size) and 1 small tent (igloo) + 1 vehicle OR 1 camper van (medium size) and 1 small tent (igloo) OR 1 van and 1 tent (medium size).

Rental accommodation (mobile homes and tents)

### **Animals are not accepted in rental accommodation (see website)**

- The basic package depends on the model of accommodation chosen and its capacity
- The capacity depends on the accommodation rented (including babies and children)
- Included in the accommodation: 1 vehicle (which must be parked in the reserved space), access to the swimming pool, play area, pontoon, nursery, fitness room, petanque area.
- Our accommodation is fully equipped with kitchen utensils, crockery, furniture, duvets and pillows. (Inventory of the model chosen on the website)
- Sheets, household linen, cot and high chair are not provided (you can hire them when you book)
- Some accommodation is equipped with a charging point for electric vehicles.

## **Minors not accompanied by their parents may not be admitted.**

We do not allow tents or camper vans to be pitched next to the accommodation.

Only registered persons are authorised to occupy the accommodation or pitch allocated to them. Anyone other than registered guests will not be granted access.

A day visitor (payable on entry) must be registered at reception.

The tenant of a pitch or accommodation must comply with the campsite's internal rules (displayed at reception).

**In the event of non-compliance with these rules, Camping d'Herbelon reserves the right to refuse access to the campsite to persons arriving with a number of participants greater than the capacity of the accommodation or pitch rented (including babies and children).**

All rentals are by name only and may under no circumstances be transferred or sublet.

The rental of a pitch, mobile home or tent only becomes effective if accepted by the Herbelon campsite.

Following our agreement and after receipt of a deposit of 30% of the total cost of the stay (deducted from the stay) and payment of the booking and reservation fees (the amount varies depending on the accommodation rented and is non-refundable), the Herbelon campsite will confirm the rental of the accommodation or pitch.

The balance of the rental of a pitch, mobile home or tent must be paid 30 days before arrival. For bookings made less than 30 days before the start of the holiday, full payment must be made at the time of booking.

No discount will be granted for late arrival or early departure.

Cancellation or interruption of stay insurance is available at the time of booking (see website).

## **Rates and taxes**

The prices shown are valid for the 2025 season. They correspond to one night for the campsite and one night or one week for the mobile home or tent and are in Euros. VAT is included. The tourist tax is €0.30 per adult and must be paid on arrival

(our rates are available on our website).

## **Arrival / Departure**

### **Campsite pitch hire:**

You will be allocated a camping pitch according to the category selected and subject to availability.

On your arrival, you will be given a wristband with an RFID tag for access to the swimming pool, fitness room and to charge your purchases in the establishment (bread, groceries, restaurant, spa, etc.) if you wish.

**Everyone (children and adults) must wear a wristband.**

## **Arrival from 1 pm to 7 pm / Departure before 12 pm**

- Pitches are available by the night, for 2 nights, 3 nights, 4 nights or 5 nights or more depending on the season (information on the website).

- Any delay in your arrival must be notified before 7 p.m. (day of arrival), after which the reservation will be cancelled. -

Pets (dogs or cats) are accepted, but must be kept on a lead, and under no circumstances must they be left locked up or tied up in the absence of their master (only 1 pet is accepted on a campsite pitch, subject to conditions for dogs according to their category - see website).

- The current rating of the electric charging points is 10 amps (2200 watts), so a European plug is required.

- Electric vehicles may only be recharged at the special charging point.

There is a charge for recharging (information at reception).

- Barbecues not permitted on the pitch, communal barbecues available

### Mobile home and tent rentals:

On arrival, you will be given a wristband with an RFID tag for access to the swimming pool, fitness room and to charge your purchases in the establishment (bread, groceries, restaurants, spa, etc.) if you wish. **Wearing a wristband is compulsory for everyone (children and adults).**

**Arrival times for rental accommodation are from 4 p.m. to 7 p.m.**

Mobile homes or tents can be booked by the night, for 2 nights, for 3 nights, for 4 nights or more and for a minimum of 7 nights in July and August. There is no set arrival date.

**You will be asked to pay a deposit when you pick up the keys** (by bank transfer or cheque), which will be returned after an inventory of fixtures and fittings (amount of the deposit depends on the model rented, see website).

- Any delay in your arrival must be notified before 7pm (day of arrival), after which time the booking will be cancelled.

- Any additional installation (small tent, arbour) is not authorised.

- Barbecues are not permitted on the property, but communal barbecues are available.

**Pets are not allowed in the accommodation (see website).**

**Rented accommodation must be vacated before 10 a.m.**

The rental must be cleaned by the tenant just before departure.

If the rental is not returned in a clean and tidy condition, the cleaning option will be credited to your account, at the current rate.

If you have chosen the cleaning package, you must wash the dishes, tidy up and empty your bins.

Your accommodation is checked on the morning of your departure.

During your stay, each tenant is responsible for any disturbance or nuisance caused by people staying with them or visiting them.

(Visitors must register at reception before entering the campsite.)

**Camping d'Herbelon cannot under any circumstances be held responsible for accidents, injuries, irregularities, loss or theft of personal effects or luggage. It is the customer's responsibility to take out insurance to cover accidents or incidents involving civil liability.**

**Reception** is open from 9 a.m. to 7 p.m. (in July and August) and from 9 a.m. to 5 p.m. (during other periods).

If you need to arrive outside these times, please contact us by telephone

on 04 76 34 05 47 to arrange an alternative time (late arrival, 9.30 p.m. maximum).

Mobile home, tent or camping pitch rentals that have not arrived by 7 p.m. without notification from the customer to reception will be cancelled.

No vehicles are allowed on the campsite between 10pm and 8am.

As a general rule, we ask you to respect the peace and quiet after 10pm.

### Deposit

On your arrival, a deposit will be required for the rental of a mobile home and its equipment or a tent and its equipment (by bank transfer or cheque)

. The amount is as follows: **400 € for a 2-bedroom Comfort model / 400 € for a 3-bedroom Comfort model / 500 € for a 1 or 2-bedroom Grand Confort model / 300 € for a lodge tent / 600 € for a 3-bedroom Grand Confort**

model.

The deposit will be returned to you on your departure after an inventory of fixtures. If the inventory is deemed to be incorrect, the deposit will be retained by the campsite.

**None of the items installed in the rental property may be moved to another property.  
The cost of any damage or missing items will be added to the price of the stay.**

## Pets

**Pets are not allowed in mobile home or tent rentals.**

Pets are only allowed on camping pitches under the following conditions:

They must be kept on a lead **at all times** and have an up-to-date European vaccination certificate. **Only one animal per pitch is permitted and it must never be left alone.**

It must be declared and paid for at the time of booking (see rates and conditions on our website)

It must be taken out of the campsite for its needs. Under no circumstances may they be left alone on the pitch.

Access to the swimming pool and sanitary facilities is strictly forbidden.

1st category "attack" dogs and 2nd category "guard and defence" dogs are prohibited.

## Cancellations by Camping d'Herbelon

In the event of cancellation by the Camping d'Herbelon, except in cases of force majeure, the stay will be refunded in full, including booking fees.

## Cancellation by the Camper

Cancellations must be made in writing to the management of Camping d'Herbelon (by registered letter with acknowledgement of receipt or by e-mail).

**A receipt will be requested.**

**So-called "comfort" reasons (weather conditions, for example) are not acceptable.**

In the event of cancellation, the following charges will be retained or payable by you: booking and reservation fees.

As compensation for breach of contract: a deposit of 30% of the total cost of the holiday if you cancel more than 30 days before the scheduled arrival date.

An amount equal to the total cost of the holiday if you cancel less than 30 days before the scheduled arrival date or if you do not show up on that date.

MEETCH Cancellation Insurance at a rate of 3% of the total cost of your stay is offered when you make your reservation via our online service. We take no commission.

Declare and contact the MEETCH organisation using the access codes they gave you when you made your booking.

Tenants of camping pitches, mobile homes or tents are required to take out insurance against all risks. Your personal insurance (civil liability) should be valid.

## Responsibility of camping d'herbelon

The customer expressly acknowledges that Camping d'Herbelon cannot be held responsible for any false information given in the brochure or on the Camping d'Herbelon website by its partners or by any third party concerning the accommodation, and in particular the presentation photos, descriptions, activities, leisure activities, services and dates of operation. All photos and text used in the brochure or on the website are the property of camping d'herbelon. However, for a short time, photos of new accommodation are non-contractual. It may happen that certain activities and facilities offered by camping d'herbelon and indicated in the description in the brochure are withdrawn, in particular for climatic reasons or in the event of force majeure as defined by the French courts.

## Information and freedom

During your stay, you may be photographed and appear in our next brochure or on our campsite website. In the event of refusal, you must notify us by registered letter before your arrival.

The information you give us when making your booking will be considered by Camping d'Herbelon to be confidential. It will only be used by the internal services of the d'Herbelon campsite, to process your reservation and to reinforce and personalise the communication and service offer reserved for d'Herbelon campsite customers according to your centres of interest.

They may be used as part of our quality approach (satisfaction survey, Camping Qualité network) and as part of our membership of the Fédération Nationale de l'Hôtellerie de Plein Air.

In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and object to any personal data concerning you.

To do so, simply send us a request by post to the following address, giving your full name and address: Camping d'Herbelon 1585 route d'Herbelon 38650 TREFFORT

## Right of withdrawal

In application of the exclusion contained in article L.221-28-12° of the French Consumer Code, there is a legal right of withdrawal.

## Mediation of consumer disputes

In accordance with Article L. 612-1 of the French Consumer Code, you may have free recourse to the CM2C mediation service to which we belong by e-mail: <https://cm2c.net/>

or by post:

CM2C -14, Rue Saint Jean -75017 Paris,

On CM2C forms, our contact e-mail

address is: [info@camping-dherbelon.fr](mailto:info@camping-dherbelon.fr)

We remind you that recourse to consumer mediation is only possible on condition that:

- you have previously contacted our customer service department with a written complaint less than one year old, received by registered letter with acknowledgement of receipt (LRAR);
- your dispute has not been previously examined or is not being examined by another mediator or by a court;
- you are not a professional.

## Jurisdiction

Any disputes that may arise will fall within the jurisdiction of either the courts of Grenoble or the courts of your place of residence when you took out the policy.