Le Clapas ★★★

2023 Booking Form For Rentals

I, the undersigned,

☐Mrs ☐Mr ……

Address: ……

……

Téléphone: ……

Email: ……@……

Book a Mobile home or an equipped tent

From date : …… *To date :* ……

⚠: Rentals are reserved from 4:00 pm on the day of arrival to 10 am on the day of departure.

Mobile home: □ *2 people 1Br "Classic"* □ *4 people 2Br "Classic"*

□ *4 people 2Br "Premium"* □ *6 people 3Br "Classic"*

Lodge tent: □ *4 people (sunday only)*

Nb of adults: ……. *Nb of children:* ……. *Age of children:* ……. *Animal (1 max): yes / no*

Price

Base price	
Animal	
Final cleaning (45€)	
Sheet sets and other options *	
TOTAL cost of your stay	

Deposit

30% of the cost	
Cancellation insurance (5% of the price)	
Charges (20 € in High Season)	
TOTAL of the deposit	

** For the available options for your stay, please contact us.*

I will pay the balance of the stay **30 days before the arrival**.

I declare :

☐ having read and agree the following Général Booking Coinditions,

☐ accept to receive by email news and commercial offers from Camping Le Clapas,

☐ having read and agree the Général Conditions for the Cancellation Insurance *Campez Couvert*.

The ……/……/……., in ……

Signature:
write « Read and approved »

GENERAL CONDITIONS OF SALES

1. RESERVATION OF STAY

Any request for reservation requires the sending of a duly completed contract and the payment of a deposit payable to the campsite Clapas, 30% of the total price for rentals and 100 € for locations, plus booking fees and possible options.
Upon receipt of your booking request, after manually checking our availability, we will send you a booking confirmation by email or by post.
If it is impossible to have a rental corresponding to the dates requested, your deposit will not be cashed.
All bookings are registered: they can not be sold or rented without the written authorization of the Management.
Maximum capacities (including children) are 6 people for one location and 2, 4 or 6 people, depending on the model, for rentals.
Rental period:

- For a pitch: arrival from 2.30 pm and until 7 pm, departure at 12 pm at the latest.
- For rental: rentals are available on the day of arrival from 16h and until 19h; the day of departure, the rental must be free no later than 10 hours.

No tent will be allowed on the plot of a mobile home.

2. SETTLEMENT OF STAY

The balance of your stay will be payable:

- For camping sites, the day of arrival,
- For rentals, one month before the start of the stay (excluding tourist tax) without relaunch. In the absence of payment of the balance one month before the beginning of the stay, the Camping Clapas reserves the right to consider that the reservation is canceled according to the conditions of cancellation exposed hereafter. In case of reservation less than one month before the beginning of the stay, the entire stay is payable on booking.

For countries outside the European Economic Area, bank charges related to the payment of the deposit or the balance of the stay by bank transfer are in no case the responsibility of the campsite and are reassigned to the customer.

3. ARRIVALS AND DEPARTURES

Arrivals and departures must be done according to the schedules mentioned below:

- For a pitch: arrival from 2.30 pm and until 7 pm, departure at 12 pm at the latest,
- For rental: rentals are available on the day of arrival from 16h and until 19h; the day of departure, the rental must be free between 8:30 and no later than 10 hours.

4. ALLOCATION OF LOCATIONS AND / OR MOBILE HOME

Your location will only be allocated on the day of your arrival.
In case of no arrival the day of your arrival and no news from you, we keep your location and / or mobile home until 12 noon. Beyond this period, we will have the location and / or mobile home, without refund of your deposit.

5. STATE OF THE ESTATE AND SECURITY

For locations, the location released by the camper will need to be flawless.
For rentals, it will be requested upon arrival, a deposit of € 280, which will be returned at the end of the stay, after noting the perfect condition of the premises (including the state of cleanliness).
In case of dispute, the Management reserves the right to return the deposit only after the departure of the tenant to have the inventory of the situation.
The sum of € 50 will be retained if the mobile home has not been properly cleaned before departure.
The inventory of furniture, appliances and dishes is delivered on arrival: any loss or damage is compensable (grid available at the Home).

6. CANCELLATION OF STAY, MODIFICATION OF STAY AND ANTICIPATED DEPARTURE

In the absence of message from the client stating that it differs his arrival, in agreement with the management, the object of the reservation becomes available and the deposit remains acquired at the campsite.
The dates of arrival and departure on the booking contract are firm: the booking period is due in its entirety.
An early departure will not give rise to any refund.
In case of cancellation of stay, it will be retained:

- the application fees,
- the deposit, if the cancellation occurs more than one month before the date of stay,
- the total price of the stay if the cancellation occurs less than one month before the date of stay.

Camping Le Clapas offers optional Cancellation and Interruption insurance **with Covid extension** in your rental agreement. Our partner Gritchen Affinity will reimburse all or part of the stay to customers who have purchased Campez Couvert insurance.
In case of cancellation, notify the campsite of your withdrawal upon the occurrence of an event preventing your departure by mail or email. If the claim is provided in the general conditions (available on the website www.campez-couvert.com or from the campsite), notify the insurer within 48 hours and provide all the necessary information and supporting documents.
In case of cancellation due to Camping Le Clapas, except in case of force majeure leading us to cancel for security reasons of the holidaymakers, the customer will get the refund of sums paid.
In view of the COVID context, Camping le Clapas also undertakes to:
- reimburse the customer, if by chance the campsite is administratively forced not to welcome the public,
- reimburse the customer, issue him a credit or move the stay if he was unable to access the campsite, due to the closure of the borders, the administrative limitation of travel while the campsite is authorized to receive its customers

7. ABSENCE OF RIGHT OF WITHDRAWAL

In accordance with Article L.121 of the Consumer Code, Camping CLAPAS informs its customers that sales of accommodation services provided at a specific date, or at a specified frequency, are not subject to the provisions relating to 14 day withdrawal period.

8. DAMAGES AND INSURANCE

It is up to the camper to make sure.
The customer will be asked to produce a certificate of Insurance Villégiature (extension of the contract Habitation).
The campsite declines any responsibility in case of theft, fire, bad weather, breakdown etc. and in the event of an incident under the Customer's Liability.

Each tenant is responsible for disturbances and nuisances caused by those staying with him.
When a resident disturbs or causes nuisance to other residents or compromises the integrity of the facilities, he or she may be terminated immediately and without compensation.

9. DOMESTIC ANIMALS

The presence of pets will be done with the agreement of the campsite, within the limit of one animal (dogs of 1st and 2nd category excluded) by lodging and / or location.

The animals must be leashed within the campsite and their waste collected by their owner for the good of everyone.
The updated anti-rabies vaccination certificate (health book or European passport) will be presented by the client upon arrival.

10. RULES OF PROCEDURE

Residents of the campsite are required to comply with the provisions of the rules that are posted at the campsite.
Guests and visitors, who are not from the campsite, must report to the reception desk as soon as they arrive and pay a visit fee in accordance with the rules posted at the reception.

11. MEDIATION OF DISPUTES OF CONSUMPTION

In case of dispute, and after entering the customer service of the establishment, any customer of the campsite has the opportunity to seize a consumer mediator, within a maximum of one year from the date of the claim in writing, by registered letter with acknowledgment of receipt (LRAR), to the operator.

The contact details of the Mediator likely to be chosen by the client are as follows:
- By post, CM2C - Consumer Mediation Center of Justice Conciliators - 14 rue Saint Jean 75017 Paris
- By email: cm2c@cm2c.net
- By using the online service on the site, you fill in the form of your request accompanied possibly by the supporting documents of the file https://cm2c.net/declarer-un-litige.php

12. COMPUTING AND FREEDOM

The information you give us when placing your order will not be passed on to any third party. This information will be considered confidential. They will be used only by the internal services of Camping Le CLAPAS, for the treatment of your order and to reinforce and personalize the communication and the offer of services reserved to the customers of Camping Le CLAPAS according to your centers of interests. In accordance with the Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose personal data concerning you. Just ask us by mail at: Camping Le Clapas - 280 chemin de la Vernède - 07150 SALAVAS

13. OBLIGATION OF INFORMATION ON THE BLOCTEL DEVICE (art. L223-2)

"When a professional is asked to collect telephone data from a consumer, he informs him of his right to register on the list of opposition to canvassing by telephone. When this collection of information is made on the occasion of the conclusion of a contract, the contract mentions, in a clear and comprehensible way, the existence of this right for the consumer. "You can register for free on the list of opposition to solicitation phone called BLOCTEL and managed by the company OPPOSOTEL under a delegation of public service.

14. SECURITY AND CONFIDENTIALITY ON THE NETWORK

The messages that you send us via the Internet can be intercepted on the network. Until they reach us, their confidentiality can not be guaranteed.

Make sure you do not disclose unnecessary or sensitive personal or confidential information from third parties. In addition, the indication of the origin of the e-mail messages we receive may be falsified. Therefore, if you wish to provide us with such information, you must use the postcode.

15. ONLINE NOTICE

At the end of your stay, we send you by email one or more questionnaires to collect your opinion. If you have made an online reservation, you receive two: one from the C'toutvert company with which we work for the management of online reservations and one from the company Cutomer Alliance who asks you if you want your opinion to be published on other opinion platforms (TripAdvisor, Zoover, Yellow Pages, Google ...).

The companies with which we work are fully compliant with the regulations in force regarding the authenticity, publication and control of notices and will inform you of the reason if your opinion is not published.

In no case we give a counterpart in exchange for filing your opinion.

The procedures described in the previous chapter on Information Technology and Freedom apply to the solicitation of opinions.

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