

# CONTRAT DE RÉSERVATION

## RESERVATION REQUEST



DATE DE LA DEMANDE DE RÉSERVATION/DATE OF THE RESERVATION REQUEST .....  
Date d'arrivée/Arrival date ..... Date de départ/Departure date .....

### VOS COORDONNÉES/Identity

MME/Mrs  MR/Mr NOM/Name ..... PRÉNOM/First name .....  
ADRESSE/Address .....  
CODE POSTAL/City code ..... VILLE/City ..... PAYS/Country .....  
E-MAIL: ..... TELEPHONE/Phone .....  
DATE NAISS/Birthday ..... ACCEPTE RECEVOIR EMAILS/Accept communications  OUI  NON

### PARTICIPANTS/Participants

NOM/Name ..... PRÉNOM/First name ..... DATE NAISS/Birthday .....  
NOM/Name ..... PRÉNOM/First name ..... DATE NAISS/Birthday .....  
NOM/Name ..... PRÉNOM/First name ..... DATE NAISS/Birthday .....  
NOM/Name ..... PRÉNOM/First name ..... DATE NAISS/Birthday .....  
NOM/Name ..... PRÉNOM/First name ..... DATE NAISS/Birthday .....

### EMPLACEMENT/Camping pitch

Je souhaite réserver en zone/I wish to book in zone:  
 VERDON  CENTRE  CERISIER  HAUTEURS  
Je souscrit aux options/I wish to subscribe to the following:  
 TENTE SUPP/Extra tent  VEHICULE SUPP/Extra car  
 XXL (130m<sup>2</sup>)  FRIGO 100L (si disponible/if available)  
 ANIMAL<sup>1</sup>  
J'ai une  TENTE  CARAVANE  CAMPING-CAR  
CARAVANE PLIANTE/Folding caravan  
de dimension/which size is .....

### INSOLITE & CHALET/Glamping & chalet

Je souhaite réserver/I wish to book:  
 ÉCOLOGE LIBERTÉ (1-4 pers)  CHALET DÉTENTE (1-5 pers)  
 ÉCOLOGE LIBERTÉ (1-5 pers)  CHALET ÉVASION (1-5 pers)  
 DOME ETOILE (1-4 pers)  CHALET CONFORT (1-6 pers)  
 CHALET PLEIN AIR (1-5 pers)  
Je souscrit aux options/I wish to subscribe to the following:  
....DRAP 2PERS/Sheet 2pers ....DRAP 1PERS/Sheet 1pers  
....SERVIETTE(S)/Towel(s)  LIT(S) FAIT(S)/Bed(s) made  
 NETTOYAGE FINAL/Final cleaning  ANIMAL<sup>1</sup>  
 KIT BÉBÉ (lit & chaise)/Baby kit (bed & chair)

Je souscrit à l'assurance NEAT/Subscribe to NEAT INSURANCE  OUI  NON (voir ci-après conditions/refer to next pages for conditions)

PRIX/Price

PRIX HÉBERGEMENT/Accommodation price .....  
PRIX OPTIONS/Price of options .....  
FRAIS DE RÉSERVATION/Reservation fees .....  
ASSURANCE NEAT/Cancelation insurance .....  
**TOTAL** .....  
ACOMPTE/Deposit .....

<sup>1</sup>Les chiens de 1ère et 2ème catégorie ne sont pas admis. les animaux doivent être tenus en laisse, ne peuvent être laissés seuls et doivent être amenés en dehors du camping pour leurs besoins.  
*1st and 2nd category dogs are not allowed. Animals must be kept on a leash, must not be left alone and must be taken outside the campsite to relieve themselves.*



REGLEMENT DE L'ACOMPTE/Payment of deposit :  VIREMENT/Bank transfer  CB  Chèque  Chq Vacances

JE SOUSIGNE, I hereby, ....., déclare avoir pris connaissance des conditions générales de réservation/declare that I have read and understood the general booking conditions. Conformément à celles-ci, je m'engage à régler le solde du séjour initialement prévu selon les conditions de l'offre que j'ai choisie/In accordance with these, I undertake to pay the balance of the stay initially planned in accordance with the conditions of the offer I have chosen.

DATE & SIGNATURE /Date & firm

A retourner complété, signé et accompagné du règlement à :  
To be return completed and signed to :

Camping Chasteuil Verdon Provence  
8129 route des Gorges du Verdon 04120 CASTELLANE  
contact@verdoncamping.com



## 11 - AU DEPART DU CLIENT

### 11.1 Généralités

Tout départ anticipé du fait du client ne pourra donner lieu aucune ristourne ou remboursement. Si le client désire prolonger son séjour, ceci ne sera possible que dans la mesure des disponibilités et avec l'accord préalable du loueur.

### 11.2 Emplacement

Au jour du départ prévu, l'emplacement doit être libéré avant midi. Pour tout départ retardé, il pourra être facturé une journée supplémentaire à la nuit en vigueur.

L'emplacement doit être rendu débarrassé de tout encombrants (branches, pierres...) et les éventuelles tranchées doivent être rebouchées.

### 11.3 Logement

La veille du jour de départ indiqué sur le contrat,

le client doit informer la réception de l'heure prévue pour son départ. Dans le cas où le client ne souhaite pas effectuer le nettoyage final, il peut souscrire au « forfait ménage » selon les tarifs en vigueur.

Le jour du départ, le logement doit être libéré au plus tard à 10h du matin. Pour tout départ retardé, il pourra être facturé une journée supplémentaire au prix de la nuit en vigueur.

L'état des lieux de sortie est effectué dans la journée qui suit le départ du client.

Les cautions seront restituées au plus tard 48h après le départ du client, après vérification de l'inventaire et de la propreté du logement, déduction faite, éventuellement, du coût du matériel manquant ou dégradé, des frais de remise en état dans le cas où il est constaté que le nettoyage n'a pas été effectué conformément aux instructions données et que le « forfait ménage » n'a pas été souscrit, des prestations impayées. La retenue de la caution n'exclut pas un dédommagement supplémentaire dans le cas où les frais seraient supérieurs au montant de celle-ci.

## 12 - ANIMAUX

### 12.1 Généralités

Les animaux de compagnie sont acceptés au Domaine Chasteuil Verdon Provence, excepté les chiens de 1ère et 2e catégorie, sous réserve de présentation des certificats de vaccination et du respect du règlement intérieur et notamment :

- ils doivent être tenus en laisse en permanence
- ils sont interdits aux abords des piscines, dans les commerces alimentaires et dans les bâtiments.
- Il ne peuvent être laissés seuls, attaché ou enfermé dans une voiture, sur l'emplacement ou dans un logement.
- Le client devra emmener son animal faire ses besoins à l'extérieur du camping et ramasser ses déjections.

### 12.2 Emplacement

Les chiens, quel que soit leur taille ou leur poids, sont acceptés moyennant une redevance à la journée.

### 12.3 Logement

Les animaux, quel que soit leur taille ou leur poids, sont acceptés moyennant une redevance calculée au séjour

## 13 - LITIGE - MEDIATION

Si, malgré toute la volonté du loueur de le satisfaire pleinement, le client a des réclamations, il est prié d'en informer immédiatement la personne chargée de l'accueil sur place qui s'efforcera de lui apporter une réponse.

En cas de persistance du litige :

- dans un premier temps, le client peut adresser par lettre recommandée avec accusé réception, une réclamation écrite au service client du loueur :

SARL Chasteuil Provence – 8129 Route des Gorges du Verdon – 04120 Castellane.

- Un mois après, si le client n'a pas obtenu satisfaction, il peut s'adresser au service de médiation CM2C, en déposant son dossier Par voie électronique sur <https://www.cm2c.net>  
Par courrier à : CM2C – 49 rue de Ponthieu - 75008 Paris

## 14 - IMAGE

En acceptant les présentes Conditions Générales de Vente, le client autorise expressément et à titre gratuit, le loueur ou toute personne désignée par lui, à le photographier, le filmer ou l'enregistrer pendant son séjour et à utiliser lesdites images, vidéos et enregistrement et ce pour une durée de 5 ans. Cette autorisation vaut également pour toutes les personnes hébergées avec le client.

Le contenu a pour but d'assurer la promotion et l'animation du loueur sur son site internet, ses brochures, ses réseaux sociaux ou auprès de ses partenaires.

Si le client ne souhaite pas être photographié ou filmé, il lui suffit de le signaler par écrit à la réception à son arrivée.

## 15 - INFORMATIQUE ET LIBERTÉ

Les informations communiquées par le client à l'occasion de sa commande sont collectées et stockées par le loueur selon le respect de la RGPD. Ces informations seront utilisées pour le traitement de la commande et pour renforcer et personnaliser la communication et l'offre de services réservés aux clients.

Conformément à la loi informatique et des libertés du 6 janvier 1978, le client dispose d'un droit d'accès, de rectification, et d'opposition aux données personnelles le concernant. Il suffit que le client, en indiquant son nom, prénom et adresse, en fasse la demande par courrier à l'adresse suivante : Chasteuil Verdon Provence - 8129 Route des Gorges du Verdon - 04120 Castellane

# GENERAL CONDITIONS OF SALE 1/1/25

## 1- DEFINITIONS

"PITCH" refers to the pitches rented, bare or equipped with private sanitary facilities, for the installation of tents, caravans or motor homes by customers on the campsite.

"ACCOMMODATION" refers to all furnished accommodation (chalets, ecolodges, etc.) other than pitches, offered for rent by the lessor.

"ACCOMMODATION" refers indiscriminately to pitches and accommodation.

"HOLIDAY" refers to the offer of a pitch or accommodation with, where applicable, free or paying ancillary services.

"RENTER" refers to Domaine Chasteuil Verdon Provence.

"CLIENT" refers to any person reserving a stay and/or any services offered by the lessor on the [www.chasteuil-provence.com](http://www.chasteuil-provence.com) website, via the reservation center, by mail or directly on site.

LANGUAGE OF THE CONTRACT: These general terms and conditions of sale are written in French. Should they be translated into one or more foreign languages, only the French text will be deemed authentic in the event of a dispute.

## 2 - RATES AND TOURIST TAX

For all accommodation, the rental company offers :

A standard offer: the customer pays a deposit at the time of booking and the balance 1 month before the start of the stay.

For accommodation only, the rental company also offers:

A No flex offer: the customer benefits from a more advantageous rate if the stay is paid in full at the time of booking.

### 2.1 General information

The prices indicated are the prices of a basic package. They are in euros and include VAT. They do not include optional services or booking fees. The tourist tax, collected on behalf of the local authorities, and the eco-participation, are not included in our rates. The amounts are determined per person over 18 and per day.

Rates are subject to change throughout the season, without the customer having paid the highest price being entitled to a refund of the difference between the price paid and the promotional price.

### 2.2 Pitch

- The price includes the basic package:  
- rental of 1 pitch (100m2) with 10-amp electric hook-up for 1 installation (tent or caravan or camper), 1 vehicle, up to 2 people  
- access to communal sanitary facilities, swimming pool (when open), playground and other facilities and activities (free or paying).

- Optional, with supplement:  
- Persons or children over 2 included in the package  
- Vehicle over 1 included in package  
- small tent, dog, XXL space (30m2 extra)  
- cancellation and interruption insurance.

The pitch can accommodate a maximum of 6 people, 2 cars, 1 installation and 1 small tent.

### 2.3 Accommodation

Each accommodation is rented equipped according to the inventory provided. Accommodation is non-smoking.

- The price includes :  
- rental of accommodation for a given number of people and one vehicle  
- utilities (water, electricity, gas, household waste), electric heating (out of season)  
- access to the swimming pool (when open), playground and other facilities and activities (free or paying).

- Optional, at extra charge :  
- pet, air conditioning (depending on accommodation)  
- rental of sheets, towels, baby cot, high chair  
- cleaning package,  
- early arrival or late departure on weekends (out of season)  
- cancellation and interruption insurance.

## 3 - CAPACITY AND CHARACTERISTICS OF ACCOMMODATION

Accommodation is designed for a specific number of occupants. It may not be occupied by a greater number of people (including children and babies): the campsite manager has the right to refuse any additional person.

Please refer to the written description of the accommodation available in the "rentals" and "pitches" sections of the [www.chasteuil-provence.com](http://www.chasteuil-provence.com) website for the exact composition of each accommodation. Plans and photos of the accommodation are for illustrative purposes only. Layout and features may vary from one model to another.

## 4 - RESERVATION CONDITIONS

Reservations are only binding on the lessor if he has accepted them, which the lessor is free to do or refuse, depending on availability, and in general, on any circumstances likely to affect the execution of the reservation made. Domaine Chasteuil Verdon Provence offers family-oriented holidays, in the traditional sense, and the accommodation is specially designed for this purpose. The owner reserves the right to refuse any booking which is contrary to this principle, or which seeks to divert it.

Reservations for accommodation are made on a strictly personal basis. Under no circumstances may the customer sublet or transfer the reservation without the prior consent of the owner. The owner reserves the right to refuse access to customers who arrive with persons not mentioned at the time of booking. Minors must be accompanied by their parents or legal guardians. Customers can book online, by post or on site. For bookings made via the website, the customer must accept the general terms and conditions of sale before the order can be validated.

NO RIGHT OF WITHDRAWAL: In accordance with article L.221-28 of the French Consumer Code, the customer is hereby informed that the sale of accommodation services provided on a specific date, or at a specific frequency, is not subject to the provisions of the 14-day withdrawal period.

On receipt of the booking request (booking contract duly completed and signed, or acceptance of the general terms and conditions of sale when booking online) and the deposit, the lessor is free to accept the booking. Once the reservation has been accepted, the rental company will send the customer a confirmation e-mail containing details of the stay (content of services, dates and duration, price and payment terms).

In the event of a request for a specific pitch or rental, the rental company will do its utmost to satisfy the customer. However, the allocation of this pitch or accommodation may be modified, without any refund being requested.

## 5 - TERMS OF PAYMENT

For bookings made more than 30 days before the start of the holiday, a deposit (90€ for pitches or 30% of the price of the services booked for accommodation and pitches with private sanitary facilities) and any booking fees must be paid on booking. The balance must be paid no later than 30 days before the start of your stay. Tourist tax and eco-participation are payable on arrival).

For bookings made less than 30 days before the start of the stay and for No Flex offers, full payment (deposit, any booking fees and balance of stay) must be made at the time of booking. Tourist tax and eco-participation are payable on arrival.)

In the event of non-payment of the deposit at the time of booking, or of the balance no later than 30 days before the start of the rental period, the lessor reserves the right to cancel the booking and relet the accommodation.

Methods of payment accepted :

- cash
- Credit card (minimum €40)
- French bank cheque made out to Chasteuil-Provence
- Chèques Vacances, in the name of one of the holiday holders (sent by recorded delivery)
- Chèques Vacances connect
- International bank transfer

## 6 - HOLIDAY CANCELLATION INSURANCE

Cancellation and interruption of stay insurance is optional, but customers are invited to take it out when booking. NEAT camping Flex insurance, offered by the rental company, is invoiced at 6.5% of the total amount of the stay, including tax, and is added to the deposit. It must be taken out at the time of booking and covers accompanying persons declared on the booking contract.

The full terms of the cancellation insurance contract can be consulted on request and <https://www.chasteuil-provence.com/en/#pdf-4>

In the event of cancellation or interruption of a stay, for a reason falling within the scope of the contract, as soon as the loss occurs, the customer must immediately notify the rental company and declare the loss to NEAT by telephone on 05 54 54 25 22, by post to 117 Quai de Bacalan, 33300 BORDEAUX, by e-mail to [sinistre@neat.eu](mailto:sinistre@neat.eu) or via the form at the following address: <https://declare.neat.eu/campings-independants>,

Without this insurance, the customer will not be reimbursed for any sums paid if he/she is forced to cancel.

## 7 - MODIFICATION AND CANCELLATION OF STAY BY CUSTOMER

### 7.1 Customer-initiated booking changes

The customer may request a change to the booking (dates, type of accommodation, options) by writing to the rental company (by post or e-mail), subject to availability. If no modification is made, the customer will be obliged to continue with the holiday as originally booked, or to cancel it in accordance with the terms of the cancellation insurance.

- Any request to increase the length of stay will be subject to availability and current rates.
  - Any request to reduce the length of stay is considered as a partial cancellation and will be subject to the cancellation and interruption of stay conditions.
- A €50 change fee may apply.

### 7.2 Services not used due to customer fault

In the event of a stay being cut short or cancelled for one of the following reasons :

- Closure of borders by administrative decision
- Administrative closure of the campsite
- Restriction of travel to a number of km by administrative decision not allowing travel to the campsite

A voucher for the amount of the unused nights, valid for two years, will be issued by the rental company. If the customer refuses to accept this voucher, he/she will be reimbursed, on request, for the corresponding amount less the cost of cancellation insurance if this has been taken out.

Apart from the above-mentioned reasons, any stay interrupted or shortened (late arrival, early departure) due to the customer's fault will not give rise to a refund or voucher.

### 7.3 Cancellation of stay by the customer

All cancellation requests must be sent by post to the campsite's postal address or by e-mail. Cancellations made by telephone cannot be taken into account. All cancellations entail cancellation of the reservation. Likewise, if the customer does not show up within 24 hours of the start of his or her stay, and without first informing the lessor by letter or e-mail, the reservation will be considered cancelled by the customer. The owner therefore reserves the right to offer the accommodation for rental again.

Deadlines are calculated from the date of receipt of the request.

- Cancellation up to 30 days before start of stay  
The deposit will be retained by the rental company as a cancellation fee.
- Cancellation less than 30 days before start of stay  
The entire stay is due.

### 7.4 Modification / cancellation / interruption of stay for customers who have taken out holiday cancellation insurance

The sums paid may be covered by the guarantee according to the general cancellation conditions. The full terms and conditions of the cancellation insurance policy are available on request and at <https://www.chasteuil-provence.com/en/#pdf-4>



In the event of cancellation of the holiday, the amount paid in vacation vouchers cannot be reimbursed in accordance with article L.112-14 I. of the French Monetary and Financial Code. In this case, a non-refundable voucher valid for 2 years will be issued for the amount paid in vacation vouchers, less any deposit, in accordance with the above conditions.

## 8 - MODIFICATION AND CANCELLATION OF STAY BY THE LESSOR

### 8.1 Booking modification by the lessor

Should the rental company be obliged to modify the services initially planned for the holiday, it will make every effort to provide similar services. The customer may either accept the modification or cancel the Contract and obtain reimbursement of the sums paid, under the conditions set out in article R.211-9 of the French Tourism Code.

### 8.2 Cancellation by the rental company

In the event of cancellation by the rental company, except in cases of force majeure, the customer will be fully reimbursed for any sums paid, in accordance with article R132-2 of the French Consumer Code. However, such cancellation may not give rise to the payment of damages.

## 9 - UPON ARRIVAL

### 9.1 General information

In the event of the customer's failure to arrive on the scheduled arrival date (no show) and in the absence of a message from the customer indicating that the arrival date has been postponed, the accommodation will be held until 12 noon on the following day. After this time, the accommodation will be offered for sale again, and no refund will be made: the full amount of the stay is due.

In the event of late arrival, the customer pays from the day of arrival initially planned. No discount will be given for "late arrival".

For any arrival not corresponding to the indications on the booking form, access to the establishment may be refused and the stay cancelled: the payment for the stay will be retained by the lessor, as well as any cancellation and interruption insurance premium.

### 9.2 Pitch

The pitch will be available to the customer from 2pm.

For pitches with private sanitary facilities, when the keys are handed over, a deposit of 100€ will be requested from the customer to cover any damage caused to the rental and the cost of cleaning if it has not been done properly.

### 9.3 Accommodation

The accommodation will be available to the customer from 4pm.

When the keys are handed over, the customer will be asked to pay a deposit of 200€ to cover any damage caused to the accommodation and any cleaning costs if this has not been carried out properly.

The equipment in the rented chalet is inventoried prior to the customer's arrival. The customer must check and inform the owner of any anomaly no later than the day after arrival. No comments will be taken into account after this time.

## 10 - DURING THE CUSTOMER'S STAY

The customer is responsible for looking after his personal belongings. They are also responsible for any damage caused by them, and must therefore be insured against civil liability.

Customers must comply with the house rules posted at reception.

All guests are responsible for any disturbance or nuisance caused by persons staying with or visiting them. Failure to comply with these rules may result in the eviction of the customer, without entitlement to any reimbursement.

For safety reasons, customers may under no circumstances use the electrical outlets in their accommodation to recharge their vehicles. Recharging stations are located near reception and can be used for a fee.

## 11 - ON CUSTOMER DEPARTURE

### 11.1 General information

Any early departure on the part of the customer will not give rise to any discount or refund. If the customer wishes to extend his/her stay, this will only be possible subject to availability and with the prior agreement of the lessor.

### 11.2 Pitch

The pitch must be vacated by noon on the day of departure. In the event of late departure, an additional day may be charged at the current nightly rate.

The pitch must be cleared of all debris (branches, stones, etc.) and any trenches must be filled in.

### 1.3 Accommodation

The day before the departure date indicated on the contract, the customer must inform the reception desk of his planned departure time. If the customer does not wish to do the final cleaning, he/she can subscribe to the "cleaning package" at the current rates.

On the day of departure, the accommodation must be vacated by 10am at the latest. For any late departure, an additional day may be charged at the current nightly rate.

The inventory of fixtures is carried out on the day following the customer's departure.

Deposits will be returned no later than 48 hours after the customer's departure, after verification of the inventory and cleanliness of the accommodation, after deduction of the cost of any missing or damaged equipment, the cost of repairs if it is found that cleaning has not been carried out in accordance with the instructions given and that the "cleaning package" has not been subscribed to, and any unpaid services. The withholding of the security deposit does not preclude additional compensation if the costs exceed the amount of the deposit.

## 11.2 - ANIMALS

### 12.1 General information

Pets are accepted at Domaine Chasteuil Verdon Provence, with the exception of 1st and 2nd category dogs, subject to presentation of vaccination certificates and compliance with the internal regulations, in particular:

- they must be kept on a leash at all times
- They are not allowed near swimming pools, in food shops or in buildings.
- Pets may not be left alone, tied up or locked in a car, on the pitch or in the accommodation.
- Customers must take their pets to relieve themselves outside the campsite and pick up after them.

### 12.2 Pitches

Dogs of any size or weight are accepted for a daily fee.

### 12.3 Accommodation

Pets of any size or weight are accepted for a fee per stay.

## 13 - DISPUTES - MEDIATION

If, despite the rental company's best efforts to satisfy, the customer has a complaint, he/she is requested to immediately inform the person in charge of reception on site, who will endeavour to provide a response.

If the dispute persists:

- firstly, the customer may send a written complaint by registered letter with acknowledgement of receipt to the rental company's customer service department:

SARL Chasteuil Provence - 8129 Route des Gorges du Verdon - 04120 Castellane.

- One month later, if the customer has not obtained satisfaction, he/she may contact the CM2C mediation service, by submitting his/her file

Electronically at <https://www.cm2c.net>

By post to CM2C - 49 rue de Ponthieu - 75008 Paris

## 14 - IMAGE

By accepting these General Terms and Conditions of Sale, the customer expressly authorizes the lessor or any person designated by the lessor, free of charge, to photograph, film or record the customer during the stay and to use said images, videos and recordings for a period of 5 years. This authorization also applies to all persons staying with the customer.

The purpose of the content is to promote and animate the rental company on its website, brochures, social networks or with its partners.

If the customer does not wish to be photographed or filmed, simply inform reception in writing on arrival.

## 15 - DATA PROTECTION

The information communicated by the customer when placing an order is collected and stored by the rental company in compliance with the RGPD. This information will be used to process the order and to reinforce and personalize the communication and service offer reserved for customers.

In accordance with the French Data Protection Act of January 6, 1978, customers have the right to access, rectify and object to any personal data concerning them. All the customer has to do is send a request by post to the following address, stating his or her surname, first name and address: Chasteuil Verdon Provence - 8129 Route des Gorges du Verdon - 04120 Castellane