

» **Special conditions for pitches :**

A pitch will be allocated to you according to your wishes, subject to availability. Our prices include electricity, water and camping fees. Tourist tax and Eco Participation will be added according to the number of people. Pitches are charged per night and must be vacated by 12 noon. If you leave after 12 noon, you will be charged an additional night's stay. In the event of early departure, all days booked will be billed. Tourist taxes (65 cts / adult / day) must be paid on site. An Eco-Participation of 35 cts / night / person is also required. The whole of this sum is reinvested in an environmental initiative in line with sustainable development (electric recharging point, energy savings, waste sorting, etc.).

» **Booking :**

Reservations only become effective once we have given our agreement in the form of a booking confirmation and once we have received a deposit equivalent to 50% of the total cost of the stay plus any optional extras (fridge, breakfast, cancellation insurance, etc.). The balance must be paid in full no later than 30 days before the date of arrival, failing which the booking will be considered cancelled and the deposit retained by the campsite. Payment for Puy du Fou tickets is due on the day of booking and at least 5 days before the visit. If payment is not received within this period, tickets must be paid for at the 'undated' rate. Cinéscénie tickets must be validated for availability and only the dispatch of the tickets constitutes proof of purchase. The campsite cannot be held responsible for the unavailability of tickets or park opening times. No cancellation free of charge or reduction in price will be granted for any of these reasons.

» **Services and leisure activities :**

Reception is open every day from 9am to 12pm and from 2pm to 7pm.

» **Safety :**

Open fires (wood, coal) are strictly forbidden on the campsite. Communal barbecues are available.

» **Cancellation insurance (recommended) :**

It is payable in full only at the time of booking. It is in addition to the deposit and applies to people registered for the holiday. Cancellation insurance only covers the camping pitch. It does not cover the Puy du Fou ticket part.

» **Cancellation / amendment :**

In the event of cancellation, the following will be retained as compensation for breach of contract
- If you cancel more than 60 days before your arrival date, the deposit will be refunded less €20 cancellation fee and the cost of cancellation insurance if this has been taken out.
- If you cancel between 60 days and 30 days before your arrival, the deposit will be forfeited to the Rouge Gorge campsite.
- If you cancel less than 30 days before your arrival, the total amount of your stay will be retained and the balance will be required.
All cancellations must be sent to us by e-mail or registered letter with acknowledgement of receipt, the date of the e-mail or postmark being taken as proof. A supplement of €20 will be charged for any changes to the booking (dates). Files cannot be modified less than 30 days before arrival.

» **Late arrival, early departure :**

In the event of late arrival, the camper must inform the campsite as soon as possible. No refund or compensation will be given for late arrival or early departure. If there is no news from you, your pitch will be kept at your disposal until midnight on the day of your scheduled arrival. After this time, and without any news from you, the campsite may dispose of it by right. Remember to telephone to let us know if you are going to be late.

» **Traffic and parking :**

Vehicle speed is limited to 10 km/h.
The gate times are displayed at the campsite entrance. In all cases, only vehicles belonging to campers staying at the campsite may be used.

'Mediation of consumer disputes: In accordance with the provisions of the French Consumer Code concerning 'the mediation process for consumer disputes', the customer has the right to have free recourse to the mediation service offered by Camping le Rouge Gorge. The proposed mediator is CM2C - Centre de Médiation de la Consommation de Conciliateurs de Justice - 14 rue Saint Jean 75017 - Paris - Tel 01 89 47 00 14

» Special conditions for rental properties :

For all rentals, one vehicle is included in the price of the stay, the second is charged and must remain in the outside car park.

Pets are allowed in the accommodation but we strongly recommend that their owners are present. If necessary, we have a dog boarding address close to the campsite.

Tourist tax (65 cts / adult / day) must be paid when booking, when paying the balance or on site.

An Eco-Participation of 35 cts / night / person is also required. The whole of this sum is reinvested in an environmental initiative in line with sustainable development (electric recharging point, energy savings, waste sorting, etc.).

Two deposits by CHEQUE or credit card imprint will be required on arrival: 250€ for the inventory and 60€ to 80€ for cleaning. The rental must be left clean. If the cleaning is not carried out correctly, the cleaning deposit will be cashed.

There is no inventory on arrival and departure. Any anomaly found must be reported to reception on the day of arrival. Deposits are kept after your departure and it is when our team visits within 48 hours that the deposits are either destroyed (cheque) or cancelled (credit card imprint) if no damage or lack of cleaning has been noted, or partially or totally cashed if the cleaning has not been carried out or if damage and/or missing equipment has been noted. In this case, the customer will be informed by email (with supporting photos) or by text message (if there is no email).

Under no circumstances may the number of guests, including children, exceed the rental capacity.

Smoking is strictly prohibited in the accommodation. Any smell of tobacco requiring the washing of curtains and duvets will result in the deposit being cashed.

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The balance must be paid in full no later than 30 days before the date of arrival, failing which the booking will be considered cancelled and the deposit retained by the campsite.

Payment is due in full for all bookings made less than 30 days before the date of arrival. In accordance with articles L441-1 and L 441-10 of the French Commercial Code, any delay in payment shall automatically entail, in addition to late payment penalties, an obligation on the part of the debtor to pay a fixed indemnity of €40 for collection costs. An additional indemnity may be claimed, with supporting evidence, when the recovery costs incurred exceed the amount of the fixed indemnity.

Payment for puy du Fou tickets is due on the day of booking and at least 5 days before the visit. If payment is not received within this period, tickets must be paid for at the 'undated' rate.

Cinécénie tickets must be validated for availability and only the dispatch of the tickets constitutes proof of purchase. The campsite cannot be held responsible for the unavailability of tickets or park opening times. No cancellation free of charge or reduction in price will be granted for any of these reasons.

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