



RULES OF PROCEDURE General terms and conditions of sale

OUTDOOR LOCATION

The basic package includes: 1 to 2 people. The pitch for the tent, caravan or camper van + the pitch for 1 car

Access to sanitary facilities and access to entertainment, services and leisure facilities. Double-axle caravans are prohibited on the campsite

ACCOMMODATION

The basic package includes: 4 to 6 people (including babies and children), depending on the capacity of the rented accommodation and the pitch for 1 car
Access to entertainment, services and leisure facilities. Unlimited wifi (1 code for 2 devices not simultaneous)

Our accommodation is fully equipped with kitchen utensils, crockery, furniture, blankets and pillows.

A complete inventory is displayed at the entrance of each rental, in case of missing or damaged items, please report it on the day of your arrival. After this period, any deviations or breakages will be invoiced to you. Sheets, towels and TV can be rented on site

The campsite will refuse access to its establishment to guests arriving with a number of participants exceeding the capacity of the rented accommodation (including baby and children).

CAUTION

In accommodation, a deposit of 200€ for the rental + 50€ for the cleaning will be required upon arrival by a credit card imprint. This will be cancelled at the end of your stay after deduction of any costs of repairing the premises and/or the value of missing or damaged equipment. A lump sum of 50€ will be retained, if the rental has not been cleaned before your departure.

Price for dishwashing 20 €. Disposal of waste bins 5 €. Replacement of the furniture 20 €.

Other services may be invoiced in the event of non-compliance with the regulations, for abnormal situations not previously encountered.

RESIDENCE TAX

The amount of the tourist tax is 0.20 € per day and per person over 18 years old.

APPLICATION FEES

An administrative fee of 15 € will be charged when you book your pitch or accommodation.

TERMS OF PAYMENT

For bookings made more than 30 days before the scheduled arrival date, a payment of 30% of the total amount of the stay, plus administrative costs, must be paid at the time of booking.

In accommodation, the balance must be paid 30 days before the date of your arrival.

For bookings made less than 30 days before the scheduled arrival date, the full amount of the stay plus administrative costs must be made at the time of booking. In the pitch, the balance must be paid on the day of your arrival

Upon receipt of your booking request, Camping Le Verger Fleuri will send you, depending on the number of places available, a confirmation of your booking.

All our availabilities are up to date, in real time on our website www.levergerfleuri.fr

CANCELLATION

Any cancellation of a reservation must be made in writing (registered letter with acknowledgement of receipt) or by email, to the establishment.

In case of cancellation, you will be held back, or you will remain liable: the application fees an amount equal to 30% of the full cost of your stay, in the event of cancellation more than 30 days before the scheduled arrival date.

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Le Verger fleuri offers you optional Cancellation and Interruption insurance in your rental contract. Our partner Gritchen Affinity undertakes to reimburse all or part of the stay to customers who have taken out Campez Couvert insurance.

In case of cancellation, inform the campsite of your withdrawal as soon as an event occurs that prevents your departure by post or e-mail. If the claim is covered by the general conditions (available on the website www.campez-couvert.com or from the campsite), notify the insurer within 48 hours and provide all necessary information and supporting documents.

ARRIVAL AND DEPARTURE TIMES

Rental arrivals are exclusively from 3pm to 7pm for a departure before 11am. Arrivals at the site are exclusively from 2pm to 7pm for a departure before 11am

If the departure times are exceeded, an additional service will be charged (€10 per hour).

In the event of late arrival or early departure, invoicing will be based on the arrival and departure dates defined at the time of booking. If you do not show up, after 24 hours without any news from you, by email your reservation will be cancelled and you will not be entitled to any refund. Any arrival after 7pm will be charged 15 €. The gates are closed at night, from 10pm. No entry possible after this time. Open 8 am in the morning

DOMESTIC ANIMAL

Pets are accepted on the pitches and in accommodation with a supplement, payable at the time of booking (2 MAXIMUM).

When they are admitted, you must keep them on a leash and be able to show their up-to-date vaccination record and tattoo. They must not be left alone on the pitches. The campsite reserves the right to contact the SPA (animal protection agency) in the event of ill-treatment. Dogs of the Rottweillers, American Staffordshire Terriers, Staffordshire Terriers, Rosas, or dogs assimilated by their morphological characteristics to the 4 breeds mentioned above are strictly prohibited.

WARNING

Every customer is required to comply with these general conditions of sale as well as the regulations displayed next to the reception.

(Official regulations for European campsites)

In the event of intervention by a security agent or the police on your site for non-compliance with the regulations, a fixed fee of 250 € per intervention, will be invoiced to you or withheld from your deposit.

LITIGATION

In the event of a dispute, the competent jurisdiction shall be that of the Annecy Court.

IMPORTANT NOTE

No advertising medium can be protected from possible "misprints" or printing errors. Please confirm the prices when booking, only the prices mentioned on your invoice will be contractual.