

Terms of Sales 2023 :

Booking conditions:

The reservation becomes effective after agreement with Les Lavandes campsite and after receipt of the deposit and after acceptance of the general conditions of sale by the customer. The acceptance of these general conditions of sale is made either by internet by checking the box dedicated to this effect when booking by internet or, for bookings by email, telephone or other, these conditions of sale are deemed accepted by the customer as soon as he makes a financial settlement in favor of the campsite (deposit, entire stay, participation in a service, etc.).

If the stay is accepted, the campsite sends a booking confirmation by email upon receipt of the deposit.

The choice of the final pitch / cottage will be determined by the campsite. Under no circumstances will the customer be able to claim the reservation of a specific pitch / cottage.

The camping pitches are designed for a maximum of 6 people (the price varies according to the periods, the number of people, the ages, the options chosen).

The cottages are designed for 2 to 6 people depending on the type of cottage (child and baby included).

The campsite wishes to point out that a child or a baby is a person and counts in the quota the number of people admitted on the site or in the cottage.

Les Lavandes campsite therefore reserves the right to refuse access to the campsite to groups or families arriving with a number of participants greater than the capacity of the pitch or cottage rented. The stay will therefore be canceled without any possible refund. The sums paid will be kept by the campsite.

Animals :

Animals (all types of animal - cat, dog, turtle, etc.) are excluded in certain categories of cottage (Anis, Thym, Laurier). Otherwise, in the rest of the campsite and the other cottages, apart from category 1 and 2 dogs, animals are accepted under the responsibility of their owners. Said animals must be kept on a lead throughout the campsite. The tattoo and vaccination record must be presented at reception and are mandatory. The animal may not be left alone in the rental under any circumstances. The rental blankets are not intended for animals. We thank customers for providing their own blankets. Animal poops must be collected and removed (remember to take the bags - including for walks outside or around the campsite). Animals incur an additional price both in the cottages and on the camping pitches.

The camping reserves the right to evict campers immediately and without any refund of their stay if their animal is not kept on a leash at all times and/or disturbs other campers.

Tourist tax:

The amount of the tourist tax varies according to the municipalities and the years. It is taken by the host and returned to the municipality by the latter. The scale of said tax for the current year is displayed at the entrance to the campsite and also available on request at reception or directly on the town's website (<https://bergetcoiron.taxesejour.fr/>).

Payment Terms :

For the cottages :

- If the reservation is made more than 30 days before the start of the stay, a deposit of 30% of the total stay is required upon booking. The balance must then be paid no later than 30 days before the start of the stay

- If the reservation is made less than 30 days before the start of the stay, the entire stay is requested when booking.

For camping pitches:

- A deposit of 30% of the stay is requested upon booking and the balance of the stay no later than upon arrival at the campsite. If the balance is not paid on arrival, the campsite reserves the right to cancel the reservation, keep the deposit paid and refuse access to the campsite to the campers concerned.

Modification and cancellation:

Modification of the stay: The customer can request by email a modification of his stay (dates, types of accommodation, etc.) which will be taken into account to the extent of availability and possibilities. No postponement will be accepted for the following season. In the absence of a possible modification, the customer will have to make his stay under the initial conditions of the reservation or cancel it according to the conditions of his cancellation insurance. All requests for an increase in the length of stay will be made subject to availability and at the rates in force. All requests to reduce the length of stay will be considered as a partial cancellation and will be subject to the terms of cancellation and interruption of stay.

Unused services: Any interrupted or shortened stay (late arrival, early departure) due to the customer will not give rise to any refund.

Cancellation due to camping les lavandes: In the event of cancellation due to camping les lavandes, except in cases of force majeure, the stay will be fully refunded. This cancellation may not, however, give rise to the payment of damages.

Cancellation by the customer: In the event of cancellation of the reservation by the customer, all sums paid will be retained and no refund will be made. If the customer has taken out cancellation insurance, it will be up to him to announce the case and to see directly with his insurer whether the sums paid can be reimbursed to him.

Expulsion: In the event of expulsion from the campsite following non-compliance with the general conditions of sale or the internal regulations or other inadmissible acts, no refund of stay will be made and the sums paid will be retained by the campsite.

Your stay :

In a cottage :

When the tenant arrives at the campsite, a deposit of € 200 is requested (by check or card). This in order to cover any possible deterioration of the equipment or the accommodation itself. The withholding of the deposit does not preclude additional compensation in the event that the repair costs exceed the deposit. In the event of a rental made messy, the cleaning costs (namely € 80) will be deducted from the deposit.

Except when specifically mentioned on the reservation (special offers, extended weekend, etc.), on the day of arrival, the cottages are available from 4 p.m. and must be occupied by 7 p.m. at the latest. Without a call, letter or email from the customer stating that he had to postpone his arrival, the chalet becomes available the day after the scheduled arrival date, at noon. After this period, the reservation will be void and the amount collected will not be refunded.

In the event of eviction or if the tenant leaves before the fixed date of departure, he will not be able to claim any refund or credit.

During the stay, the cleaning of the chalet remains the responsibility of the tenant. An inventory is made before the client arrives. Upon receipt of the keys, it is the customer's responsibility to walk around the cottage and to immediately inform (on the day of arrival) of any anomalies (broken or missing things), otherwise these anomalies will be deducted from the deposit.

The tenant must vacate their accommodation on the scheduled departure day between 8 a.m. and 10 a.m., except in the event of specific mentions or management agreement (special offers, extended weekend, etc.). For any delayed departure, the customer may be billed for an additional day at the price of the night in force.

The tenant must respect his home, namely return it in the condition in which he found it. Even if the tenant has taken the cleaning package, he will have to do his dishes and store them where they found them when they arrive. As a reminder, the cleaning package includes the broom, the mop and the cleaning of the bathroom. In all cases (with or without a cleaning fee), if the dishes are not done and put away when the cottage is returned, the dishwasher is not emptied, the waste is not thrown away and the bins are not cleared. (the local container is located at the entrance of the campsite. Waste must be placed in closed garbage bags), the sum of € 80 will be deducted from the deposit.

Grouping inside the cottage (more people than the number provided per chalet) and the movement of furniture (chairs, tables, dishes, etc.) from one cottage to another are prohibited. When coming as a group, you can either meet in the common areas of the campsite (around the swimming pool or on the restaurant terrace) or, if necessary, request the rental of the multipurpose room (price to be requested at reception - room to be reserved in advance because subject to availability). In the event of non-compliance, the campsite reserves the right to expel the renters concerned without any possible refund of the stay.

One parking space per cottage is included in the price. If you wish to come with additional vehicles or trailer, it is necessary to request prior authorization from the campsite (number of places for the whole campsite limited) and a supplement of 3 € per day and per vehicle/trailer will be applied. case of availability.

Renting the cottage gives you free access to the swimming pool and the establishment's facilities (deckchair, hammock area, trampoline, etc.).

The tenant agrees to comply with the internal regulations of the Les Lavandes campsite in Darbres and acknowledges having read them at the same time as these general conditions of sale.

On pitches :

Except for specific mentions (special offers, extended weekend, etc.), on the day of arrival, the pitches are available from 12 noon and must be occupied no later than 7 p.m. Without a call, letter or email from the customer stating that he had to postpone his arrival, the location becomes available the day after the scheduled arrival date, at noon. After this period, the reservation will be void and the amount collected will not be refunded.

In the event of eviction or if the camper leaves before the fixed date of departure, he will not be able to claim any refund or credit.

The camper will have to leave his site, the day of the departure envisaged between 8 am and 11 am, except in particular mentions or agreement of the direction (special offers, extended weekend, etc.).

The camper must respect its location, return it in the condition in which he found it. He must also respect the use of the common areas and leave them as clean as before use (WC, shower, sink, dishes, etc.).

The camper agrees to respect the internal regulations of the Les Lavandes campsite in Darbres and acknowledges having read them at the same time as these general conditions of sale.

Electric vehicles:

Customers with an electric vehicle are not allowed to plug them in at their pitch or at their chalet, under any circumstances. If you wish to connect your vehicle, please contact reception. A dedicated place exists. An agreed sum per charge is requested in exchange for this service. The management reserves the right to expel immediately and without any refund of the stay campers or tenants of a chalet who connect without authorization to places not dedicated to electric cars.

We remind you that it is extremely dangerous to connect to sockets not intended for this purpose. There is a risk of overload and fire.

No right of withdrawal:

In accordance with article L.121-21-8 of the Consumer Code, the Les Lavandes campsite informs its customers that the sale of accommodation services provided on a specific date, or according to a specific periodicity, is not subject to the provisions relating to the 14-day withdrawal period.

Visitors:

Les Lavandes campsite allows visitors to come to the site. Visitors are people not staying on the campsite but visiting people staying on the campsite. Visitors must report to reception. They will be registered and under the responsibility of the camper who welcomes them. Visitors will have to pay a payment of 1.50 euros per day and per person.

If the visitor (s) have come by car and it is parked in the campsite parking lot, they will have to pay the parking fee, i.e. 3 euros for the day (they also have the option of parking near the church where places are free or the big free parking at the top of the village). Under no circumstances may the visitor's car be parked on the campsite or at its host's location. They can use all the campsite facilities except the swimming pool. In the event of a problem with a visitor, the management reserves the right to deny them access to the campsite. Visiting hours are from 9 a.m. to 11 p.m.

Picture :

The customer authorizes Les Lavandes campsite in Darbres, its managers and employees to photograph, record or film it during his stay at Les Lavandes campsite in Darbres and to use said images, sounds, videos and recordings on all media (in particular the campsite's website and the facebook page, presentation and promotional material and travel and tourist guides relating to Les Lavandes campsite). This authorization is valid both for the client and for the people staying with him. Its sole purpose is to ensure the promotion and animation of the establishment and may in no way damage the reputation of the client. This authorization is granted free of charge, for all countries and for a period of 5 years.

Mediation:

In accordance with the provisions of the Consumer Code concerning "the mediation process for consumer disputes", the customer has the right to use the mediation service free of charge offered by "les champs violets SARL", commercially called "camping Les Lavandes" located in Darbres. The "consumer law" mediator thus proposed is SAS Médiation Solution. This mediation system can be reached by:

– by e-mail : contact@sasmediationsolution-conso.fr

– by airmail : SAS Médiation Solution – 222 chemin de la bergerie – 01800 Saint Jean de Nioist

-<https://www.sasmediationsolution-conso.fr>

Responsibility :

The customer expressly acknowledges that the Les Lavandes campsite in Darbres cannot be held responsible, due to the communication of its partners or by any third party of false information which would be mentioned in an information brochure or a website concerning the place of reception and in particular the presentation photos, qualifiers, activities, leisure activities, services and dates of operation. All photos and texts used on the website are non-contractual. They are only indicative.

Computing and freedom:

The information that the customer gives us when placing his order will not be passed on to any third party. This information will be considered by Les Lavandes campsite as confidential. They will be used only by us to process their order and to strengthen and personalize the communication reserved for our customers according to their areas of interest. In accordance with the Data Protection Act of January 6, 1978, the customer has a right of access, rectification, and opposition to personal data concerning him. To do this, simply send us a request by mail to:

Camping les lavandes

340 Route de la Violle

07170 Darbres