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## Rental conditions Accommodation

Accommodation units are rented from the day of arrival at **4:00 p.m.** until the day of departure at **10:00 a.m. at the latest.**

Any key returned after 10:00 a.m. will result in the **billing of an additional night.**

**Pets are strictly prohibited in all mobile homes, but are allowed in chalets and lodges subject to an additional charge.**

- All rentals are **personal and non-transferable**, unless prior written authorization is granted by Management.
- In the absence of written notification from the client indicating a delayed arrival, the accommodation will become available **24 hours after the arrival date stated in the rental contract**, and **full payment of the stay remains due**. Telephone messages are not accepted.

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### In the event of cancellation of the stay

#### 1) By the tenant:

✓ **More than 30 days before the scheduled arrival date:** administrative fees will be retained and **30% of the total amount of the booked stay** will be charged.

✓ **Less than 30 days before the scheduled arrival date, or in case of no-show:** rental fees will be retained and **the full amount of the stay will be due.**

- No reduction will be granted in case of late arrival or early departure.
- For any modification of stay dates, **the same accommodation cannot be guaranteed.**

#### 2) By the campsite management:

In the event of cancellation of the reservation or stay by the campsite management, not related to any fault of the client, the campsite will **refund all sums paid corresponding to the stay or the unused portion of the stay.**

However, **no compensation shall be due** in the event of cancellation caused by **force majeure** or an **administrative decision** (such as closure), not attributable to the campsite management.

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## Visitors

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

Guests may receive one or more visitors at the reception desk. Visitor access to the campsite is **subject to a fee**, according to the rates displayed at the campsite entrance and at reception.

**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 external parking area.

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## Parking inside the campsite

Each accommodation includes **one parking space for a single vehicle**. Any additional vehicle must be parked in the parking area at the campsite entrance.

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## Right of Withdrawal

The legal provisions relating to the right of withdrawal for distance sales, as provided for in 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 booking of a stay at the campsite.

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## Image Rights

During your stay at the campsite, you may be **photographed or filmed** for the creation of promotional materials, unless you **express your objection in writing at reception upon arrival**.

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## Miscellaneous

- The use of sound devices must not be audible beyond the boundaries of each accommodation; all guests are required to **respect their neighbors' right to peace and quiet**.
- All guests must comply with the **internal regulations of the establishment**.
- **A security deposit of €500 for mobile homes and lodges and €100 for chalets is required. This deposit will not be cashed during your stay. Cheques are not accepted; the deposit must be made by bank card imprint or cash.**
- The deposit will be **returned after the departure inspection**, within a maximum of **two weeks following departure**.  
The amount returned will take into account any damage, inventory discrepancies, condition of the accommodation, and any outstanding balance.
- **Smoking is strictly prohibited inside the accommodations**. If smoking is detected, **the entire deposit will be retained** to cover full restoration costs.
- Any damaged or missing item or piece of furniture must be **reported to reception**. To avoid unnecessary searches and maintain consistency of equipment across accommodations, a **mandatory and specific replacement stock** is available at reception and must be requested and paid for.
- Any remark or complaint concerning the accommodation must be made **within 24 hours of arrival**. After this period, **no claims will be accepted**.
- On the day before departure, guests are required to **inform reception of their departure time** in order to arrange an appointment for the departure inspection.
- Full payment of the stay must be made **no later than one month before arrival**, by **credit card or bank transfer**.
- In the event of **non-payment or non-compliance with the internal regulations**, Management reserves the right to **terminate the stay, vacate and recover the accommodation 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.).

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## Consumer Mediation

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

- Online: [www.CM2C.net](http://www.CM2C.net)
- By post: **CM2C – 14 rue Saint Jean, 75017 Paris**

