

BOOKING TERMS AND CONDITIONS

The Management invites you to read these terms and conditions in their entirety. The booking request for a stay implies acceptance of all the provisions of these terms and conditions :

ARTICLE 1 - PRICES

The prices indicated in our brochure and on our website are in Euros, The access to the swimming-pool and the children activities (from the 05 of July to the 28 of August 2015) is included in the price.

ARTICLE 2 – BOOK A CAMPING PITCH or A MOBIL HOME or A CHALET

2.1 GENERAL

The booking has to be made under one last name and cannot be transferred to a third party. Only the name of the persons listed on the booking request form are allowed to occupy the camping pitch, the mobil home or the chalet during the stay.

- The option is valid 7 days from its creation date. In case that the Management do not receive the booking form dully filled and signed and the payment of (the deposit + the registration fees) during the 7 days, the option will be automatically cancelled without notice.
- A baby is considered as a person.

2.2 BOOKING REQUEST BY POST MAIL or EMAIL

The booking will become effective upon receipt, by the Management:

- the booking request form duly filled in and signed,
- a deposit of 30 % of the total price of the stay + 20€ of registration fees.

2.3 BOOKING REQUEST BY INTERNET

The booking will become effective upon

- dully filled the online booking request,
- accepted the booking terms and conditions,
- accepted the payment, by bank transfer of 30% of the total price of the stay + 20€ of registration fees

2.4 BOOKING CONFIRMATION

The booking will be definitive upon confirmation inwriting (post mail or e-mail), by the Management, of the availability.

2.5 PAYMENT

The management accepts the payment by bank transfer.

2.6 BOOKING CANCELLATION

The customer must notify in writing (post mail or e-mail) the cancellation of its booking to the Management 30 days before the date of arrival mentioned in the contract. If the Management do not receive the notification, it will allow the Management to claim the payment of the balance of its entire stay and will dispose of the pitch the day after the arrival date indicated in the contract. No reimbursement (deposit + booking fees) will be made by the Management to the customer. The customer shall be insured with an Insurance company of his choice.

ARTICLE 3 – CAMPING PITCH

3.1 GENERAL

- The Management doesn't accept more than 6 persons and one car per pitch. A baby is considered as a person.
- The additional vehicle will have to pay an extra fee per day and will have to park in a parking reserved to this purpose.
- The definitive camping pitch number is assigned by the Management the day of your arrival.
- Any persons less than 18 years old not accompanied of one of its parents, during all its stay, will not be allowed to stay at the campsite.

3.2 PAYMENT OF THE BALANCE

The customer will have to pay the balance of its entire stay remaining due the day of its arrival. Otherwise, its stay will be considered as null and void. The Management will freely dispose of the pitch and no reimbursement will be made to the customer.

3.3 ARRIVAL AND DEPARTURE

The pitch will be available from noon to 7 p.m. (corresponding to the reception closing) and will have to be vacated on the departure day before 11 a.m.

3.4 DELAYED ARRIVAL OR ARRIVAL AFTER THE DATE MENTIONED IN THE CONTRACT

In case of a late arrival or an arrival after the date mentioned in the contract, the customer must inform the Management by phone or email before 2 p.m. the date of arrival mentioned in the contract. If not, the Management will freely dispose of the pitch the day after the arrival date mentioned in the contract. The customer will have to pay the balance of its entire stay remaining due the day of its arrival. The nights not consumed will remain due and will not give rise to reimbursement, nor any reduction or compensation.

3.6 KEY DEPOSIT

The Management will ask a deposit of 30€ for the badge which opens the gate and the barriers

ARTICLE 4 - RENTING (mobile home or chalet)

4.1 GENERAL

- The definitive mobil home or chalet number is assigned by the Management the day of arrival.
- The Management has the right to refuse the access to the mobil home or the chalet to a customer which will arrive with a number of persons superior to the authorized capacity.
- A baby is considered as a person.
- Tents are not permit near the mobil home or the chalet.
- The Management accepts one car per mobil home or chalet. Any additional vehicle will have to pay an extra fee per day and will have to park in a parking reserved to this purpose.

4.2 PAYMENT OF THIS BALANCE

The customer has to pay the balance of his stay remaining due 30 days prior to the date of arrival indicated in the contract. Otherwise, its stay will be considered null and void. The Management will freely dispose of the mobil home or chalet and no reimbursement will be made by the Management to the customer.

4.3 ARRIVAL AND DEPARTURE

The mobile home or the chalet will be available from 3 p.m. to 7 p.m. (corresponding to the reception closing) and will have to be vacated on departure day at 10 a.m.

4.4 DELAYED ARRIVAL OR ARRIVAL AFTER THE DATE MENTIONED IN THE CONTRACT

In case of a late arrival or an arrival after the date mentioned in the contract, the customer must inform the Management by phone or email before 2 p.m. the date of arrival mentioned in the contract. If not, the Management will freely dispose of the mobil home or chalet the day after the arrival date mentioned in the contract. The nights not consumed will remain due and will not give rise to reimbursement, nor any reduction or compensation.

4.5 « INSURANCE CANCELLATION

The "insurance cancellation is optional and should be subscribe during the booking request

4.6 RENTING DEPOSIT

The Management requests that the day of the arrival, the customer gives a deposit of 250€. This rent deposit will be returned to the customer following the inventory made on the day of departure by the Management on the condition that no damage has been made and no equipment is deteriorated or lost and that the mobil home and the chalet is in a clean condition.

4.7 ANIMALS

Animals are not permitted in the premium chalet . In the others rentals they are permitted but should be vaccinated .

ARTICLE 5 – SWIMMING POOLS

- Our swimming pool is restricted to The Relais du leman customers.
- Long short and bermuda are forbidden, only boxers and trunks are allowed in swimming pools.

ARTICLE 6 - VISITORS

Visitors have to present themselves at the reception when they arrive in the campsite and pay an entrance fee (5,5€/ pers.or 3,5€ under 10 years old) for the day.

The visitors : -are allowed from 10 a.m. to 10 p.m.

-will be required to comply with the internal rules,

ARTICLE 7 – SECURITY

Dogs, 1st and 2nd categories, are prohibited.

ARTICLE 8 – INSURANCE AND CIVIL LIABILITY

The customer shall be insured with an Insurance company of his choice to cover damage occurring fire, explosion, theft, bad weather conditions or other damage to the customer's personal belongings and in case of damage arising out of his civil liability.

ARTICLE 9 – INTERNAL RULES

Any customer must comply with the internal rules of the "Relais du leman", displayed at the entrance of the campsite.

CAMPING RELAIS DU LEMAN, 67 ROUTE REPINGONS 74140 MESSERY, France

TEL (0033) (0)450947111 info@relaisduleman.com

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