

**Camping Les Genêts du Morvan \*\*\***  
**2 Route des Genêts**  
**58230 Ouroux en Morvan**  
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**50 pitches Tourism category**

**<http://www.camping-genets-morvan.com>**  
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**Siret n° : 952 172 096 00010**  
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## **Terms and Conditions of Sale**

In order to benefit from the services offered by our campsite, we ask you to read the following terms and conditions carefully. These conditions govern the sale of holidays and are valid at the time the order is placed. Booking a stay implies full acceptance of our terms and conditions.

### **BOOKING TERMS AND CONDITIONS**

Reservations become effective only with the agreement of the campsite, after receipt of the deposit and after receipt of either the duly completed and signed reservation contract, or after acceptance of the general terms and conditions of sale when booking online.

The campsite reserves the right to accept or refuse the reservation request, subject to availability, and in general to any circumstances likely to affect the execution of the reservation made. The campsite offers family-oriented holidays, in the traditional sense, and the accommodation is specially designed for this purpose.

Reservations for camping pitches or rentals are made on a strictly personal basis. Under no circumstances may you sublet or assign your reservation without the prior consent of the campsite.

Minors must be accompanied by their parents or legal guardians.

#### Camping pitch:

The basic package includes a pitch for a tent, caravan or camper van for 1 or 2 people, access to sanitary facilities and reception infrastructures. It does not include camping equipment (extension lead, electrical adapter, etc.).

#### Rentals :

Rental accommodations are fully equipped. The basic package is for 4 to 8 people, depending on the type of accommodation.

The campsite reserves the right to refuse access to the campsite to groups or families arriving with a number of participants greater than the capacity of the rented accommodation.

#### Electricity terminals on pitches and rentals:

It is forbidden to recharge an electric vehicle at these terminals. A special terminal is located at the campsite entrance.

### **ACCESS FOR DISABLED PERSONS**

Our accommodation is not accessible to people with reduced mobility.

### **BOOKING FEES**

The campsite charges a handling fee.

### **RATES AND VISITOR TAX**

Prices are valid for the current year.

The tourist tax is €0.55 per night and per person over 18.

### **PAYMENT TERMS**

For bookings made before the start of the holiday, a deposit of 40% of the total cost of the services booked must be paid to the campsite on booking.

### **THE RIGHT OF WITHDRAWAL IS NOT APPLICABLE**

The campsite would like to remind you that under article L.221-28 of the French Consumer Code, the right of withdrawal does not apply to accommodation, transport, catering and leisure services provided on a specific date at a specific time.

### **CANCELLATION AND CHANGES**

Changes to your booking may be made free of charge, subject to availability at the campsite.

In the absence of a message from you indicating a postponement of your arrival date, the accommodation may become available for sale again 48 hours after the arrival date stated on the contract, and you will consequently lose the benefit of your reservation. If your stay is interrupted or shortened (late arrival, early departure), you will not be entitled to a refund.

**In the event of cancellation:** the booking and insurance fees are retained by the campsite.

Optional cancellation insurance is included in the rental contract.

Our partner Gritchen Affinity undertakes to refund all or part of your stay.

In the event of cancellation, please notify the campsite of your withdrawal by post or e-mail as soon as an event preventing your departure occurs. If the claim is covered by the general conditions (available at [www.campez-couvert.com](http://www.campez-couvert.com) or from the campsite), notify the insurer within 48 hours and provide all the necessary information and supporting documents.

In the event of cancellation by Camping Les Genêts du Morvan, except in cases of force majeure, the stay will be refunded in full.

However, under no circumstances may this cancellation give rise to the payment of damages.

## **YOUR STAY**

### **1. Arrival :**

Rental accommodation: on the day of your arrival at the campsite, you will be welcomed from 4:00 p.m. onwards, the inventory of fixtures having been carried out beforehand. You will be asked to pay a deposit when we will hand you over the keys to your rental.

Pitches: you will be welcomed from 2.00 pm, and directed to a pitch. If the pitch is unsuitable, we may be able to offer you alternative pitches depending on availability.

### **2. During your stay,**

It is your responsibility to take out insurance for your caravan, tent, camper and equipment, covering you, in particular, for third-party liability. All guests must comply with the campsite rules and regulations. All campers are responsible for any disturbance or nuisance caused by persons staying with or visiting them.

### **3. Departure :**

Rental accommodation: On the day of departure indicated on your contract, the accommodation must be vacated before 10am. It will be returned in a clean and tidy condition, and the inventory will be checked. You will be responsible for any broken or damaged items, and for restoring the premises if necessary. The security deposit will be returned to you at the end of your stay, after deduction of any compensation for damage noted in the departure inventory. The retention of the deposit does not exclude additional compensation in the event of costs exceeding the amount of the deposit.

Pitches: They must be vacated by noon.

For any late departure, you may be charged an additional day at the current nightly rate..

## **PETS**

Pets are allowed on the campsite, with the exception of 1st and 2nd category dogs. When allowed, they must be kept on a leash at all times. They are not allowed near the swimming pool, in the food shops or in the buildings. Vaccination certificates for dogs and cats must be up to date..

## **LITIGATION**

In the event of a dispute, and after having referred the matter to the campsite manager, any campsite customer may refer the matter to a consumer ombudsman, within a maximum period of one year from the date of the written complaint, by registered letter to the operator. The contact details of the mediator who may be contacted by the customer are as follows:

Medicys :

To submit an application via the Internet, fill in the form provided: [www.medicys.fr](http://www.medicys.fr)

By e-mail: [contact@medicys.fr](mailto:contact@medicys.fr)

By post: 73, boulevard de Clichy 75009 PARIS Telephone: +33(0)1 49 70 15 93

## **LIABILITY OF THE CAMPSITE**

The customer expressly acknowledges that the campsite may not be held liable for any false information given in the brochure or on the campsite website by its partners or any third party concerning presentation photos, descriptions, activities, leisure activities, services and operating dates. All photos and texts used in the brochure or on the campsite website are non-contractual. They are for information purposes only. Certain activities and facilities offered by the campsite and indicated in the brochure description may be cancelled, in particular for climatic reasons or in the event of force majeure as defined by the French courts.

## **DATA PROCESSING AND FREEDOM**

The informations you give us when placing your order will not be passed on to any third party. Those informations will be considered by the campsite as confidential.

It will only be used by the campsite's internal departments to process your order and to reinforce and personalize our communications.

In accordance with the French Data Protection Act of January 6, 1978, you have the right to access, rectify and object to any personal data concerning you. To do so, simply send us a request by post to the campsite address, stating your full name and address.