

General terms and conditions of sale

These terms and conditions apply to all types of stay at the Camping de Cognac, the property of Grand Cognac, Communauté de Communes.

PRICE GUARANTEE

The tariffs given are binding and remain valid for the current year. They may be modified the following year.

RESERVATION GUARANTEE

Any reservation can only be confirmed on reception from the client of the signed reservation contract (sent by post, fax or email to the Camping de Cognac) before the date specified, together with a deposit of 25% of the total sum of the reserved services. Without the deposit, the Camping de Cognac reserves the right to reallocate part or all of the accommodation.

CANCELLATION TERMS

Cancellation by the client: any cancellation must be in writing. If the cancellation is made 15 days or more in advance, the deposit only will be retained.

If the cancellation is made under 15 days before the date of the reservation, the total amount due for the reserved accommodation is to be paid by the client.

Cancellation by the Camping de Cognac: in the case of *force majeure*, the client will be informed prior to the reservation date by recorded letter. The client will be immediately reimbursed in total for all sums paid.

LENGTH OF STAY AND TIMES

The signed reservation is for a specified period and under no circumstances allows the signatory of the contract to stay beyond the specified date of departure. If the client stays for a shorter period than reserved, no reimbursement can be made. Arrivals are from 3.00 pm and departures are to be made before 11.00 am. Please note: in the case of late or delayed arrival, the client should inform the Camping de Cognac before 6.00 pm.

NON ARRIVAL OF THE CLIENT

If the client does not arrive within 24 hours of the reservation date without giving prior notice, the reservation becomes void and the Camping de Cognac reserves the right to reallocate the pitches/accommodation. **Full settlement of the reserved accommodation will be required.**

REDUCTION IN THE NUMBER OF A PARTY OF CLIENTS

Unless there is prior written agreement, if the number of people staying is less than that indicated on the reservation contract no reduction can be made on the total sum due.

CAPACITY

If the number in a party arriving at the campsite is higher than that specified in the reservation and exceeds the official capacity of the accommodation, the campsite will not be able to accept the additional clients. Such a refusal can in no circumstances be considered as a modification of or breach of contract. (In the case of the departure of a higher number of clients than that refused, no reimbursement will be made).

DEPOSITS

For mobile home and canvas bungalow rentals, refundable deposits are required on arrival at the campsite: €00 for furniture and equipment and €00 for cleaning. The deposit of €00 will be refunded on departure, unless there is any loss/damage in which case replacement/repair costs will be deducted. Should cleaning not be carried out by the client, the deposit of €00 will be retained.

INVENTORY

For each mobile home or canvas bungalow rental, an inventory of fixtures and fittings will be carried out with the client on arrival and departure which may affect the reimbursement of the deposit (see 'deposits' above). The client may choose to carry out cleaning of the rented accommodation or pay a cleaning charge of €0 (booked in advance).

CLEANING

If the client wishes not to carry out the cleaning of the rented accommodation at the end of the stay, a cleaning service is available (to be booked in advance), which includes the cleaning of garden furniture. The fee per mobile home or canvas bungalow is €0.

USE OF THE ACCOMMODATION AND SITE

The client must ensure that peace and quiet is respected and not cause any noise nuisance whatsoever. Dogs are accepted, provided they are included on the reservation contract and the reception is informed on arrival. The mobile home should be locked when not in use by the client. All inside spaces are non-smoking. The mobile homes are equipped with a kitchenette with refrigerator, a four-ring gas cooker, a microwave oven and crockery and cutlery for six people.

DAMAGE

The client is responsible for any damage or breakages (direct or indirect) that may be incurred during the stay. Grand Cognac Communauté de Communes declines any responsibility for any damage that may occur affecting goods or personal belongings of any nature and wherever such damage may occur (eg whether car park, mobile home, canvas bungalow, toilets or swimming pool).

PAYMENT METHODS

For mobile home or equipped tent, a deposit (25% of the total cost) must be paid in advance at the specified date by cheque (drawn on an account in euros). The outstanding balance is to be paid on arrival. Any additional services not included in the initial reservation must be paid for prior to departure. Payments may be made by cheque (drawn on an account in euros, bank card or in cash (euros)).

COMPLAINTS

Any complaint or dispute should be addressed in writing to Grand Cognac Communauté de Communes, with a copy provided for the Camping de Cognac, at the latest during the week following departure. Any dispute that cannot be settled amicably will be dealt with by the appropriate court.