



17 RD 813
31450 DEYME
Tél. : 05.61.81.72.07
Fax. : 05.61.27.17.31
Courriel : campinglesviolettes@wanadoo.fr
Web: www.campinglesviolettes.com



CAMPING PITCHES

TERMS AND CONDITIONS

Camping pitches are rented per night from 2:00 p.m. to 12:00 noon the following day for one or more nights.

Any pitch vacated after 12:00 noon will result in the charge of an additional night.

- All reservations are **personal and non-transferable**, unless written authorization is granted by Management.
 - In the absence of **written notice from the customer** indicating that their arrival date has been postponed, the pitch will become available **24 hours after the arrival date stated in the rental agreement**, and **full payment for the stay remains due**.
Telephone messages are not accepted.
-

In the Event of Cancellation

1) Cancellation by the Customer

- **More than 15 days before the scheduled arrival date:**
Administration fees will be retained and **30% of the total booking amount** will be charged.
 - **Less than 15 days before the scheduled arrival date**, or in the event of **no-show**:
Rental fees will be retained and **the full amount of the stay will be due**.
 - **No reduction** will be granted in the event of late arrival or early departure.
 - In the event of a **change of stay dates**, the same accommodation or pitch **cannot be guaranteed**.
-

2) Cancellation by the Management

In the event of cancellation of the booking or stay by the campsite management, not due to any fault of the customer, the campsite will refund the amounts paid corresponding to the stay or the unused portion of the stay.

However, **no compensation will be payable** in the event of cancellation due to **force majeure** or an **administrative decision** (such as closure or other measures) beyond the control of the campsite.

Visitors

After authorization by the campsite management or its representative, visitors may be admitted to the campsite under the responsibility of the hosting campers, between 10:00 a.m. and 10:00 p.m.

Visitors must be registered at reception. **Visitor access is subject to a fee**, according to the rates displayed at the campsite entrance and reception desk.

For safety and insurance reasons, access to the swimming pool and aquatic area is strictly prohibited to visitors.

Visitors' vehicles are **not allowed inside the campsite** and must remain in the **parking area outside the campsite**.

Right of Withdrawal

The legal provisions relating to the right of withdrawal for distance sales, as provided by the **French Consumer Code**, do **not apply to tourist services** (Article L.121-20-4 of the Consumer Code).

Therefore, **no right of withdrawal applies** to the purchase of a stay at the campsite.

Right to Image

During your stay at the campsite, you may be **photographed or filmed** for the creation of promotional materials.

If you do not wish this, you must **notify reception in writing upon arrival**.

Miscellaneous

The use of **audio devices** must not be audible beyond the boundaries of each pitch. All guests are required to **respect the peace and quiet of their neighbors**.

Pets

Pets are allowed on camping pitches upon presentation of a **valid vaccination record**. They must be **tattooed, non-aggressive, and kept on a leash at all times**.

Owners are responsible for **cleaning up after their pets**.

Under no circumstances may pets be left **alone in vehicles, caravans, tents, rental accommodations, or tied to trees on a pitch**.

Dogs classified as **dangerous (Categories 1 and 2)** are **not permitted**.

-
- All guests must comply with the **campsite's internal regulations**.
The customer signing the contract is responsible for ensuring that **all members of their group** comply with these regulations.
 - **Full payment for the stay must be made no later than 15 days before arrival**, by credit card or bank transfer.
 - In the event of **non-payment or failure to comply with the internal regulations**, Management reserves the right to **terminate the stay, vacate and recover the pitch without notice or refund**.
 - The campsite **cannot be held responsible for weather conditions** that may prevent the provision of certain services (water, sanitation, heating, etc.).
-

Consumer Mediation

In accordance with **Article L.612-1 of the French Consumer Code**, you may use the **CM2C mediation service**, free of charge:

- **Online:** www.cm2c.net
- **By post:**
CM2C
14 rue Saint Jean
75017 Paris
France

