



OUR TERMS AND CONDITIONS

1 – GENERAL PROVISIONS

A rental agreement is drawn up and signed for every booking, whether for accommodation (chalet, mobile home or lodge) or a pitch. It is issued in the guest's name and may not be transferred or sublet. Minors are not permitted to stay at the campsite unaccompanied.

The booking only becomes effective upon receipt of your 30% deposit, payment of the booking fee and confirmation from the campsite management. You will receive a letter from us within 8 days. The booking fee is 20 euros. No reduction will be granted in the event of late arrival or early departure.

Customers do not have a right of withdrawal for the purchase of accommodation services.

The Management allocates pitches and/or rental accommodation itself. The number of people (including babies) is limited to 6 per pitch. For chalets and/or mobile homes or lodges, the number of occupants must not exceed the maximum number specified for the type of accommodation in our price lists and brochures.

Pillows are provided in all rental accommodation.

Only one vehicle is included in the price of the rental and/or pitch package. Any additional vehicles must be parked at the campsite entrance and will be subject to a separate charge.

An access code for the barrier will be issued to you on arrival and will remain valid for the duration of your stay. For pitches, chalets and/or mobile homes or lodges, the balance for your stay must be paid 30 days before your scheduled arrival, without any reminder from us. If the balance is not paid within the specified time, we reserve the right to cancel your booking, and the deposit previously paid will be retained by the campsite.

The balance can be paid in monthly instalments at no extra cost.

We accept various payment methods: ANCV, credit card, cheque, bank transfer or cash.

For any booking (weekend or longer stay) for a chalet, mobile home or lodge made less than 30 days before arrival, the full amount for the stay will be required at the time of booking.

Cancellation of stay: All cancellations must be notified to us in writing by registered post or email. An administration fee will be charged in all cases, as well as a sum proportional to the total cost of your stay, in accordance with the scale below:

1. Upon confirmation of the booking: 30% of the total cost of the stay.
2. Less than 30 days before the start of the stay: 100% of the total cost of the stay.

If you cancel more than 30 days before the start of your stay, your deposit will be retained by the campsite. If you cancel less than 30 days before the start of your stay, the full cost of your stay will be due.

For these reasons, we recommend that you take out cancellation insurance.

The campsite offers cancellation insurance, amounting to 4% of the total cost of the stay. The terms and conditions and details of the cover are available on our website or on request.

The insurance fee must be paid in full at the time of booking.

In the event of cancellation of a stay for reasons attributable to the campsite, with the exception of cases of force majeure requiring us to cancel for the safety of guests, the customer will be refunded all sums paid.

Late arrival: If the chalet, mobile home, lodge or pitch has not been occupied by the guest within 24 hours of the scheduled arrival date, the deposit will be retained and the Management reserves the right to re-let the pitch or accommodation. Any delay in taking up the booking must be notified to us by email or telephone 24 hours before the start of the booking.

It is strictly forbidden to pitch a tent next to the rental accommodation.

Double-axle caravans are STRICTLY PROHIBITED on the campsite.

All guests are required to comply with the campsite's rules and regulations, which were sent to you at the time of booking and are displayed at the campsite entrance.

Visitors are not permitted in the pool areas ; they may only visit your pitch or holiday accommodation.

However, they must purchase a visitor pass from reception at a cost of €3 per visitor (including adults and children; children under 2 go free).

You MUST report to reception before settling in at the campsite. Please respect reception opening hours and the campsite's rules and regulations. We ask that you inform your visitors that they must also comply with these rules.

On arrival :

From 3 pm for holiday rentals – From 2 pm for camping pitches

An inventory is provided in each holiday rental, which we ask you to check within 24 hours of your arrival. You must report any missing items or faults to reception within 24 hours, in writing and signed by you. We will take your comments into account during the final inspection.

A deposit of €400 will be required on arrival for the rental property and a deposit of €80 for cleaning (by cheque, cash or credit card details); these deposits will be returned to you within 48 hours, if applicable, following the inventory and cleaning check. Any damage or incomplete cleaning will be charged to you, and any broken crockery will be deducted from your deposit in accordance with the current rates specified in the inventory.

In the event of a late arrival or early departure from the scheduled dates, the full cost of the stay remains payable; no refund will be given. In all cases, you must notify us in advance.

When you leave :

Before 10 am for holiday rentals – Before 11 am for camping pitches

The rental property must be left clean, including the crockery and fridge (defrosted), and rubbish bins must be placed in the designated area outside the campsite. Crockery must be put away. The cleaning deposit of €70 will be retained if your rental property is not left spotlessly clean.

In the event of a dispute, the Management reserves the right to refund the deposit only within 8 days of your departure in order to assess the damage suffered by the campsite.

If you depart outside reception opening hours, your deposit cheques will be returned to you by post within 72 hours. There are no night-time departures (after 11 pm and before 7 am).

PETS : Only one dog (weighing less than 10 kg) is permitted per pitch or rental unit. Cats are not allowed on the campsite.

Please remember to bring your dog's passport and vaccination record. Please note that Category 1 and 2 dogs are not permitted on the site.

Your dog must be up to date with its vaccinations and must be tattooed or microchipped. You will be charged for any damage caused by your dog. You agree to comply with the campsite's rules regarding pets.

CIVIL LIABILITY INSURANCE :

A certificate of third-party liability must be attached to your policy (this is issued free of charge by your insurance company).

BARBECUE :

All individual barbecues are prohibited; only electric griddles are permitted.

VISITORS :

Visitors are not permitted in the pool areas ; they may only visit your pitch or holiday accommodation. However, they must purchase a visitor pass from reception at a cost of €3 per visitor (including adults and children; children under 2 go free).

CHILDREN'S SWIMMING POOLS AND WATER PLAY AREAS :

Compression briefs (or boxer shorts) MUST be worn

No Bermuda shorts, boxer shorts or shorts...! No sun oil (sun cream is permitted). No monokinis or burkinis ! Parasols are prohibited within the pool area. Toys, boats, balls, flippers, spades, buckets, water pistols, etc. are prohibited.

Access to the swimming pool and children's play area is restricted and reserved EXCLUSIVELY for campsite guests.

Visitors are not permitted. Entry requires a compulsory wristband, which will be issued to you on arrival at reception.

Eating, drinking, smoking, spitting or chewing gum is prohibited.

Visitors are not permitted in the pool area.

Rules : Small buoys or armbands are permitted only for children who cannot swim.

It is not permitted to reserve sun loungers using towels or other items if you are not staying by the pool. We reserve the right to remove any towel left unattended after a certain period of time.

LIABILITY :

The campsite cannot be held liable for any theft, loss, damage or incident of any kind, either during or following a stay. Guests are asked not to leave valuables in plain sight and to take all necessary precautions to deter theft, as well as to observe all safety measures to prevent any incidents.

Ad hoc measures may be taken by the Management following a breakdown or the taking out of service of certain equipment, or where necessary to comply with safety standards and ensure the safety of guests.

PLAY AREAS :

These facilities are reserved for children staying at the campsite, under parental supervision. Please ensure that children fall within the specified age groups for each facility. The management accepts no liability in the event of an accident. (Access is prohibited after 11 pm during the high season).

IMAGE RIGHTS :

For the purposes of our communications (print and online), photo shoots may be carried out on our premises. In this context, no objections or claims may be made regarding the image rights of individuals appearing in photographs taken within the grounds of Domaine Villa Verde (unless you explicitly inform us of this upon your arrival).

MEDIATION :

In the event of an argument, and after having raised the matter with the campsite's customer service department, any guest at the campsite may refer the matter to a consumer ombudsman within a maximum of one year from the date of the written complaint, sent to the operator by registered post with acknowledgement of receipt.

The contact details of the mediator to whom the customer may refer the matter are as follows:

The CM2C (Centre de Médiation de la Consommation de Conciliateurs de justice) 49, rue de Ponthieu 75008 PARIS – Telephone : 01 89 47 00 14