

GENERALS CONDITIONS 2021 « AU VALBONHEUR »

Camping du plan d'eau 129 impasses du lac 38740 VALBONNAIS valbo-camp@orange.fr

+(0033)6.84.15.69.39 ou (+0033) 4.76.30.21.28

GPS : latitude 44.89262 - longitude 5.90416

Consumer Mediator: <https://cm2c.net>

Good to know

- ✓ The rental of a pitch or a mobile home only becomes effective after our agreement and after receipt of the requested deposit (i.e. 30% of the overall price)
- ✓ All rentals are personal and cannot, under any circumstances, be sublet or transferred.
- ✓ In the event of a delay on arrival, and in the absence of a message, the location or rental becomes available 24 hours after the date of arrival provided for in the contract. The delay cannot lead to a reduction in price.
- ✓ **Management reserves the right to change the allocation of rentals or pitches. We try to satisfy special requests according to our possibilities, without guaranteeing them.**
- ✓ ATTENTION: All our rentals are non-smoking.

Arrival / departure

- ✓ All rentals are available from 4 p.m.
- ✓ Departures will be staggered between 8 am and 10:30 am after an appointment made at reception for the inventory.
- ✓ A location is available from 1:30 p.m., departure must be before 11:30 a.m.
- ✓ Early departures do not give the right to a refund.

Payment

- ✓ Payment: Cash, bank transfers, online CB payment and credit cards are accepted.
- ✓ The balance of the stay is to be paid 7 days maximum before your arrival.
- ✓ Attention! After this period, you will no longer benefit from the guarantee of your rental and the cancellation conditions below will apply.

Cancellation :

▪ If you have not purchased the insurance or the offer

- ✓ All cancellations must be justified and notified by mail, email or telephone.
- ✓ If you cancel more than 30 days before the expected date of arrival, the amount all ready pay will be returned to you in full.
- ✓ If you cancel less than 30 days before the expected date of arrival, the amount total off your stay will be retained.
- ✓

▪ If you have subscribed to the online "Camp-couvert" insurance

- Contact this organization using the access codes that Campeze Cover gave you when you made your reservation.

▪ If you have subscribed to « offer VALBO 'Zen »

- ✓ Please contact us at least 8 days * before your scheduled arrival date.
- ✓ We will reimburse you for your stay in full within 72 hours, excluding the cost of the Valbo 'zen offer.
- ✓ ATTENTION : After this minimum 8-day period, the total amount of the deposit and the cost of the Valbo 'zen offer will be retained.

Pets :

- ✓ Tolerated, animals must meet good hygienic conditions and be kept on a leash at all times.
- ✓ **Always be kept on a leash**
- ✓ Up-to-date vaccination record.
- ✓ You have to get them out of the campsite to make them poop. In any case, they should not be left alone in the pitches.
- ✓ PLEASE NOTE : only one animal allowed per campsite and in rentals.

Circulation :

- ✓ No vehicle is allowed to circulate within the campsite between 11:00 p.m. and 7:00 a.m.
- ✓ In general, you are asked to respect the calm from 10 p.m.
- ✓ One motorized vehicle per location.