

GENERAL CONDITIONS 2023 "CAMPING D'HERBELON

Camping d'herbelon 1585 route d'herbelon 38650 treffort info@camping-dherbelon.fr Consumer mediator: <https://cm2c.net>

Terms and conditions of sale

In order to benefit from the services offered by the Camping d'Herbelon, we ask you to read carefully the general conditions below.

These conditions govern the sale of holidays and are valid at the time the order is placed. The fact of booking a stay implies the complete adhesion to our general conditions and the commitment to respect our internal rules which can be consulted on our website.

Booking conditions

Camping d'Herbelon offers family-oriented holidays, in the traditional sense, and the accommodation is designed for this purpose. For peaceful holidays and quiet nights we do not accept stays or overnight stays for a party or other noise after 10pm.

Camping d'Herbelon reserves the right to refuse any booking which is contrary to this principle, or which seeks to circumvent it.

The subscription to the pitch rental and mobile home rental contracts commits the campsite to provide the service offered according to the type of stay chosen.

Subscription of a camping pitch or mobile home rental

The basic package of a camping pitch is for 1 or 2 persons, it includes : the tent and a vehicle or the caravan and a vehicle or a motor home, access to the sanitary facilities, the swimming pool and reception facilities. (6 people maximum are allowed per pitch).

Animals (dog or cat): only 1 animal is allowed on a camping pitch, subject to conditions for dogs according to their category (see website)

The rental accommodations (mobile homes and tents) are equipped, the basic package is according to the rental model chosen and its capacity.

Animals are not accepted in the rental accommodation (see website)

Camping d'Herbelon reserves the right to refuse access to the campsite to groups or families arriving with a number of participants greater than the capacity of the rented accommodation.

All rentals are nominative and may not be transferred or sub-let under any circumstances.

The rental of a pitch, a mobile home or a tent only becomes effective if the campsite has accepted it, following our agreement and after receipt of a deposit of 30

Following our agreement and after receipt of a deposit of 30% of the total cost of the stay (deducted from the stay) and the payment of the booking fees (amount varying according to the accommodation rented and non-refundable) the campsite d'herbelon will confirm the rental.

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

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

A cancellation or interruption of stay insurance is offered at the time of your reservation (see website)

Rates and taxes

The prices indicated are valid for the 2023 season. They correspond to one night for the campsite

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 amount of the tourist tax is 0.30 € per adult person and should be paid on arrival. (Our rates are available on our website)

Arrival / Departure

Reservations can only be made via our website

Campsite rentals:

Arrival from 1 pm to 8 pm / departure before 12 am

Pitches can be rented per night, for 2 nights, for 3 nights or for 5 nights and more depending on the period of the season (information on the website)

Mobile home and tent rentals:

Arrival from 3 pm to 8 pm / departure before 10 am and check of the rental

Mobile homes or tents can be booked by the night, for 2 or 3 nights and by the week from Saturday to Saturday or Sunday to Sunday depending on the season (information on the website)

A deposit will be requested when you pick up the keys and will be returned after an inventory of fixtures

(amount of the deposit depends on the model rented, see website)

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

Reception is open from 9am to 8pm (July and August) and from 9am to 5pm (off season)

If you need to arrive outside of these times, please contact us by telephone on 04 76 34 05 47 to agree on another time.

A mobile home, tent or camping pitch rental "Not arrived at 8pm" and without information from the client at the reception will be cancelled.

No vehicle is allowed to circulate in the campsite between 10 pm and 8 am. In general, it is requested to respect the quietness from 10 pm onwards.

Deposit

On your arrival, a deposit will be requested for the rental of a mobile home and its equipment or a tent and its equipment: 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 Comfort model / 300 € for a lodge tent 600 € for a 3 bedroom Grand Comfort model

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

Any damage or missing objects will be invoiced.

None of the objects installed in the rented accommodation may be moved to another location.

Animals

Your pets are not allowed in the mobile home or tent rentals.

They are only allowed on a camping pitch under the following conditions:

They must be kept on a lead at all times and have an up-to-date European vaccination certificate. It must be declared and paid for when you make your reservation (see rates and conditions on our website)

It must be taken out of the campsite for its needs. In no case, it must remain alone on the pitch. the pitch. Access to the swimming pool and sanitary facilities is strictly forbidden.

Dogs of the 1st category called "attack" and 2nd category called "guard and defence" are forbidden.

Cancellations by Camping d'Herbelon

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

Cancellation by the Camper

**Cancellations must be made in writing to the management of Camping d'herbelon
In case of cancellation, the following will be retained or remain due: the booking and reservation fees**

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

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

The tenant of a camping pitch or mobile home or tent will be required to take out insurance against all risks, your personal insurance (civil liability) should be valid.

A MEETCH Cancellation Insurance at a rate of 3% on the total of your stay is offered to you when you make your booking on our online service. Declare and contact the MEETCH organisation with the access codes they gave you when you made your reservation.

Responsibility of camping d'herbelon

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

Information and freedom

During your stay, you may be photographed and appear on our next brochure or our website. In case of refusal, you must notify us by registered letter before your arrival. The information you provide when you make your reservation will be considered confidential by Camping d'Herbelon. It will only be used by the internal services of Camping d'Herbelon, to process your reservation and to reinforce and personalise the communication and service offer reserved for the customers of Camping d'Herbelon according to your interests.

They may be used as part of our quality approach (satisfaction survey, Camping Qualité network) and as part of our affiliation with 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 oppose any personal data concerning you. To do so, simply send us a request by mail to the following address, indicating your name, first name and address

Camping d'Herbelon 1585 route d'Herbelon 38650 TREFFORT

Right of withdrawal

In application of the exclusion in article L.221-28-12° of the consumer code, of 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, which we belong to, by e-mail: <https://cm2c.net/> or by post:

CM2C -14, Rue Saint Jean -75017 Paris,

On the CM2C forms, our contact e-mail address is: info@camping-dherbelon.fr We remind you that recourse to consumer mediation is only possible if:

-you have previously contacted our customer service department with a written complaint that is 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 contract.