General booking conditions

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 older.The booking is made under the customer's name and cannot be transfered to a third party.
Bookings at the campsite Lez-Eaux are effective only if the campsite Lez-Eaux has accepted them, which it is free to accept or refuse, depending on availability, and more generally depending on any circumstance that could affect the execution of the booking.

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 to 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 sum already paid is non-refundable.

Camping pitches

The pitches are available from 1.30pm. 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 Premium Suite pitches we will ask you to pay a security deposit of 150 euros online with Swikly.
For safety and insurance 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.
Tents are not allowed on the lawn surrounding the accommodation.
For safety and insurrance purposes, we ask you to respect the number of occupants accepted in all accommodation. Babies and children count as regular occupants.

Rates and special offers

All the rates shown are likely to be amended.The campsite reserve the right to amend rates all the time. Stays will be billed at the rate applied on the day of the booking and subject to availability. It's advised to check the applicable price by contacting the campsite. Special offers are not retroactive and cannot be combined with others discounts.

Deposit for accommodation

We will ask you to pay a security deposit of 300€ online with Swikly, per accommodation, before the handover of the keys. This deposit is refundable at the end of your stay, after an inspection of the accommodation, and after the possible evaluation of the costs to repair or replace broken or missing material.

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, a 60 euros fee will be applied. A detailed inventory is available in all accommodation. It is your responsibility to check that everyting 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, we keep the total cost of your stay.
Cancellation guarantee : 4% of the total cost of your 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.

Rules of procedure

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.
Calm after 10 p.m. must be respected.
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 may be worn. Wristbands are mandatory.

Guests

For respect and 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 the facilities. All visitors must wear a guest wristband.

Pets

There is no charge for animals; however owners are responsible for them at all times and strongly encouraged to hold them on a leash.

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

Mediation of customer's disputes

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

To joint hem :

- You can either send an e-mail to MEDICYS : www.medicys.fr
- Or write a letter : MEDICYS – Centre de médiation et règlement amiable des huissiers de justice – 73 Boulevard de Clichy – 75009 Paris

les CASTELS CAMPINGS — Château de Lez-Eaux