

## **TERMS AND CONDITIONS**

### **1/ Booking conditions:**

The reservation will be effective upon receiving the signed and completed reservation contract, along with the deposit, which will be cashed in upon receiving your mail. We will issue a confirmation upon receiving the deposit. **We will do our very best to accommodate special requests, but we are not liable for unfulfilled requests.**

### **2/ Campsite location:**

Pitches are available from the day of arrival (**2 pm**), until the day of departure (**12 pm**). For any departure later than 12 pm, you will be charged the whole day according to the current rate.

### **3/ Rentals:**

In July and August, rentals must be booked from **Saturday 4 pm to the following Saturday 10 am**. Rates include guests (according to the rental's capacity), parking for one vehicle, access to communal areas, water, gas, and electricity. Setting up another tent (for a fee) next to the rental requires prior approval from the manager. Bed linens, bath towels, and kitchen towels are not provided. Please clean the property before departure.

**Security deposit:** We will ask for a deposit of €200 upon your arrival at the campsite in case equipment is damaged and/or

the rental is not cleaned. We will refund this amount at the end of your stay (or via post should you leave outside of our working hours), after deduction of the cost for the damaged equipment and/or a €40 cleaning fee.

### **4/ Campsite liability:**

Please inform us of any late arrival. Your reservation is valid for 24 hours following the booked date of arrival. After this period, the reservation will be cancelled, and any money received by the campsite will be forfeited.

### **5/ Paving for your holiday:**

We accept the following payment methods: cash, checks and traveller's checks. You will be required to pay the balance in full upon your arrival. No reimbursements in case of late arrival or early departure.

### **6/ Cancelling your holiday:**

In case of cancellation, the deposit will be kept.

### **7/ Insuring your possessions:**

It is up to you to take out a public liability insurance and a personal possessions insurance for your equipment, tent, or caravan, as the campsite will not be held liable in case of damage (theft, fire, bad weather, storms, falling of branches and pine cones, and in case of any incident involving the liability of the customer).

### **8/ Filming and photography:**

During your stay with us, you may be filmed or photographed during the undertaking of our own promotional materials, unless upon arrival you let reception know in writing that this practise goes against your wishes.

### **9/ Complaints:**

Should you have a problem, you can send a complaint via registered post at the campsite's address. We will endeavour to get back to you within two months. Where no amicable solution can be found and without prejudice to take legal action, we suggest calling a mediator: Médicys-73 boulevard de Clichy - 75009 PARIS - 01 49 70 15 93 - [www.medicys.fr](http://www.medicys.fr) - [contact@medicys.fr](mailto:contact@medicys.fr)

### **10/ Personal data:**

The information you send us during your reservation will not be communicated to third parties. This information is considered confidential. It will only be used by internal services during the booking of your holiday, and to strengthen and personalize the communication and offer made to Camping Calède's customers. In accordance with the EU data protection laws, you have the right to access, rectify and oppose your personal data. To do so, just ask us via post at the following address, with your full name and address:

Camping Calède  
Route de Calède  
40160 Parentis-en-Born

### **11/ Special conditions:**

- Non-compliance with the campsite's rules and regulations will result in eviction without prior notice nor reimbursement. Please feel free to consult our rules and regulations at reception.
- Pets (except category 1 & 2 dogs) are welcome upon presentation of their vaccination card. They should be vaccinated and on a leash within the campsite.