



## BOEKINGSAANVRAAG HUURINSTALLATIE

*This form is interactive: if possible, think about the planet and fill it on your screen!*

RESERVEERAANVRAAG HUURINSTALLATIE OP: \_ \_ \_ \_ \_

### Mijn Gegevens

Naam: \_ \_ \_ \_ \_ Voorn: \_ \_ \_ \_ \_ Geboorte: \_ \_ \_ \_ \_  
Adres: \_ \_ \_ \_ \_  
Postcode: \_ \_ \_ \_ \_ Stad: \_ \_ \_ \_ \_ Land: \_ \_ \_ \_ \_  
Tel: \_ \_ \_ \_ \_ Email: \_ \_ \_ \_ \_

### Medereizigers

Naam: \_ \_ \_ \_ \_ Voorn: \_ \_ \_ \_ \_ Geboorte: \_ \_ \_ \_ \_  
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### Mijn aanvraag

Aankomst datum : \_ \_ \_ \_ \_ Vertrekdatum \_ \_ \_ \_ \_ oftewel : \_ \_ \_ \_ nachten  
 Ecolodge Liberté (2/4 pers)  Ecolodge Liberté (2/5 pers)  Chalet Loisirs (2/4 pers)  
 Chalet Détente (2/5 pers)  Chalet Confort (2/6 pers)  Chalet Plein Air (2/5 pers)

### Mijn begroting

Verblijfskosten (excl. toeristenbelasting): \_ \_ \_ \_ €  
Reserveringskosten: \_ \_ \_ \_ €  
Opties/Reductie: \_ \_ \_ \_ €  
Total verblijf: \_ \_ \_ \_ €  
Aanbetaling 50%: \_ \_ \_ \_ €  
+ Annulerings verzekering (3% van Totaal verblijf): \_ \_ \_ \_ €  
Aan te betalen bedrag voor reserving: \_ \_ \_ \_ €

Openstaand: \_ \_ \_ \_ €  
(Excl. toeristenbelasting)

### Aanbetaling

Ik, ondergetekende, \_ \_ \_ \_ \_ , verklaar kennis te hebben genomen van omschrijving en van de algemene reservevoorwaarden (z.o.z.). Ik maak een aanbetaling over van : 50% van de Totale verblijfskosten, per:

- Internationale bankoverschrijving  
 Credit Card / Mastercard (*Belangrijk: met deze betaalwijze is het mogelijk (en aanbevolen) om uw reserving "online" te boeken via internet op: <http://www.chasteuil-provence.com>*)

Kaartnummer: \_ \_ \_ \_ \_  
Verlooptdatum: \_ \_ \_ \_ \_  
Cryptogram : \_ \_ \_

Op: \_ \_ \_ \_ Getekend: \_ \_ \_ \_ \_ Signature:

# GENERAL TERMS OF CHALET AND ECOLOGE RENTAL

Renting a chalet or an ecolodge involves the entire customer adherence to those general terms of reservation and full acceptance of all mentioned clauses.

## OBJECT

Those general terms of chalets and ecolodge rental aim at defining rights and obligations of the different parties: on one hand Camping Domaine Chasteuil Provence and, on the other hand, its customers when renting a chalet or an ecolodge either through the website [www.chasteuil-provence.com](http://www.chasteuil-provence.com) but also over the phone, through email or by mail. All other document, including flyers, brochures, ads of any kind only pursue communication and information objectives.

## PRICES

Each chalet and ecolodge is compliant with its inventory.

The price **includes**: water, electricity, gas, electrical heating (during the low and medium season), access to the swimming pool (during the high season).

The price **does not include**: tax of stay. Its amount is revised and determined each year by the municipality « Alpes Provence Verdon ».

Option, **with extra cost**: sheets, towels, baby kit, cleaning, animal, air conditioning (chalet Plein Air), cancellation insurance.

## BOOKING AND PAYMENT OF THE DEPOSIT

The customer fills in the reservation form either online or on paper and pay a deposit of 50% of the total amount + reservation costs + the cancellation insurance (optional).

The price of the reservation costs varies depending on the period and the length of the stay (free, 10€ or 20€). They must be paid at the same time as the deposit.

Means of payment accepted: online payment through Payline, French bank-check, French holiday vouchers, bank transfer.

In case of an inquiry for a specific chalet or ecolodge, the campsite will do its best to make it happen but it is subject to availability at the time of the booking. Also, the allotment may change without any reimbursement can be asked.

Once the booking request is received, availabilities will be checked and the campsite will accept the booking request. The campsite will send an official confirmation and an invoice which the campers should present at his/her arrival

on site. Reservations commit the campsite and the camper only once the booking request has been approved. The campsite is allowed to approve a booking request but also to cancel it, depending on availabilities and, generally speaking, depending on all conditions which may harm the stay of customers. In case the booking request is not approved, the deposit is not debited.

The campsite offers stay for families in its traditional sense: all rentals and pitches are conceived to bring satisfaction. Therefore, juveniles under 18 years old have to be with their parents or legal tutor. The campsite has the right to refuse any booking request which does not respect this principle. The reservation of a pitch is made on behalf of one person and this person cannot sublease the accommodation nor transfer its booking to someone else. The campsite is allowed to refuse the access to overnumbered customers.

## CHANGING THE RESERVATION

The customer can ask to change its stay through email. Each modification asked within the 24h following the approval of the booking request is free but subject to availabilities. Passed the 24h, the customer will be charged 10€. Any stay can't be postponed to the following year. If the change cannot be accepted, the customer is committed to respect the terms to which he/she committed in the first place or comply to the terms of the cancellation insurance if he/she subscribed. If the customer wishes to stay longer, the campsite can do so depending on availabilities and accordingly to the prices. Any request to shorten the length of the stay is considered as a partial cancellation and is subject to the same conditions as a cancellation.

## CANCELLATION AND INTERRUPTION OF THE STAY INSURANCE

The insurance Campezcouvert is offered to all customers by the campsite. It's optional but highly recommended. The price is settled to 3% of the total amount of the stay and it must be paid at the same time as the deposit. To apply, it must be opted

in when making the reservation. It covers all accompanying persons stated on the booking request and under certain circumstances (diseases, accident...). All conditions are stated on the website of the company: [www.campez-couvert.com](http://www.campez-couvert.com). Without having subscribed to this insurance, the customers won't be reimbursed in case he/she decides to cancel or shorten his/her stay.

## CANCELLATION OF ONE RESERVATION

- **Cancellation because of the campsite**: in case the campsite has to cancel one stay, in a case of « force majeure », the customer will be fully reimbursed of the deposit he/she made accordingly to the article R132-2 of the French Consumer Code. However, this cancellation cannot be subject to the payment of damages and interests.

- **Cancellation because of the customers**: The customer must inform the campsite by mail or email as soon as he/she takes the decision to cancel his/her stay. The campsite has to acknowledge receipt of the cancellation.

For customers who did not subscribe to the cancellation insurance: there will be no reimbursement. If the cancellation happens less than 1 month before the month of arrival of the customer or in case of a no show, the campsite is allowed to request the total amount due. If the cancellation happens more than 1 month before the month of arrival of the customer, the campsite won't request the down payment but will keep the deposit.

For customers who subscribed a cancellation insurance: If the customer subscribed to the cancellation insurance and that the accident is covered by the conditions of the insurance company, (all conditions are available on the website [www.campez-couvert.com](http://www.campez-couvert.com) or on the website of the campsite) the customer must inform the insurance company within 48h and provide the company with all information and documents to attest the situation. The insurance Campezcouvert will reimburse the customer (except the cancellation costs) and will pay the remaining amount instead of the customer.

## CONDITIONS OF THE DOWN PAYMENT

The customer will pay the remaining amount one month before his/her arrival. The deposit made will be deducted from the total cost (except for the reservation costs).

Means of payment: cash, creditcard/mastercard, French bank check, French holiday vouchers.

## YOUR STAY

**Arrival:** The rental will be available from 3pm. In case the customer doesn't show up and without any noticing, the rental will only be reserved until the next day at 3pm. Passed that time, the rental will be available for other customers, no reimbursement will be done and the campsite will be allowed to ask for the down payment. In case of a delayed arrival, the customer will have to pay starting from the first day. If a customer arrives at the reception but doesn't comply with the information stated on the booking request, the campsite can refuse to let him/her in and can cancel the booking. There will be no reimbursement of the deposit.

**During the stay:** The customer is responsible for his/her personal belonging. He/she is also responsible for any damages which may occur because of him/her. As a consequence, each and every customer should have a civil insurance. The customer must respect the rules of the campsite which are display near the entrance of the site. The non-compliance with the rules may lead to the expulsion of the customer from the site. There will be no reimbursement. If the customer has to leave before the original departure date because he/she didn't comply with the rules, there will be no reimbursement.

**Departure:** The day of the departure, the rental must be free before 10am. If the customer wishes to stay longer, he/she must check availabilities with the reception as soon as possible.

## ANIMALS

Animals are accepted in our except for dogs of 1st and 2<sup>nd</sup> categories rentals but there is an extra cost. Immunization records must be up to date. When authorized, dogs must be on leash at all time. They are forbidden next to the pool, inside the shop, the restaurant and the various buildings. The customer must take his/her dog outside for its needs or, pick up its needs if they happen on the campsite. It is

forbidden to leave an animal alone on the pitch or locked in a room or a car. In case of non-compliance with those rules, the campsite is allowed to request a fee of 5€ per day.

## COMPUTING, LIBERTY AND RGPD

The information given by the customer when making the booking request are collected and stored by the campsite. There will be used for the execution of the contract, to personalize communication, collect reviews, develop new offers for returning customers and realise in-house studies. According to the French law of the 6 of January 1978, the customer has a right to access, change and delete the information. To do so, the customer only needs to notify the campsite by writing.

## IMAGE

The customer is likely to be photographed or filmed for communication purposes: flyers, touristic presentation of the campsite, website or social networks. All the person accompanying the customer are subject to the same image rights. In case the customer does not want to be photographed or filmed, he must inform the reception and leave a writing note.

## DISPUTE

In case of a dispute, after dealing with the customer service of the campsite through email [contact@chasteuil-provence.com](mailto:contact@chasteuil-provence.com), each and every customer is allowed to ask for a mediator within 1 year following the first contact with the customer service. The coordinated of the mediator recommended by the FNHPA (Fédération Nationale de l'Hôtellerie de Plein Air) is the CMAP (Centre de Médiation et d'Arbitrage de Paris – CCI de Paris) through the web [www.cmap.fr](http://www.cmap.fr), through email: [consommation@cmap.fr](mailto:consommation@cmap.fr), through the phone: 01 44 95 11 40.