

## CAMPING AUX VALLONS \*\*\* 83630 BAUDUEN

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### GENERAL TERMS AND CONDITIONS OF SALE and Internal Regulations of CAMPING AUX VALLONS

Reservation of mobile homes, chalets, tithomes, cottages, and camping pitches

(updated on October 1, 2025)

#### **BOOKING :**

Reservations can only be made using the reservation form, by mail, email, or through the website; after approval from the campsite and subject to availability. The reception will assign you a pitch, taking your preferences into account, but without guaranteeing them.

Once we receive your booking information and deposit, we will send you a booking confirmation.

#### **CAMPING PITCH:**

- The deposit is 30% of the total cost plus a non-refundable €15 administrative fee. It must be paid at the time of booking. The remaining balance is to be settled by credit card or holiday vouchers no later than 14 days before your arrival. We do not accept personal checks at the reception.
- The maximum number of people per pitch is 6 (including babies).
- **Check-in time is from 3:00 PM to 7:00 PM. NO ARRIVALS AFTER 7:00 PM. Check-out time is 11:00 AM** (if you exceed this time, an additional day will be charged).
- It is prohibited to build or mark the pitches, or to remove branches.
- The pitch must be kept clean by the user and restored to its original condition upon departure.

#### **LOCATION LOCATION**

- The deposit is 30% of the total price of the ordered services, plus €20 non-deductible administrative fees, as well as cancellation insurance fees (4% of the stay) if subscribed.
- It must be paid upon reservation. The remaining balance is to be paid 30 days before arrival, without reminder. Without payment of the balance within the specified time frame, we reserve the right to cancel your reservation, and the previously paid deposit will be retained by the campsite.
- Additional tents are not allowed on accommodation pitches.
- **Check-in time is from 4:00 pm and must be occupied no later than 7:00 pm, and check-out time is between 8:00 am and 10:00 am** (appointment required at the reception). **NO ARRIVALS AFTER 7:00 pm.**

A security deposit of €150 for the cleaning package and a security deposit of €200 for the rental of accommodation must be paid by the tenant (**by credit card The deposit is not charged upon your arrival**).

Any malfunction/anomaly, breakdown, or essential failure must be reported to the reception within 24 hours of arrival. Otherwise, or beyond 24 hours, the accommodation will be deemed in good condition.

In the event of degradation, damage, or excessive staining related to its use (mud, blood, shoe marks, grease, etc.) of the provided linen, an amount of €30.00 (per item) will be deducted from the deposit.

Upon departure, the security deposit will be refunded to you minus any withheld compensation, with supporting invoices, for any damages observed during the check-out inventory, after verification and visit from our cleaning team. The withholding of the security deposit does not exclude additional compensation if the costs exceed the amount of the deposit. The rental must be cleaned by you. A flat fee of €150 will be withheld if the rental is not returned in the best possible state of cleanliness. For any delayed departure, an additional day may be charged at the current nightly rate...

#### **LATE ARRIVAL - EARLY DEPARTURE**

In the event of a late arrival or early departure compared to the dates mentioned in your reservation, no refund will be provided. You must notify us of your late arrival IN WRITING. If no information is received regarding this matter, the location will be assigned to another customer starting the next day at 7:00 PM.

## **CANCELLATIONS**

In the event of cancellation more than 30 days before the start of the stay, the amount of your deposit will be retained by the campsite. In the event of cancellation less than 30 days before the start of the stay, the full price of the stay will be due. For these reasons, we advise you to take out cancellation insurance. The campsite offers direct cancellation insurance, amounting to 4% of the total amount of the stay.

In the event of cancellation by CAMPING AUX VALLONS, except in cases of force majeure leading us to cancel for safety reasons for vacationers, the client will be refunded all the amounts paid.

Each contract is nominative and non-transferable.

## **DAMAGES**

The client must check with their insurance company to ensure that they have holiday extension coverage under their Home Insurance contract and its guarantee conditions. If this is not the case, the tenant is required to insure themselves against the risks inherent in their occupation. They must also insure themselves for any damage they may cause to the accommodation rented or to the campsite, whether by themselves or their companions. The client must therefore have taken out comprehensive insurance and civil liability insurance, which they must be able to provide upon first request by the campsite.

## **PET POLICY (We no longer accept dogs in July and August)**

- Your pet (excluding category 1 and 2 dogs) is allowed on the premises and in certain rental accommodations, provided it has been declared at the time of booking, does not disturb the tranquility and security of the residents, complies with basic hygiene rules, and respects the integrity of the facilities.
- **It must be kept on a leash** at all times during the stay and its up-to-date vaccination record must be presented.
- Pets are not allowed in the pool area.
- They must not be left unrestrained or locked in accommodation or on a camping pitch in the absence of their owners, who are responsible for them. **They should relieve themselves outside the campsite and any accidents must be cleaned up.** For obvious reasons of hygiene, they are not allowed in the rental accommodation. In the event of non-compliance, cleaning fees of €150.00 will be deducted from the security deposit. You must vacuum the accommodation yourself before departure (vacuum cleaner available free of charge upon request at the campsite reception).

## **IMAGE RIGHTS**

You authorize Camping aux Vallons to photograph, record or film you during your stay and to use the images, sounds, videos and recordings on all media (especially on websites or Internet pages - including social networks - and presentation and promotional materials). This authorization applies to both you and the people staying with you. Its sole purpose is to promote and animate the Camping aux Vallons establishment and in no way shall it harm your reputation. This authorization is granted free of charge, for all countries and for a duration of 5 years.

## **THE POOL**

- Minors must be supervised by their parents and should not be left alone at the pool.
- **Only swimwear or swim shorts** (no shorts or long clothing) **are allowed for entry.**
- Showering and using the footbath is mandatory.
- At the pool, drinking, eating, smoking, running on the deck, jumping, and diving into the water are prohibited.
- Ball games, inflatables, and floaties are not allowed.

## **BARBECUE**

**By prefectoral decree, the use of charcoal barbecues or campfires is prohibited on your pitch. Only electric barbecues are allowed on your pitch.**

## **INTERNAL REGULATIONS, DISTURBANCES AND NUISANCES**

**Access:** To enter and stay in the campground, you need permission from the management. **For insurance and security reasons, no visitors are allowed on the premises.**

### **Traffic, Noise:**

The speed limit is 10 km/h. Your car must be parked on your pitch or designated parking space, even if the neighboring pitch is unoccupied. Parking in the campground's aisles is prohibited. It is forbidden to circulate between 11:00 pm and 7:00 am. Each registered tenant is responsible for disturbances and nuisances caused by the people staying with them. If a resident disturbs or causes disturbances (day or night) to other residents or damages the integrity of the facilities, their stay may be terminated immediately and without compensation, without prejudice to any claims for damages that the campground and third parties may make against them.

**FOR THE BENEFIT OF ALL, SILENCE IS REQUESTED AFTER 11:00 PM.**

### **GROUPS and Reservations**

**Camping aux Vallons is a quiet and family-oriented campground.** In order to preserve the tranquility of our guests, **we are unable to accept groups** (bachelor/bachelorette parties, weekend integration groups, birthdays, family gatherings, etc.).

Any reservation for more than 2 pitches or rental accommodations made by the same individual or by different individuals who know each other and are traveling together for the same reasons and dates of stay is considered a group reservation. The accommodations offered on the Camping aux Vallons website are exclusively for individual customers. Camping aux Vallons reserves the right to review reservation requests before accepting or refusing them.

### **LIABILITY**

Beyond its legal liability, the campground is not responsible for:

- Theft, loss, damage, or incidents of any kind during or after a stay.
- Failure or disruption of technical equipment, breakdown or closure of campground facilities, temporary measures taken by the campground management to limit access to certain facilities, including the pool; necessary for compliance with safety standards or periodic maintenance work. The campground expressly reserves the right to modify the design and layout of the campground.
- The security deposit does not limit liability; the tenant must have liability insurance with a vacation extension.
- Participants take part in campground-organized activities at their own risk.

### **DISPUTE :**

In the event of a dispute and after contacting the establishment's customer service department, any campground customer has the option to submit a complaint to a consumer mediator within a maximum period of one year from the date of the written complaint, by registered letter with acknowledgment of receipt (AR), to the operator. The contact information for the mediator that can be contacted by the customer is as follows:

"In accordance with article L. 152-1 of the Consumer Code, you may resort to the mediation service CM2C, to which we belong:

by postal mail: CM2C 14 rue Saint Jean, 75017 Paris Telephone: 01 89 47 00 14

**The entire Camping aux Vallons team wishes you an excellent stay.**