



## **GENERAL CONDITIONS**

### **1 – Rates**

The pitch prices indicated on our website ([campingaucoeurdulac.com](http://campingaucoeurdulac.com)) are expressed in euros, including VAT, excluding tourist tax (0,55 euros per night and per person). The persons under 18 years are exempt.

### **2- Booking procedure and rules**

**We do not take reservations for stays shorter than 7 nights.**

**Reservation requests** are made using the information sheet from our website <http://www.campingaucoeurdulac.com> . Upon receipt of this, we will indicate our availability and if necessary, we will send you a final booking slip.

This must be returned to us duly completed and accompanied by a deposit of 80 euros (cash, transfer or credit card). This sum will be deducted from the final bill. In case of sending cash, thank you to do it by registered mail.

The booking option will be kept within one week, beyond which your request will lapse. Management therefore reserves the right to reassign the location.

**The settlement** of the agreed balance as well as the tourist taxes must be made the day when you arrive.

### **3- Card entitling to a discount**

The camping has a flat rate of 25 euros **except tourist tax** (2 people + electricity) for the card holders **ADAC/ANWB**. This price is awarded on presentation of the original card showing the name of the holder. This is why you are asked to present a piece of identification. No reduction will be granted in case of the card is owned by a third party.

### **4- Informations**

**Arrivals** are made during the opening (closing for the lunch time) of the reception until 7 :00 p.m.

**Departures** are before 11:00 am (except by exceptional agreement of the management). Any departure beyond this time will result in the billing of an extra night.

**In case of cancellation of stay**, the deposit remains and can not be refunded for any reason whatsoever.

**In case of early departure**, the balance of the stay will be calculated according to the dates on the slip. No refund will be accepted.

**The parking** of your vehicle is provided on your location or on a parking space provided inside the camping.

**Minors** with a legal guardian can not be accepted, for the obvious reasons of security and responsibility.

**Dogs (2 maximum)** are accepted free of charge only during low season: they must be kept on a leash and have an up-to-date vaccination card. Dogs of 1st and 2nd categories are forbidden. All dogs are forbidden in high season including for visitors.

**The maximum number of persons** per pitch is 6 including childrens.

All visitors must present themselves at the reception before entering the campsite and pay the applicable fee. Their vehicle must be parked outside the campsite. They are asked to leave the premises for 10:00 pm at last (closing the gate) with discretion. Warning: dogs are prohibited in high season AND in mobile homes (high and low season).

Charcoal and gas barbecues are allowed. Barbecues and electric planchas are forbidden (too much energy).

**Calmness and benevolence** are absolutely necessary in our camping family spirit. The management reserves the right to terminate the stay of disrespectful customers without financial compensation. The management remains at your disposal in case of problems encountered in the camping.

**The responsibility of the camping** can not be engaged in case of theft, loss or degradation of your personal equipment within the campsite.

**Access to the camping is open to traffic from 7:00 am to 10:00 pm**, at which time the access code (given the day of your arrival) becomes necessary. No more vehicles circulate inside (entry and exit). Our biker friends are asked to leave their vehicle in the car park, in front of the reception.

**Rights to withdraw** : In accordance with article L.121-28-12° of the French consumer code, the campsite informs its customers that the sale of accommodation services provided on a specific date or in line with a specific timeframe is not subject to provisions regarding a withdrawal period.

**Image reproduction rights** : You authorize expressly and without compensation the use of pictures and videos of you or your children that could be taken during your stay for the advertising needs of the campsite « Au Cœur du Lac ».

**Litigation** : In the event of an unresolved dispute and after having contacted the campsite manager, you have the possibility of entering into a consumer mediator, within a maximum period of one year from the date of the written complaint (registered letter with acknowledgment of receipt) to the manager. Contact details of the mediator likely to be contacted by the client, are as follows:

Centre de la Médiation de la Consommation de  
conciliateurs de la Justice

14 rue Saint Jean 75017 PARIS