

# Conditions Générales de Réservation

## Reception

On arrival you have to check-in at the reception.  
The person who books the pitch or the accommodation must be 18 years old or over.  
The booking is made under the customer's name and cannot be transferable to a third party.

## Payment of the deposit or the balance

To ensure you have a pitch or an accommodation for the period requested, we ask you to pay a deposit of 25% of the total cost of your stay.  
For both a camping pitch or an accommodation the balance must be paid 1 month before your arrival.  
If you book less than 30 days before arrival, we ask you to pay the total cost of your stay.  
If the balance is not paid on time, your booking will be cancelled. In that case the deposit is non-refundable.

## Camping pitches

The pitches are available from 1pm. Check-in is possible only when the reception is open.  
The pitch must be vacated before midday the day of departure.  
Departures after midday will be asked to pay for an extra night.  
For Premium and Luxury Premium pitches we will ask you to pay a security deposit of 150 euros for the shelter and everything inside.  
For comfort and safety purposes, the number of people per pitch is restricted to 6.  
Please do not park your car on neighbouring pitches, even if they appear to be vacant. People can arrive at any time during the day.

## Accommodation

The accommodation is available from 4.30 pm. Check-in is possible only when the reception is open.  
The accommodation must be vacated before 9.30 am on the day of departure. We ask you to fix an appointment with us for an inspection of the accommodation. This will be arranged with the reception at check-in or the day before departure at least.  
Tents are not allowed on the lawn surrounding the accommodation.

For safety and insurance purposes, we ask you to respect the number of occupants accepted in all accommodation. The campsite manager will not accept any other person over and above the planned capacity.

## Deposit for accommodation

On your arrival we will ask you to pay a security deposit between 150€ and 300€ per accommodation, before the handover of the keys. This deposit is refundable at the end of your stay, after an inspection of the accommodation. Part or all of the deposit may be kept by the campsite, depending on what is broken or missing.

On the day of departure the accommodation must be left as clean as it was found on the day of arrival. If you do not wish to clean the accommodation before leaving, there is a fee of 60 euros.

A detailed inventory is available in all accommodation. It is your responsibility to check that everything is as it should be on arrival and to notify us within 24 hours if anything is missing or broken. If we are not informed within 24 hours, there will be a charge.

## Cancellation

We ask you for written confirmation. If you cancel more than 30 days before your arrival we will keep your deposit (25% of the total amount of your stay).  
If you cancel between 15 and 29 days before your arrival, we keep 50% of the total cost of your stay.  
If you cancel less than 15 days before arrival, the total cost of your stay.  
Cancellation insurance : 7 euros per week and per stay.

## Late arrival or early departure

The total cost of your stay is calculated according to dates of arrival and departure on the booking form. There are no refunds for late arrivals or early departures.  
If you arrive outside office hours, we will ask you fees (30€ per late hour).  
We ask you to inform us of any eventual late arrival, otherwise your booking will be cancelled from 12 o'clock the following day.

## Inside rules

We ask our customers to respect the rules of the campsite, which are given to them on arrival. The campsite has the right to cancel bookings or ask customers to leave the campsite (without a refund) if they show disrespect towards other customers or our facilities.  
You are responsible for your children at all times. Swimming pools are not supervised.

Swimming shorts are not allowed in our pools, only swimming trunks costumes may be worn.

## Visitors

For safety reasons we ask the visitors to introduce themselves at the reception on arrival. There is a visitor fee, in order to gain access to the campsite and for use of the facilities.

## Pets

There is no charge for animals ; however the owners are responsible for them at all times.

De la Varde family and Lez-Eaux staff wish you an excellent stay at Castel Château de Lez-Eaux.

## Mediation of consumer's disputes

In accordance with the consumer code, relating to « Consumer disputes mediation process ». The customer shall have the right to have access to the mediation service for free proposed by "SARL camping Lez-Eaux". The ombudsman "consumer law" is MEDICYS.

To join them :

- You can either send a mail to MEDICYS : [www.medicys.fr](http://www.medicys.fr)
- Or write a letter: MEDICYS – Centre de médiation et règlement amiable des huissiers de justice – 73 Boulevard de Clichy – 75009 - PARIS