TERMS AND CONDITIONS OF SALE

BOOKING

• All reservations are personal and non-transferrable, the signatory must be a legal adult.
• Bookings are final upon receipt of the signed contract and your payment, subject to acceptance by campsite management. A confirmation will then be sent to you by mail or email.
• Booking a camping pitch: €70 deposit + €10 booking fee, any cancellation/interruption insurance fees, balance due on arrival.
• Booking a rental: 30% deposit + €10 booking fee and any cancellation/interruption insurance fees, balance payable 30 days before arrival. If you fail to pay the balance in time, your booking will be cancelled and the deposit will be kept by the campsite.
• For online bookings, the terms of the rental contract are considered accepted as soon as the customer validates the order.
• Minors must be accompanied by their parents or legal guardians.

RATES / PRICES OF STAY

• The price indicated at booking includes VAT. The contracted price may be subject to change within the applicable legal and regulatory limits if VAT rates change between the booking date and balance payment date.
• Offers and promotions are non-retroactive and cannot be combined with each other.
• Rates include rental of a camping pitch or accommodation for the number of persons indicated, gas and electricity for accommodations, access to the pool, playgrounds and the mini-farm and a parking space for one car per accommodation.
• Rates do not include: tourist tax, booking fees, visitors, cleaning fee if the accommodation is not sufficiently cleaned at departure (the €70 cleaning deposit for 2-bedroom mobile homes or €80 for 3-bedroom mobile homes will then be retained), cancellation/interruption insurance, guaranteed location, optional equipment.
• The rates shown are subject to change. The campground reserves the right to modify rates at any time. Stays will be billed based on the rates in effect on the day of booking, subject to availability. We recommend checking the applicable rate by contacting the campground directly.

TOURIST TAX

• The tourist tax is clearly indicated on the invoice, it is not included in the price. The tax is applied per night and per person over 18 years of age. Tourist taxes vary from one commune to another and are collected on behalf of the communes.
• The tax will be subject to change throughout the year and may therefore increase or decrease the total cost of the stay.

TERMS AND CONDITIONS OF PAYMENT

(accompanied by the signed reservation contract)
PAYMENT TERMS
The full price of the stay is payable - on arrival for bare pitches - 30 days before the start of the stay for accommodation, or immediately for any booking made less than 30 days before the start of the stay.
METHOD OF PAYMENT (with the signed reservation contract)
• Bank cheque (only for payment of the deposit. Payment of the balance by cheque is not accepted).
• Bank transfer (Ideal for foreign customers)
• ANCV vacation voucher (paper; sent by recorded delivery with acknowledgement of receipt) or ANCV connect vacation voucher.
• Credit card (payment via our secure website or by telephone, with the customer authorizing the campsite to debit his/her credit card for the amount of the deposit or the total cost of the stay).

SECURITY DEPOSIT

• A security deposit of €300 (mobile home rental) or €400 (apartment rental) is payable upon arrival. It will be returned at departure, after inventory of your rental is taken in your presence. The accommodation must be returned perfectly clean, including the external surroundings. If not, a cleaning fee of €70 for 2-bedroom mobile homes or €80 for 3-bedroom mobile homes will be charged immediately. This does not include cleaning of crockery and kitchen utensils. If you cannot be present for the exit inventory, your deposit check will be returned to you by mail within 8 days.

ARRIVAL AND DEPARTURE

• Bare pitch: arrival from 2:00 p.m., departure before 12:00 p.m.
• Rental accommodation: arrival from 4:00 p.m., departure before 10:00 a.m. Late departures will be billed an extra night's stay.
• A rental unit or parcel is provided for a specified number of occupants. Under no circumstances may it be occupied by more people than authorised (including children and babies). The campsite manager has the right to refuse any additional guests. Any change during the stay (number of people, car, etc.) must be immediately reported to management.
• You must notify management of any dissatisfaction regarding the state of cleanliness or the general state of the rental property no later than 24 hours after arrival so that it can be remedied. No claim will be accepted more than 24 hours after the day of arrival.
• All campers must respect the campsite rules displayed at reception. Campers are responsible for any disturbances caused by the people staying with them. Failure to respect the campsite rules may result in the expulsion of the camper.

LATE ARRIVAL / EARLY DEPARTURE / EARLY ARRIVAL

• No refund will be given in case of late arrival or early departure. If you do not arrive at the campsite within 24 hours from the beginning of your stay and do not notify us and/or provide justification of your late arrival, we will release your pitch or accommodation. The sums paid will not be refunded.
• If you arrive before the scheduled date and time, you may not be able to occupy your chosen facility, unless you have received prior authorisation from campsite management.

ANIMALS

Admitted on bare pitches but not allowed in rental accommodations (except in lodge tents and mobile homes in the "Loisirs" and "Essentiels" ranges). They must be kept on a lead. The presentation of the health or vaccination booklet is compulsory, it will be asked of you upon arrival.

CHANGES AND CANCELLATIONS (excluding cancellation/interruption insurance)

In the event of cancellation by the campsite for reasons of force majeure, the stay will be refunded in full. Under no circumstances may this cancellation give rise to the payment of damages or interest.
In the event of cancellation by the customer, the customer must notify the campsite by registered letter with acknowledgement of receipt, the date of receipt determining the date of cancellation. In all cases, the amount corresponding to the reservation fee (10€) will be retained by the campsite.
• For cancellations more than 60 days before arrival, the deposit is refunded in full.
• For cancellations between 60 and 30 days prior to arrival, only 50% of the deposit will be refunded.
• After this period, no refund will be made.
Changes to your booking dates can be made free of charge, subject to availability on the campsite and the agreement of the management.

CANCELLATION INSURANCE

• An optional but recommended cancellation insurance can be taken out for 3% of the cost of the stay (minimum €15), payable in full at the time of booking and non-refundable.
The complete Cancellation Terms and Conditions are available upon request or can be viewed on our website. www.campingduvieuxverger.com

LIABILITY

• We decline any liability in case of loss or theft of objects, as well as damage inside the rentals. Civil liability insurance is mandatory, we advise you to confirm that it covers incidents that may occur during your stay.

MEDIATION OF CONSUMER DISPUTES

If, despite our good will to satisfy you fully, you have any complaints, we ask that you immediately inform the receptionist on site who will attempt to provide a response.
If you have a claim against the campsite operator, you may have access to a consumer mediator free of charge.
Their contact information is as follows:
SAS Médiation Solution
222 chemin de la bergerie 01800 Saint Jean de Niost
www.sasmediationsolution-conso.fr
Email : contact@sasmediationsolution-conso.fr

IMAGE RELEASE

You expressly and fully authorise the Vieux Verger campsite to use any photographs and/or videos that may be taken during your stay, and distribute and publish them on any type of media used for the communication needs of the campsite.
Any guest (client + persons accommodated by the client) refusing to be photographed or filmed during their stay must send a prior written request to the Vieux Verger campsite.

PERSONAL DATA

The information that you enter will be saved by the Vieux Verger campsite, analysed and sent to the departments that require it. It may also be used by the Vieux Verger campsite for commercial solicitation.
If you do not wish to receive solicitation, please let us know by writing to the address below. You have a right to access, modify and rectify your personal data. To exercise this right, please write to the site manager at the following address:
Camping Du Vieux Verger- 20 Kéroren- 29920 Névez
Data controller: Mr. Jean-François Couric