

RESERVATION FORM



This form is interactive:
think about the planet,
complete it on screen!

REQUEST MADE ON :

Personal information

FAMILY NAME:
FIRST NAME:
BORN ON:
ADDRESS:
PC: CITY:
COUNTRY:
PHONE:
EMAIL :
NEWSLETTER: Yes No

Accompanying

NAME: FIRST NAME: BORN ON:
NAME: FIRST NAME: BORN ON:
NAME: FIRST NAME: BORN ON:
NAME: FIRST NAME: BORN ON:
NAME: FIRST NAME: BORN ON:
ANIMAL: Yes No Type :
1st and 2nd category dogs are not allowed. On the campsite, animals must be kept on a leash, cannot be left alone and must be taken outside the campsite for their needs.

Dates of your stay

I would like to book from the to the being ... nights

Camping pitch

1. I would like to book: Center Verdon
 Hauteurs Cerisier
 Private sanitary (zone Center) *New in 2021*
I have a : Tent Caravan Campingcar
size

2. I want to subscribe to the following options:
 Extra tent Extra car
 XXL (130m²) Fridge 100L (depending on availability)

3. I subscribe to the offer:
 Standard (deposit 90€, see general terms and conditions of sale*)
 Sérénité (deposit 90€, see general terms and conditions of sale*)

4. I subscribe to Campez Couvert ©'s insurance (3.5%) Yes No

Rental of a chalet / ecolodge

1. I would like to book:
 Ecolodge Liberté (2/4 pers) Ecolodge Liberté (2/5 pers)
 Chalet Loisirs (2/4 pers) Chalet Confort (2/6 pers)
 Chalet Détente (2/5 pers) Chalet Plein Air (2/5 pers)
 Chalet Evasion (2/5 pers) *New in 2022*

2. I want to subscribe to the following options:
.....sheets 2perssheets(s) 1perstowel(s)
 Final cleaning Baby kit (bed & chair)

3. I subscribe to the offer:
 No Flex (deposit 100%, see general terms and conditions of sale*)
 Standard (deposit 30%, see general terms and conditions of sale*)
 Sérénité (deposit 30%, see general terms and conditions of sale*)

4. I subscribe to Campez Couvert ©'s insurance (3.5%) Yes No

Total amount of the stay

Price of the pitch/accomodation:€
+ extra persons & options:€
+ reservation fees:€
+ Campez Couvert © insurance: (.....€)

TOTAL (excluding tourist tax & eco-contribution):€

Deposit to make the reservation

As a deductible amount of my invoice:€
+ reservation fees:€
+ Campez Couvert © insurance: (.....€)
TOTAL =€

Which I pay by : Bank transfer

CB (NB: with this mean of payment it is advisable to book on our website)

I,, have read the general terms and conditions of sale below and agree, as stated, to pay the balance for the stay I hereby book and depending on the offer I have chosen.

Made on : Signature :
In :

GENERAL TERMS AND CONDITIONS OF SALE

DOMAINE CHASTEUIL VRDOM PROVENCE
19/02/2022



The purpose of these general conditions is to define the rights and obligations of the parties within the framework of the offer of a stay offered by the renter from the website www.chasteuil-provence.com, by mail or on site.

Acceptance of the stay offer entails the customer's full acceptance of these general conditions of sale and unreserved acceptance of all the provisions.

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2 / Prices and tourist tax

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4 / Booking conditions

5 / Cancellation insurance and interruption of stay

6 / Balance payment terms

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The client can choose:

The No Flex package
Until D -90



The client benefits from a cheaper price but all of the balance of the stay must be paid when booking. From then on, he can no longer cancel or modify his reservation.*

The standard package

The client can cancel up to 30 days before their date of arrival but the deposit paid is not refunded. The client can modify their stay up to 30 days before their scheduled arrival date, depending on rental conditions and availability, subject to a modification fee.

The Serenity package



which allows you to change your mind. The client can cancel free of charge ** his stay up to 30 days before his date of arrival, the client can modify free of charge for their stay up to 7 days before their scheduled arrival date, depending on rental conditions and availability.

*In the case of COVID-19, the establishment accepts last minute changes and cancellations of stay if a new quarantine or restriction of movement should be decided by the government.

** With the exception of the costs of the cancellation insurance option that may be subscribed when booking



	No Flex Package	Standard package	Serenity package
Souscription	Up to D-90	All year long	All year long
Payment	The balance is to be paid to confirm the reservation	Deposit when booking. Balance D - 30	Deposit when booking. Balance D - 30
Modification* <small>(Dates, accomodation) depending on availabilities</small>	-	✓ Until D - 30 with a 30€ fee	✓ Until D - 7 Free
Cancelation*	-	✓ Until D - 30 Deposit is lost	✓ Until D - 30 Deposit reimbursed **
Insurance Cancelation & interruption	Optional	Optional	Optional

* In the case of COVID-19, the establishment accepts last minute changes and cancellation of stay if a new quarantine or a traffic restriction should be order by the government.

** With the exception of the costs of the cancellation and interruption of stay insurance option that may be subscribed when booking

1/ Definitions

PITCH means the pitches rented for the installation of tents, caravans or motorhomes for customers on the campsite.

LODGING means all furnished accommodation (chalets, ecolodges, etc.) excluding pitches, offered for rental by the renter.

ACCOMMODATION indiscriminately designates the pitches and the accommodation.

STAYS means the offer of a pitch or accommodation accompanied, where applicable, by free or paid additional services.

RENTER means the Domaine Chasteuil Provence.

CLIENT means any person reserving a stay and / or any services offered by the lessor on the website www.chasteuil-provence.com, via the reservation center, by mail or directly on site.

LANGUAGE OF THE CONTRACT: These general conditions of sale are written in French. In the event that they are translated into one or more foreign languages, only the French text will prevail in the event of a dispute.

2/ Prices and tourist tax

2.1 Generalities

The prices or information published on our website www.chasteuil-provence.com are the basic prices, VAT included, not including optional services or administration fees. The tourist tax, collected on behalf of the CCAPV, is not included in our prices. Its amount is determined per person over 18 and per day.

Prices may change over the course of the season without the customer having paid the highest price being able to benefit from a refund of the difference between the price he paid and the promotional price.

2.2 Camping pitches

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

- The price includes: the price of the basic package (1 site of 100m² + 1 installation (tent or caravan or motorhome) + 1 car + 2 people), access to sanitary facilities, the swimming pool (on opening dates), the playground and other equipment and the activities offered (free or not).

- The campingcar special prices includes: 1 site of 100m² + 1 motorhome + 2 people, an electrical connection (10 amps), access to the motorhome service area. No access to sanitary facilities or to the swimming pool.

- Optional with supplement: electrical connection (10 amps), additional people, additional car, additional tent, XXL place (50m² in addition), peace of mind, cancellation and interruption insurance.

2.3 Lodges

Each accommodation is rented equipped according to the inventory provided. The accommodations are non-smoking.

- The price includes: the rental price for a given number of people, charges (water, electricity, gas, household waste), a vehicle, electric heating (low and medium season), air conditioning (depending on the accommodation), access to the swimming pool (on opening dates), the playground and other equipment and to the activities offered (free or paid).

- Optional, with supplement: rental of sheets, rental of towels, rental of baby bed, rental of high chair, cleaning fee, serenity offer, cancellation and interruption insurance.

3/ Accommodation capacity and characteristics

Accommodation is provided for a determined number of occupants. It cannot be occupied by a greater number of people (children and babies included); the receptionist is entitled to refuse any additional person.

Minors unaccompanied by their parents or a legal guardian cannot be admitted.

Please refer to the written description of the layout available on the "rentals" and "locations" sections of the website www.chasteuil-provence.com in order to know the exact composition of each accommodation. The plans and photos of the accommodation are given for illustrative purposes. Layout and features may vary from model to model.

4/ Booking conditions

The client has the possibility to make his reservation online, by mail or on site. Regarding reservations on the website, for the order to be validated, the customer must, after having read it beforehand, accept, by clicking on the place indicated, these General Conditions.

According to Article L. 221-28 12 ° of the Consumer Code, the right of withdrawal does not apply to accommodation, transport, catering and leisure services provided on a date or at a specified period.

All reservations must be accompanied by a payment:

- a deposit, determined according to the type of accommodation booked: up to € 70 for a pitch, and 30% of the amount of the stay for accommodation. As part of the No Flex package, the deposit corresponds to the entire amount of the stay

- administration fees of 10 to 20 €.

- any subscription fees for cancellation-interruption of stay insurance.

After checking availability upon receipt of the request, the renter accepts the reservation and sends the customer a confirmation by email containing the details of his stay (content of the services, dates and duration, price and payment terms).

In the event of a request for a specific location or rental, the renter will endeavor to satisfy the customer.

However, the allocation of this location or accommodation may be changed, without any refund being requested.

Reservations are binding on the renter only if he has accepted them, which the renter is free to do or refuse, depending on availability, and in general, under any circumstances likely to affect the performance of the reservation made. Domaine Chasteul Provence offers family-oriented stays. In the traditional sense, the accommodation is specially designed for this purpose. The renter reserves the right to refuse any reservation which would be contrary to this principle, or which would seek to divert it.

The reservation of accommodation is made on a strictly personal basis. The client may not under any circumstances sublet or assign his reservation without the prior consent of the renter. The renter reserves the right to refuse access to client arriving with people not mentioned during the reservation.

5/ Cancellation & interruption of stay insurance

Cancellation and interruption of stay insurance is optional, but the client is invited to subscribe to it when making their reservation. Campez-Couvert insurance, offered by the rental company, is billed at 3.5% of the total amount of the stay, including tax, and is added to the deposit. It must be taken out when booking and covers accompanying persons declared on the booking contract, under certain conditions. This insurance covers in particular the cancellations of your stay in the event of illness (hospitalization), serious accident or death, claims resulting in significant damage to your home, dismissal or modification of your leave due to the employer, following the invitation to an examination or in court.

All the clauses of the cancellation insurance contract are available on request and on www.campez-couvert.com. In the event of cancellation or interruption of stay, for a cause falling within the framework of the contract taken out, within 48 hours of the occurrence of the loss, you must report your loss by internet: www.declare.fr or by e-mail: claims@declare.fr or by mail to: Critchen Tolède Associés - Service Sinistres - 27 rue Charles Durand - CS 71039 - 18021 BOURGES Cedex.

Without this insurance and unless he has subscribed to the serenity offer, the client will in no case be reimbursed for the sums paid if he is forced to cancel or shorten his stay.

6/ Balance payment terms

The client must pay in full the balance of his stay 1 month before his arrival. The deposit paid will be deducted from the total amount of the stay (not the administration fees). Otherwise, the reservation will be considered canceled and no refund of the deposit will be made. Tourist taxes will be payable on arrival.

Payment methods accepted:

- Bank card
- French bank check made out to Chasteul-Provence
- Holiday vouchers, in the name of one of the holders of the stay, to be sent by registered mail
- Connect Holiday vouchers
- International Bank Transfer

7/ Modification of stay

In the case of COVID-19, the renter accepts last-minute changes and cancellations of stay if new quarantine or restriction of movement should be decided by the government.

7.1 Modification because of the renter

In the event that the renter is obliged to modify the services initially provided for the stay, it will make every effort to provide similar services. The client may either accept the modification or terminate the Contract and obtain reimbursement of the sums paid, under the conditions referred to in Article R.211-9 of the Tourism Code below.

7.2 Modification because of the client

Any change of dates or type of accommodation is considered a modification of the stay. Depending on availability, the renter will try to do everything possible to meet this request.

From 14 days before the scheduled date of arrival and for any stay started, the stay cannot be changed. The possibilities and costs of modifying the stay vary depending on the offer chosen by the client:

- No flex package: Modification not possible.
 - Standard package: With fees up to 30 days prior to arrival.
 - Serenity package: Up to 7 days before the scheduled arrival, the stay can be changed free of charge if it takes place in the same year.
- jours avant l'arrivée prévue, le séjour peut être modifié gratuitement s'il a lieu dans la même année.

8/ Annulation et interruption de séjour

In the case of COVID-19, the renter accepts last-minute changes and cancellations of stay if new quarantine or restriction of movement should be decided by the government.

8.1 Cancellation because of the renter

In the event of cancellation by the renter, except in cases of force majeure, the client will be fully reimbursed for the sums paid in accordance with Article R132-2 of the Consumer Code. However, this cancellation cannot give rise to the payment of damages.

8.2 Cancellation because of the client

If the customer wishes to cancel, he must notify the lessor either by mail or by email upon the occurrence of an event preventing his arrival. The deadlines are calculated on the date of receipt of the request.

In all cases of cancellation, the costs of the cancellation insurance option that may be taken out during your reservation will not be refunded. From one month before the planned date of arrival, the customer has the obligation to pay the renter the full price of the stay and the stay can no longer be canceled.

The possibilities for canceling the stay vary depending on the offer chosen by the client.

- No flex package: Cancellation impossible, the renter keeps all the sums paid
- Standard package: Up to 30 days before the scheduled arrival date, the renter keeps the deposit paid by the client.
- Serenity package: Up to 30 days before the scheduled arrival date, the deposit paid by the client is fully refunded, except for the costs of the cancellation insurance option that may be subscribed when booking.

9/ Upon the client's arrival

9.1 Generalities

In the event that the client does not show up on the scheduled day of arrival (no show) and in the absence of a message from him indicating the postponement of his arrival date, the accommodation will be retained until 12 noon the next day. After this period, the accommodation will be offered for sale again, no refund will be made, the entire stay is due.

In the event of a delayed arrival, the client pays from the day of arrival initially planned. There will be no discount for late arrival.

For any arrival that does not correspond to the indications on the reservation form, access to the campsite may be refused and the stay canceled, the payment for the stay will be kept by the renter as well as any cancellation and interruption insurance.

9.2 Camping pitches

The pitch will be available to the client from 2 p.m.

9.3 Logement

The lodge will be available to the customer from 4 p.m.

When the keys are handed over, a deposit of 100 € will be requested from the customer for any damage caused to the rental. Another deposit of 50 € is intended to cover any cleaning costs if it has not been carried out properly.

The equipment of the lodges inventoried before the arrival of the client. The client must check and notify the renter of any anomaly at the latest the day after his arrival. No comments will be taken into account beyond this deadline.

10/ During the client's stay

The client is responsible for the surveillance of his personal items. He is also responsible for all damages arising from his fault and must, therefore, be insured for his civil liability.

The client must comply with the provisions of the internal regulations, displayed at the reception. Each client in title is responsible for the disturbances and nuisances caused by the people who stay with him or visit him. Failure to comply with this regulation may result in the expulsion of the client without giving rise to any refund.

Under no circumstances may the customer use the electrical sockets in his accommodation or that of the electrical box to charge his electric vehicle.

11/ The day of the client's departure

11.1 Generalities

Any early departure by the client will not give rise to any discount or refund. If the client wishes to extend his stay, this will only be possible to the extent of availability and with the prior agreement of the renter.

11.2 Camping pitches

On the day of scheduled departure, the pitch must be vacated by noon. Otherwise, you may be billed for an additional day at the prevailing nightly price.

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

11.3 Lodges

The day before the departure day indicated on the contract, the client must inform the reception of the time scheduled for his departure. If the client does not wish to carry out the final cleaning, he can subscribe to the cleaning fee according to the rates.

On the day of departure, the lodge must be vacated by 10 a.m. at the latest. Otherwise, you may be billed for an additional day at the prevailing nightly price.

The exit inventory is carried out during the day following departure.

The deposits will be returned no later than 48 hours after the departure of the customer, after checking the inventory and the cleanliness of the accommodation, after deduction, possibly, of the cost of missing or degraded equipment, repair costs in the event that it is noted that the cleaning was not carried out in accordance with the instructions given and that the cleaning fee was not subscribed, unpaid services. The retention of the deposit does not exclude additional compensation in the event that the costs exceed the amount of the deposit.



14/ Image

By accepting these General Conditions of Sale, the client expressly authorizes, free of charge, SARL Chasteuil Provence, or any person designated by it, to photograph, film or record it during his stay and to use said images, videos and recording for a period of 5 years. This authorization also applies to all persons staying with the client. Its purpose is to promote and run the establishment on its website, brochures, Facebook, Instagram or in tourist guides.

If you do not wish to be photographed or filmed, you just need to notify the reception in writing on arrival.

12 / Animals

12.1 Generalities

Pets are accepted in our establishment, except 1st and 2nd category dogs, subject in particular to presentation of vaccination certificates.

When authorized, they must be kept on a leash at all times. They are prohibited around swimming pools, in food stores and in buildings. The client will have to take his animal to do pee outside the campsite or, if necessary, will have to collect his droppings.

It is forbidden to leave an animal alone, tied up or locked in a car, on the pitch or in accommodation.

12.2 Camping pitches

Animals are free.

12.3 Lodges

Pets are accepted for a fee.



15/ Computer and data freedom

The information communicated by the client when ordering is collected and stored by the renter in accordance with the GDPR in force. They will be used for order processing, to strengthen and personalize communication, to collect customer reviews, to develop the offer of services reserved for customers and to carry out statistical studies. In accordance with the Data Protection Act of January 6, 1978, the customer has the right to access, rectify and oppose personal data concerning him.

The customer also has the right to refuse processing, to request a limitation thereof and finally the right to the portability of personal data. To do this, it suffices to make a written request to the lessor, indicating the name (s) and first name (s) of the customer(s) concerned.

13/ Litigation and mediation

If, despite all our desire to fully satisfy you, you have complaints, we ask that you immediately inform the person in charge of reception on site who will endeavor to provide you with an answer. If the dispute persists, you must first send us a written complaint to our customer service department: Domaine Chasteuil Provence - Route des Corges du Verdon - 04120 Castellane.

One month later, if you are not satisfied, you can contact the mediation service of the Center for Consumer Mediation of Justice Conciliators at 14 rue Saint Jean 75017 Paris, represented by its president Mr. Alain Yung-Hing.