

# Terms & Conditions - Camping pitch

EURL Trois Châteaux - FR 10 4949 55271 00015 - Colmar APE 5530 Z

**Article 1: Reservations:** For each reservation we do our utmost to meet with the client's wishes. Reservations will be definite after receipt of the completed booking contract with the payment of the deposit by credit card (or a copy of the bank transfer) and will only be valid with our approval. Reservations are personally and non-transferable.

**Article 2: Reservation costs:** For each reservation 10 Euros and these are non-refundable. There will be no reservation costs if payment by bank is received before 1 April.

**Article 3: Possibilities for reservations:** By mail: return the reservation form accompanied with the amount due for the deposit. Once your reservation is accepted, we shall send you a written confirmation. By telephone: Reservations by phone are possible by using your credit card to pay the deposit. You will have to let us know the 16 figures, the expiry date and the cryptogram of your credit card. By internet: Reservation and payment will also be possibly by using our website [www.camping-eguisheim.fr](http://www.camping-eguisheim.fr) No (optional) reservation can be dealt with before the deposit has been received.

**Article 4: Prices are inclusive of: Mobilhome:** rent for the Mobilhome, type Océane-Mercure, Evolution or Astria. Sheets, pillow-cases and duvets will be provided. Please note that the double bed in mobilhome Evolution is measuring 1,60x200m. In case of disagreement the prices of the running season always prevail.

**Camping:** basic tariff per day: pitch with a caravan, a car and 2 persons, or pitch with a tent, a car and 2 persons or pitch with a campervan and 2 persons. At extra costs: reservation costs (depending on the dates of the stay), electricity, extra persons, etc.

**Article 5: Payment: Mobilhome:** When making a reservation at least 4 weeks before your arrival a deposit of 25% of the total amount has to be paid. The balance should be paid at least 4 weeks before your arrival. If you make a reservation less than 4 weeks before your arrival, the total costs of your stay should be paid at once. **If 4 weeks before arrival full payment has not been received, camping des Trois Châteaux reserves the right to consider the reservation cancelled.**

**Camping:** When making a reservation a deposit of 10 Euros per pitch/per day should be paid. The settlement of the account will take place at the camping at the end of your stay. In case of subscription of the cancellation insurance, the remainder of the stay have to be paid 30 days before your arrival.

**Article 6: Modifications on reservations:** Modifications on reservations can only be accepted by full consent of camping des Trois Châteaux and should be submitted in writing. Modifications are subject to availability. (For changes made a fee of 40 Euros will be charged.) Persons of which names were not indicated on the booking contract, when the reservation was made, will not be allowed to stay at the pitch provided unless authorized by the manager. Earlier departure or late arrival: If one leaves at an earlier date or arrives at a later date than indicated when making reservations the deposit cannot be refunded.

**Article 7: Cancellations:** If a cancellation is received more than 5 weeks before the date of arrival, an amount to 25% of the total amount due will be due to camping des Trois Châteaux. If a cancellation is received less than 5 weeks before the date of arrival, an amount of 100% of the total amount due will be due to camping des Trois Châteaux. Cancellations will always have to be submitted in writing. When there is no written notice from the client that the pitch will be occupied later than agreed, the pitch will be made available to other customers from 15 hrs onwards on the day following the initial day of arrival, as indicated when the reservation was made. For each cancellation a fixed amount of 40 Euros will be charged.

**Article 8: The stay: Camping:** You may arrive at the camping between 2.00 pm to 8.30pm and have to leave between 8.00 am to 11.30 am. If these hours are not respected an extra night will be charged. The reception desk is closed between 12pm to 2.00pm. If you expect to arrive late, please inform us. The pitch should be left in the same state as it was when you arrived. The use of non-breathing plastic floor covering is not allowed. A special area of the camping site has been reserved for tents.

**Mobilhome:** If you have rented a bungalow, you may arrive in the period from 6<sup>th</sup> June to 28<sup>th</sup> August between 3.00pm to 8.30pm on Saturdays, Sundays and wednesdays and leave between 8.00am to 10.00 am. During other periods there is no specific day of arrival.

**Deposit Mobilhome:** The deposit per bungalow amounts to 200 Euros and should be paid in full upon arrival. If the cleaning of the accommodation has not properly executed, an amount of 70 Euros will be charged for this purpose. If the accommodation can be used immediately after your leave by third parties, the deposit (minus the cost for missing objects and/or damages) will be refunded immediately. No claims will be accepted if these have not been assessed by both parties before your departure. **Baby in Bungalow:** Cots and high-chair can be rented at 3,50€ per day per equipment. If you would like to make use of this equipment, please indicate so when making your reservation. Sheets and duvet for the cot will not be provided. You have the possibility to rent an electric coffee maker for 1,00€ per stay.

**Article 9: Internet:** The campsite has free Wi-Fi available only for our guests. If internet service provider fails, the campsites will in no way be held responsible. No compensation of any kind can be claimed.

**Article 10: Indemnification:** Everybody will do his/her utmost to make your stay as pleasant as possible. However, if because of circumstances beyond our control your stay has to be shortened and/or cancelled, we cannot be held liable.

**Article 11: Extract of the House Rules of camping des Trois Châteaux:** The house rules are posted at the entrance of the camping. We kindly request that you inform yourself of the contents and respect these rules. If the rules are not respected this may lead to expulsion of the camping without reimbursement of the stay. **Pets:** Dogs and cats are allowed provided that they will always kept on the leash, have the appropriate vaccination certificate and respect the charter of dog's good conduct, which will be handed to you upon arrival at the camping site. **House rule at the camping:** When making use of sound equipment one should always avoid annoyance for the guests which stay at the surrounding pitches. From 10.00pm onwards everybody is requested to respect neighbours' peace. **Traffic:** The maximum speed of vehicles at the camping is 10 kilometres. Between 10.00pm to 7.00am no traffic at all will be allowed. This also applies to motor cycles. Everybody at the camping should behave according to the house rules. **Visitors:** To ensure quietness at the camping your friends can visit you only between 10.00am and 09.30pm. Visitors should apply to the reception desk where they will receive a ticket for parking the car. In this way they will be allowed to park outside the camping site. (Our customers will be responsible for their guests.) **Football:** the design of the site makes it impossible to play football at the camping.

**Article 12: Responsibility:** Each guest should make his own arrangements for insurance; camping des Trois Châteaux can, under no circumstances, be held liable for any loss or theft of personal belongings, injuries or damages which may occur to guests during their stay.

**Article 13: Change of pitch:** When you would like to make use of a different pitch or other facilities than originally agreed, this should always be agreed in advance by the manager and if applicable the fee will be adapted to the new situation.