

GENERAL CONDITIONS OF SALE - Campsite Belvédère de l'Obiou

BOOKING CONDITIONS

The reservation becomes effective solely with the agreement of the campsite Belvédère de l'Obiou, upon receipt of the deposit and either upon receipt of the booking contract duly completed and signed, or upon your agreeing to the general conditions of sale when booking online.

Campsite Belvédère de l'Obiou is free to accept or refuse bookings, depending on availability and, in general, depending on any circumstances that are likely to be prejudicial to the execution of the booking made. Campsite Belvédère de l'Obiou offers family holidays, in the traditional sense, and the accommodation has been specially designed for this purpose. Campsite Belvédère de l'Obiou reserves the right to refuse any booking that might contravene or attempt to pervert this principle.

Booking of camping pitches or rented accommodation is made strictly on a personal basis. Under no circumstances may you sublet or transfer your reservation without the prior consent of the campsite Belvédère de l'Obiou.

Minors must be accompanied by their parents or legal guardians.

Camping pitches

The basic package includes the pitch for the tent, caravan or camper van for one or two people, access to the toilet blocks and to the residential facilities.

Renting

The rental accommodation is fully equipped. The basic package ranges from 2 to 6 places, depending on the type of accommodation.

The campsite Belvédère de l'Obiou reserves the right to refuse access to the campsite to groups or families whose number exceeds the capacity of the accommodation rented.

GROUP BOOKINGS

All bookings made for more than 2 accommodation units by one person or made by different people who know each other and who are travelling together for the same reasons and for the same holiday dates, are deemed to be group bookings.

Accommodation appearing on the commercial campsite Belvédère de l'Obiou website is intended exclusively for individual bookings.

For all group booking requests, you must contact the campsite Belvédère de l'Obiou in question by telephone, email or via the "Contact us" section. The campsite Belvédère de l'Obiou contacted reserves the right to examine booking requests before accepting or declining them.

PRICES

Prices shown are effective for the 2023 season. They correspond to one night and are quoted in euros, including VAT.

CONDITIONS OF PAYMENT

Renting

For bookings made more than 30 days before the start of the holiday, the down-payment of 30% of the total price of the facilities booked must be paid to the campsite at the time of booking. The balance must be paid to the campsite no later than 30 days before the start of a holiday (failing this the booking will be cancelled).

For bookings made less than 30 days before the holiday start date, payment must be made in full at the time of booking.

Camping pitches

A deposit of 30% of the price of the amount of the services reserved must be paid upon reservation. The balance of the stay must be paid in full on the day of arrival.

ABSENCE OF RIGHT TO WITHDRAW

In accordance with article L.121-19 of the French consumer code, the campsite Belvédère de l'Obiou 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 the 14 day withdrawal period.

CANCELLATION AND ALTERATIONS

1. Changing your booking

Customers may request for stays to be altered in the same campsite (dates and/or types of accommodation) by writing to the campsite (by post or email) subject to availability and options. Postponements until the following season are not permitted. If no alterations are made, customers must spend their holidays as they were agreed when initially booked, or cancel them in line with the conditions pertaining to the cancellation insurance.

Requests to extend the duration of stays will be dealt with subject to availability and in line with applicable prices.

Requests to reduce the duration of stays are deemed to be partial cancellations and will be subject to the terms and conditions which apply to cancellation and termination of stays.

2. Unused facilities

Any stay that is interrupted or cut short (late arrival, early departure) by you shall not give rise to any reimbursement.

3. Cancellation by the campsite Belvédère de l'Obiou.

In the event of cancellation by the campsite Belvédère de l'Obiou, except in the case of force majeure, the stay will be reimbursed in full. This cancellation shall not however incur the payment of damages and interest.

4. Cancellation due to the client

The reservation fees and the balance paid remain acquired by the campsite regardless of the reason for cancellation.

In the event of subscription to the cancellation insurance, refer to the conditions of the insurance contract.

YOUR STAY

1. Arrival

Days of arrival: please refer to the price list.

Rental accommodation: on the day of your arrival in the campsite, you may check in from 4 p.m., and you will be required to pay a deposit of 250 € by credit card on being handed the keys to your accommodation.

2. During your stay

It is up to campers to ensure they have insurance cover: campers are responsible for looking after their personal belongings (bicycles etc.).

The campsite shall in no event be held liable in case of an incident involving campers' civil liability.

All visitors must comply with the provisions of the internal regulations. Each named tenant is responsible for disturbances and nuisance caused by persons staying with or visiting them.

Electric car: it is forbidden to recharge it by plugging it into the electrical sockets of the mobile home because of the risk of fire.

3. Departure

Rental accommodation: on the day of departure specified in your contract, the rental accommodation must be vacated by 10 a.m. The accommodation shall be left perfectly clean and the inventory may be checked. Any breakage or damage shall be payable by you along with any repairs to the premises, if that should prove necessary. At the end of your stay, the deposit shall be refunded to you after deduction of compensation retained, on production of the supporting invoices, against possible damage ascertained during the departure inventory. The retention of the deposit does not preclude additional compensation in the event of the expenses being greater than the amount of the deposit.

Rental accommodation: in the event of the accommodation not having been cleaned before your departure, a fixed cleaning charge of at least €80 including taxes shall be invoiced to you.

For any delayed departure, you may be charged for an additional day at the price applicable for that night.

PETS

Pets are permitted in the campsite Belvédère de l'Obiou (except dogs which are listed in France's 1st and 2nd categories), with payment required when the booking is made. When admitted, they must be kept on a lead at all times. They are prohibited from swimming pool areas, in food shops and in buildings. Dogs' and cats' vaccination certificates must be up-to-date.

IMAGE REPRODUCTION RIGHTS

You give permission to the campsite Belvédère de l'Obiou, as well as to any person chosen by the campsite Belvédère de l'Obiou, to take photographs of you, to record you or to film you during your stay with the campsite Belvédère de l'Obiou and to use the resulting images, sounds, videos and recordings using any media (especially on the campsite Belvédère de l'Obiou websites and web pages, including Facebook, on the campsite Belvédère de l'Obiou information and promotion media and on travel and tourism guides). This permission applies for you as well as for people staying with you. The sole purpose of this is to promote and to provide information about the campsite Belvédère de l'Obiou, and may in no event damage your reputation. This permission is provided free of charge for all countries and for a period of 5 years.

DISPUTES

Complaints regarding non-compliance of services with regard to contractual commitments may be sent to the manager of the campsite Belvédère de l'Obiou by post or email.

MEDIATION

In the event of a dispute you may contact us in the following way:

Send a registered letter with acknowledgement of receipt to the manager of the camping Belvédère de l'Obiou

If you are not satisfied with the response you receive, you may refer to the CM2C after a period of one month following the time you sent these letters/emails.

Please make your submission online at www.cm2c.net, or by post to: CM2C - 14, Rue Saint Jean, 75017 Paris

CAMPSITE BELVEDERE DE L'OBIOU RESPONSIBILITY

The client acknowledges that the campsite Belvédère de l'Obiou may not be held responsible for any false information supplied by its partners or by any third party that might be specified in campsite brochure or on its website, concerning the residential premises, and particularly its photographs, descriptions, activities, leisure activities, services and dates of operation.

All photographs and text used in the brochure or in the campsite website do not form part of any contractual obligation. They are for information purposes only. Certain activities and facilities offered by the campsite and specified in the brochure description may be cancelled, particularly as a result to weather conditions or for reasons of force majeure, as defined by French law.

DATA-PROCESSING AND LIBERTIES

The information you provide us with at the time of your booking will not be transmitted to any third party. The campsite Belvédère de l'Obiou shall treat this information as confidential. It shall be used solely by the campsite internal services for processing your booking and to reinforce and personalise communication and the services offered to the campsite Belvédère de l'Obiou clients concerning your centres of interest. In accordance with the data-processing and liberties law of 6 January 1978, you have the right to access, amend and change personal data relating to you. To do this, simply write to us at the following address, stating your full name and address: Camping Belvédère de l'Obiou – Les Egats 38350 SAINT LAURENT EN BEAUMONT.

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