



## 🇬🇧 GENERAL BOOKING TERMS

### PLEASE READ CAREFULLY BEFORE AGREEING AND BOOKING

#### 1°- BOOKING TERMS

- Anyone staying on the campsite must comply with the campsite's internal rules and regulations (on demand).
- All bookings are made in a particular name (under no circumstances are transferable) and only become effective once the staff has approved (according to availability) and received the booking form plus the contractual down payment mentioned on it. You will be sent confirmation that your booking request has been put on record.
- Rental accommodation/campsite pitch will be allocated in accordance with our reservation chart, taking into account the chosen model (or campsite pitch number) that is available for the period of your stay. Preferences indicated at the time of booking will be catered for according to availability and without implying any responsibility on the part of the campsite. They can not be guaranteed or dictated.
- Any agreement that has not been completed in full shall be considered to be invalid.
- The provision of inaccurate information will lead to the booking being cancelled with no possibility of compensation for the person making the request. The number of people indicated on the booking form will be the minimum number actually invoiced. Any other change must be indicated upon arrival.
- The number of occupants registered will be not exceeding the maximal capacity of the rental accommodation/campsite pitch (babies and children included).
- On their arrival, the responsible person is pleased to check-in at the reception (tourist tax, possible balance, guarantee deposit,...).
- Visitors: Notification of and payment for visitors should be made at the reception upon arrival (5€ /visitor/day). The number of visitors could be limited by the management. Visitors must leave their vehicles outside the campsite or pay for the extra car.
- Only one car (or 2 bikes) can be park on the campsite pitch or near the rental accommodation. 5 € /night/vehicle must be paid for extra vehicles request or must be left outside the campsite. Trailers are considered as extra vehicles.
- Swimmingpool: Normal clothes are not allowed (French hygienelegislation), only swimming trunks.
- Animals: Per animal and per night, the price is 2€ /campsite pitch and 5€ /rental accommodation in the limit of 1 per rental accommodation and 2 per pitch. For more animals, the request must be approved by the management. It is essential they are vaccinated against rabies (up-to-date vaccination book), and gone for a walk outside the campsite for the purposes of natural needs. If need, you should pick up and throw away any excrement. Animals must not be left alone on a pitch, tied up or left in a vehicle or rental accommodation. They are strictly forbidden in the swimmingpool area. Category 1 dogs are forbidden and category 2 dogs must wear a muzzle and kept on lead by an adult (following French legislation).

#### 2°- PAYMENT OF YOUR STAY

- The tariffs of the rental accommodations and the pitches include 10% VAT.
- The deposit has to be paid when booking is confirmed, 25% of the total amount of the stay + booking fees 25€. The balance of your stay must be paid 30 days before the arrival. For bookings made less than 30 days before the arrival date, you may be asked to pay the balance of your stay at arrival. The balance must correspond to the numbers of days and people indicated on the booking form. Any periods of absence during your stay will not be taken into consideration.
- Mode of payment: VISA/MASTERCARD, cash and bank transfer (Bank costs are chargeable to the customer).

#### 3°- CANCELLATION, LATE ARRIVAL AND EARLY DEPARTURE

- Changes to your booking may be made, at no cost and subject to availability, at the latest 30 days before arrival. - Cancellations must be made by written, the postmark being taken as proof. • REFUNDS :- > over 30 days before arrival : 75 % of the total will be refundable, booking fees will not be refundable. - < Less 30 days before arrival : No refund. - No refund can be made for early departure, for whatever reason. No reduction will be given for late arrival or early departure, even if we have been advised. In this case, the campsite will regain the right to dispose of the rental accommodation/campsite pitch. In the event of non-occupation 24 hours after the expected arrival date and in the absence of written advice on your part, the booking form will be cancelled by rights without any more, the campsite will regain the right to dispose of the rental accommodation/campsite pitch as well, without any refund.

#### 4°- RENTING CONDITIONS

##### • Rental accommodation :

- ARRIVAL (from 3 pm) : Please go to the reception with your booking confirmation letter or with any identification if the case arises. A 200€ guarantee deposit will be required. You will be asked to check the rental accommodation and report to the reception any missing/anomaly within the 24 hours.
- DEPARTURE (before 10 am) : Please go to the reception between 9 and 10 am for the check out. The guarantee deposit will be given back in 24 hours after departure, minus any applicable repair costs. The accommodation must be left as you found it on your arrival. If the accommodation is not clean, you will be charged for the extra cleaning hours

##### • Campsite pitch :

- ARRIVAL (from 3 pm) : Please go to the reception with your booking confirmation letter or with any identification if the case arises.
- DEPARTURE (before noon) : For departures after 12, an extra night will be charged. Customers have to leave campsite pitches as clean and tidy as they find them on their arrival.
- Late arrivals are possible until 10 pm only if you prevent the reception by phone the arrival day.
- In the case of an early arrival (before the time indicated), the communication of the rental accommodation/campsite pitch could not be required.

#### 5°- LEGAL PROVISIONS

- The management reserves the right to evict, without prior warning or the possibility of a refund, anyone who does not comply with the campsite's internal rules.
- Noise : Silence is required after 11 pm. In the case of complains or violence, eviction will be immediate.
- No refund or compensation may be considered in the event of temporary or seasonal closure of one or several services due to a technical, climatic, administrative, legislative or other problem.
- La Bonne Vie accepts no liability for injuries incurred during your stay. Dealing with the animals and the use of play facilities is completely at your own risk.
- Image rights : You expressly authorize the campsite, for no return or compensation, to use any photo-graphs, that may have been taken of yourself and/or your children during your stay, in any form or on any medium, for the campsite's advertising requirements. - In case of dispute, The Commercial Court of Beaune is competent.