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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.

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.

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.

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.

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.

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**.

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.).

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
- By post: **CM2C – 14 rue Saint Jean, 75017 Paris**

