



## GENERAL RENTAL CONDITIONS

The contents of the catalog and the website are intended to inform customers. Some of the services offered may be subject to change depending on the fill rate and / or be available on certain dates only during the season. The rates indicated in the catalog are given as an indication and are subject to change and valid only for the 2019 season. The service will take place at the rate in effect on the date of the order. Rates are quoted inclusive of VAT. Any change in the VAT rate will result in a change to the tariff. In accordance with the Tourism Code, Camping Domaine de l'Orée reserves the right to make changes to the information contained in the catalog and / or on the website

● **BOOKING A LOCATION OR RENTAL**

Camping location accepts reservations and rental to guarantee its customers a location for the day of his arrival. These are subject to certain conditions: any reservation contract will be accompanied by a deposit. Any reservation is effective and permanent only after receiving the completed contract, dated and signed with an \* payment and after the dismissal (by email) by the campsite manager for confirmation.

\* The deposit is 30% of the total rental amount + € 13 booking fee (low season) and / or + € 26 booking fee (from 30/06 to 01/09) for the non-refundable booking a mobile home or cottage, or € 150 + € 13 booking fee (low season) and / or + € 26 booking fee (from 30/06 to 01/09) non-refundable reservation of a pitch.

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For rentals of a pitch, the balance of the stay and the municipal tourism tax will be payable on or before the day of arrival.

The balance payment by check is not allowed on the day of arrival.

For rentals of a rental accommodation, the balance of the stay and the municipal tax of stay will be payable 30 days before arrival.

ATTENTION: after this period, if we have not received your payment, we will consider your reservation canceled and all monies paid will be retained by the campsite.

**All special requests unspecified commenting will not be considered and will not be subject to a claim. Your location number will be communicated on the day of arrival.**

- **Mobile home / Chalet Rental is available the day of arrival under the contract (between 16pm til 19.30pm) until day under the same contract (between 7.30am and 11.30am by appointment according to availability of planning).**

- **The location is available the day of arrival (between 14pm til 19.30pm) until day under the same contract (before 12am).**

For reservations for rental of rented accommodation made less than 30 days before your arrival, you must pay the full rental amount upon booking.

The reservation is personal: it is forbidden to sublet or assign to a third party without the prior consent of the campsite.

Any changes in the number of persons that may cause a change in the payment must be reported no later than the day of arrival. The number of people indicated for each rental is a maximum number per location (children and babies included). Any modification of the contract must be notified in advance and only possible after agreement of the campsite. In case of misrepresentation of the policyholder, this contract will be automatically terminated and the amounts paid will remain at the campsite.

All tenants must, upon arrival, check in at the reception desk with his voucher and pay with check. The keys will be handed to him.

For access to the campsite, wearing a permanent bracelet is compulsory in July and August.

● **DELAYED ARRIVAL OR EARLY DEPARTURE**

You must notify the campsite of any delay in arrival, in order to retain your rental.

The Manager reserves the right to dispose of the slot if there was no news 24 hours after arrival. Payments made will not be refunded.

No refund or reduction will be made in case of late arrival or early departure.

● **CAUTION**

For each rental accommodation or sanitary location with an overall € 300 deposit (check or credit card) is required on arrival to cover possible damage of the rental; it includes a cleaning deposit may cover possible cleaning fee at the end of rent (cleaning, blankets ...). They returned the day of departure (during the opening hours of receipt) less any damage and / or deficiencies identified during the inventory. The rental cleaning is the responsibility of the tenant. It should make it as clean as it was found on the day of arrival. End of stay, the rental must be returned in clean condition inside and in the immediate vicinity, otherwise the deposit is retained.

The material each property is subject to an encrypted inventory. The tenant is obliged to control his arrival and report any anomalies. Each location contains all of the table and kitchen equipment, bed protection, pillows and blankets. The sheets and pillowcases are not provided (possibility to rent on site), except in the LUXE "Prestige" range where sheets are provided and included in the price.

● **ACCEPTED PAYMENT MODES**

**Credit card.**

● **CANCELLATION**

Any cancellation of the stay will not give rise to any refund. For all stays canceled prior to arrival, all payments will be retained at the campsite (the deposit and the booking fee). When the stay is started, the full price of the stay shall be forfeited to the campsite, there is no refund for whatever reason.

● **INSURANCE CANCELLATION AND INTERRUPTION OF STAY: (recommended)**

The subscription to the cancellation insurance (optional) is strongly recommended: it represents 4.5% of the cost of stay with a minimum fee of € 20. Reimbursement of penalties for cancellation or change of stay for a guaranteed pattern. Reimbursement of expenses paid holidays and not used for early return; the amount is payable in full and only upon reservation. It is added to that of the installment and concerns the people registered to stay. No refund will be made without subscribing to this insurance. (See conditions on our website [www.l-oree.com](http://www.l-oree.com)).

**THE TENANT MUST NECESSARILY BE INSURED LIABILITY.**

● **NOISE OR NUISANCE**

Those responsible will be expelled without refund

● **SIGN AQUATIC COMPLEX**

**Wearing a permanent identification bracelet is compulsory in July and August. Children are under the responsibility and supervision of parents in the water park.**

**Jurisdiction clause: disputes shall be within the exclusive jurisdiction of a mediator : MEDICYS – 73 BD de Clichy – 75509 PARIS**

**Every camper or tenant must respect the RULES of Camping Domaine de l'Orée displayed at the campsite reception.**