

# General Sale Terms and Conditions

## Kanôpée Village

The present terms and conditions cover all holiday rentals at Kanôpée Village. They are considered as an integral part of any contract made out between the campsite and the customer. A campsite pitch rental or a holiday rental implies the total acceptance of the terms and conditions by the contracting parties. The present contract is not subject to the conditions as specified in a tenancy agreement, but to those of the decree 93-39 of 11/01/1993 from the judgment of 11/01/1993 presiding over the camping/caravanning industry.

### Booking procedure:

Bookings are treated from 1st January in a chronological order according to the reception by our service. Please be aware that a booking is strongly advised, particularly for the months of July, August and September. You can book directly online (<https://www.kanopee-village.com>) or make an option by post or by email. In return you will receive 2 booking forms. You then have 10 days to confirm this option by returning one booking form completed and signed together with an advanced payment of 30% of the total amount of the booking (deadline to be respected according to the post office stamp date). Your booking is only confirmed on receipt of these documents by our service. We will then send you a confirmation by return. The rental of a camping pitch or of a chalet, mobile-home accommodation indicates full acceptance of the sales terms by the contracting parties.

### Camping pitch hire :

We will provide you with an empty camping pitch, for up to 6 people, on which to install your tent, caravan or camping car between 1st April until 30th September.

Camping pitch fee: Rates are calculated per overnight stay. The price is in Euros, VAT included, not including tourist tax (0.55€/adult/day). Places are available from 12:00 on the day of arrival and must be vacated before 12:00 on the day of departure. Any overrun of the departure deadline will result in invoicing for an additional day. The fixed fee includes: a structure and a vehicle. This fixed fee gives free access to the sanitary arrangements, reception area, swimming pool (between the dates it is open), and the game areas and entertainment activities (in July and August). Some prices may include 1 or 2 people (see if specified on the pricelist).

Supplements: Additional people (adults or children) or additional items occupying the camping place (second vehicle, animal, etc.) will be the subject of a daily supplement. Please note: the places are given without any difference, according to the booking rank. The Management reserves the right to modify the place number when the camper arrives.

### Accommodation rental :

Rental season definitions: Please refer to the price lists.

Rental periods and duration: Rentals are available by the week or by the night. The price indicated is in Euros, VAT included, not including tourist tax (0.55€/adult/day), éco participation (0.65€/adult-day)

The rental fee includes: accommodation rental, ancillary costs (water, gas, electricity, up to a limit of 200 kW per week), access to the reception area, swimming pool (between the dates it is open), and the games areas and entertainment activities (in July and August).

Rentals are available from 4 pm on the day of arrival and must be vacated before 10 am on the day of departure. Any overrun of the departure deadline will result in invoicing for an additional day.

Transfer, sublet: All accommodation rental is nominative and in no event whatsoever can be ceded or sub-let.

Guarantee deposit : On arrival, tenants must leave a guarantee deposit of 300€. To pay it, a credit card, bank check or cash is required. This will be returned to them on the day of departure after a premises check and an outgoing inventory is found to be correct. Should this not be the case, the following sums will be deducted from the guarantee deposit:

The value of any missing items

A fixed sum of 90€ for premises considered not to have been properly cleaned.

The amount of any repairs for damage for which the occupier is responsible.

The amount of the repairs higher than the deposit will be billed to the occupier after deduction of the deposit.

### Payment :

Reservations only become effective after confirmation by our reservation services and payment by the tenant of an advanced payment. Booking fees are 3€ for a camping pitch and 15€ for a rental.

Camping pitches : the balance for the period of occupation should be paid 21 days before the day of arrival.

Rentals : The balance of the rental sum should be paid 21 days before the day of arrival, otherwise it will be debited automatically.

Modification of booking :

Late arrival / early departure cannot be refunded. In the absence of information from you before 7.30pm the evening of your planned arrival, we reserve the right to cancel your booking without refund.

### Special offers - Last minute deals :

When it occurs, some customers may pay a different price for the same stay. The difference between the price actually paid and the special offer price will not be paid back to the customers who paid the higher amount, in any way. Special offers cannot be combined with any other promotional offers.

### Cancellation :

If the cancellation is incurred by the campsite: Exceptionally we may have to cancel your booking for safety reasons or in exceptional unavoidable circumstances. We will, where possible, offer you an alternative which you are not obliged to accept. In this case, will refund the total amount already received.

In the case of cancellation during your stay: due to uncivil behavior or disrespect of the internal regulations, we reserve the right to expulse anyone from the campsite. All sums received will be kept by the campsite. The nights spent on site will be due.

In the event of cancellation by the customer: a written notice must be made (by registered post or email with receipt of reception). If no notice is given, the customer is upheld to pay the totality of the sum due according to the booking form. The campsite reminds you that according to article L.121-20-4-2° of the rights of the consumer, right of retraction does not apply to accommodation, transport, restauration and leisure activities supplied on a date for a pre-determined period.

### Cancellation scale:

Between the reservation and 21 days before the date of arrival: the pre-payment is retained which corresponds to the payment of cancellation costs.

Less than 21 days before the date of arrival or in case of a no-show: the total cost is payable.

### Optional cancellation guarantee:

We offer an optional cancellation guarantee which covers all these different costs. The cost of the guarantee is 5€ per night for a rental and covers all eventualities whatever the reason. If this option is taken, the total cost of the stay (minus booking fees and guarantee fee) will be refunded up to 2 days before arrival. The cost of the guarantee is 3€ per night for a camping pitch and covers all eventualities whatever the reason. If this option is taken, the total cost of the stay (minus booking fees and guarantee fee) will be refunded up to 2 days before arrival.

### Period of Withdrawal :

In accordance with article L.121-20-4-2° of the Consumer Code, there is no right of withdrawal.

Indeed, the right of withdrawal cannot be used for contracts for (for example) the provision of accommodation.

### Means of payment accepted:

bank card (Visa-Mastercard-Maestro) from 10€ online by payline or on site

French bank cheque payable to Camping Kanôpée Village

chèque vacances

– bank transfer : IBAN :FR 76 1780 6006 2662 2611 6213 510 BIC : AGRIFRPP878 cash (on site or money order) for a maximum of 300€ per stay with different dates (art. 19 LFR 2013) Any bank charges are for the cost of the customer.

### Campsite rules and regulations:

Every camper is expected to comply with the campsite rules, under penalty of sanctions that may result in the cancellation of the contract.

Consumer Mediator: In accordance with the provisions of Article L 1612-1 of the Consumer Code, every campsite customer has the right to seek a consumer mediator free of charge with a view to amicably settling any dispute between himself and the operator of the land. The details of the consumer mediator that the customer can call upon are as follows: Referral by Internet by filling out the form provided: : [www.sasmediationsolutions-conso.fr](http://www.sasmediationsolutions-conso.fr) - 222 Chemin de la bergerie 01800 Saint Jean de Nios