

# QUESTIONS?



Do not hesitate to call us at any time if you have any question that remains unanswered **(+33) 05.65.41.25.20**

## TERMS AND CONDITIONS

These terms and conditions apply as of October 1, 2023.

**RESERVATION CONDITIONS:** The reservation becomes effective only after validation. Any stay will be recorded, to the extent of available places. Moreover, Camping Le Rêve offers quiet and family oriented stays, in the traditional sense, and the facilities on the campsite are specially designed for this purpose. Le Rêve thus reserves the right to refuse any reservation which would be contrary to this principle, or which would seek to divert it. All rentals are nominative and can not, under any circumstances, be assigned or subleased. The person making the reservation must be at least 18 years old, legally able to contract in accordance with these rental conditions and able to guarantee the accuracy of the personal information. Reservation requests including minor children unaccompanied by a responsible adult will be refused.

**DEPOSIT AND BALANCE:** a 30% advanced payment is required to validate the reservation. The balance of the reservation must be paid no later than one month before the arrival date (rental) or on arrival at the campsite (pitches).

**RATES AND TAX:** The prices indicated are valid for the 2024 season and are in Euros, including VAT. The amount of the tourist tax is applicable per day, for each person over 18 years old. The age to be taken into account in the price lists is the 1st day of arrival on the campsite. If the birthday takes place during the stay, we offer to maintain the rate of the previous bracket for the rest of the stay.

**ARRIVAL AND DEPARTURE:** arrivals and departures are daily, except for high season rentals (Saturdays, Sundays and Wednesdays only).

**Pitches:** the pitches are available from 14:00. They must be released before 12:00.

**Rentals:** rentals are available from 16:00.

Departures must be done before 10:00

Please let us know if your arrival should be delayed. The reserved pitch or rental will be kept for 48 hours from the scheduled date of your arrival. After this time, without notice from you, we shall re-use the place. In case of late arrival or early departure from the dates mentioned on your reservation, no refund will be made.

**INTERNAL RULES:** the reservation of a stay implies the commitment to respect our internal rules (posted at the entrance of the campsite, copy given on request).

**PITCHES & RENTALS:** our pitches and rentals are designed to accommodate a maximum of 6 people (including babies) and one vehicle parked on the parking at the entrance of the campsite, exception for Morphée hut for 7 people.

**Pitches:** the booking, for a maximum of 6 people, includes the location for the tent or caravan and a motorized vehicle.

**Rentals:** the rental includes the residence for the number of persons indicated and a car. Bed sheets are not provided in the base price but available as option for cottages and huts, blankets or duvets are available. A deposit of 70€ will be required upon arrival. This deposit will be refunded at the end of your stay, possibly after the cost of missing equipment, repair or damage. Final cleaning is the responsibility of the occupant unless you choose the "end-of-stay cleaning" (paying option). If the rental is not made clean and in perfect condition, the deposit of 70€ will be retained for cleaning fees. All rentals are non-smoking.

The occupant must ensure the peacefulness of the accommodation and use it according to the destination of the place. Animals are allowed, leashed in the campsite, except 1<sup>st</sup> and 2<sup>nd</sup> categories (vaccination book requested on arrival). All the natural needs of your animals must be picked up and thrown in the bins outside of the campsite. Pets are not allowed at the pool.

**WITHDRAWAL PERIOD:** in accordance with article L.12120-4 of the Consumer Code, all services and services offered are not subject to the right of withdrawal fixed in articles L.121-20 and following of the Code of Consumption. As a result, the services of accommodation and leisure services ordered are exclusively subject to the cancellation conditions below.

### **CANCELLATION:**

**Due to customer:** any cancellation request must be made in writing. In case of cancellation of your reservation Camping Le Rêve applies the following conditions:

- up to 60 days before the arrival date, the customer will obtain a full refund of the amounts paid
- up to 30 days before the arrival date, the client will get a 50% refund of the deposit paid and benefit from a credit note for the other 50%
- less than 30 days before the date of arrival: the customer will benefit from a credit note for the totality of the sums paid, valid for the seasons 2024 and 2025 for a new stay. This credit note is not refundable.

**Due to campsite:** in the event of cancellation of a stay for our reasons, except for cases of force majeure within the meaning of Article 1218 of the Civil Code, the customer will get the refund of all the payments.

**Case of force majeure:** we will examine together the impact of the event and will agree, if necessary, the conditions under which the execution of the reservation contract can be resumed.

**INSURANCE:** during their stay, guests benefit from the operator's third-party liability insurance for any personal injury or property damage for which we would have been held responsible for them. On arrival at the campsite, it is the customer's responsibility to have a valid insurance for their equipment and a third-party liability insurance.

**PERSONAL DATA:** regarding the personal information that you would communicate to us, you have a right of access, modification, rectification and / or deletion in accordance with the law on the protection of individuals with regard to processing of personal data n° 2004-801 of 6 August 2004. To exercise this right please send a message to [info@campinglereve.com](mailto:info@campinglereve.com). The information collected is reserved for the exclusive use of Camping Le Rêve and its association Campings La Via Natura, as such can not be transferred to another third party without your prior consent. This personal information shall be kept in a form allowing the identification of the persons concerned for a period not exceeding the duration necessary for the purposes for which they are collected and / or processed.