

GENERAL TERMS AND CONDITIONS

BOOKING TERMS AND CONDITIONS

Your reservation is only valid after receipt of your signed contract and deposit. You will receive a signed confirmation letter from the management in return. (by registered letter, fax, email...)

The balance of rental and the chosen supplements have to be paid maximum 30 days prior to arrival. In case of late inscription (less than 30 days before the arrival date), the total amount of your stay is required at the booking.

Any booking made on our own website is confirmed (except the 24h option).

The laws regarding the right of retraction in case of distance selling cannot be apply to tourism (article L.121-20-4 du code de la consommation). However Le Cormoran campsite can refuse any reservation within the 72h from the acceptance of the reservation on the internet website, if the stay is unavailable for any reason. In this case, the amount paid would be completely repaid.

CANCELLATION TERMS AND CONDITIONS

Booking fees cannot be refunded. All cancellations must be confirmed in writing (letter, fax, email...)

- You have taken a cancellation insurance : please check on your contract form.
- You didn't take a cancellation insurance. If the cancellation occurs:

- more than 45 days prior to the arrival date
= 10% of the rental shall be due.
- between 30 and 44 days prior to the arrival date
= 25% of the rental shall be due.
- between 15 and 29 days prior to the arrival date
= 50% of the rental shall be due.
- between 8 and 14 days prior to the arrival date
= 75% of the rental shall be due.
- less than 8 days prior to the arrival date
= 100% of the rental shall be due.

In case of no show of the customer, there will be no refund. Once the stay is started, there is no possible refunding, due to an early departure whatever the reason may be.

WE ADVISE YOU TO TAKE A CANCELLATION INSURANCE.

CONDITIONS OF STAY

Customers cannot decide by themselves if they can stay on their pitch before being authorized by reception.

All rents are under a name and cannot be rented or given to anyone else. The name on the contract is deemed to be the hirer. Subletting is prohibited.

The tenant should be at least 18 years. Visitors will have to be declared on their arrival and could be allowed in after authorization of the direction and under the responsibility of those who receive them. Each visitor must pay a fee at the reception.

Customers and their visitors are bound to respect the internal rules of the campsite, displayed in reception and at the back of this contract)

Camping pitch

Arrival after 13 p.m and leaving before 11 a.m the last day. Any exceedance will have to be paid. Once the stay is started, there is no possible refund, due to an early departure, whatever the reason may be. We advise you to take a cancellation insurance.

Rental

Arrival after 4 p.m - Leaving before 10 a.m (excepted in July and August, this can be modified). Upon arrival, the renter will have to pay a deposit of 300 euros (possible damage caused) which will be given back when you leave, if everything is in order.

- The renter has 24 hours to declare incomplete inventory or any other fault in the rental.
- A checking of the mobile home is done the last day of the stay between 8.30 a.m and 10 a.m.
- If the checking of the mobile home cannot be done due to an early departure, the deposit will be retained. Once the checking is performed, the deposit will be returned to you by mail, net of the possible charges (cleaning, damages ...).
- Cleaning at the end of the stay : if, at the departure, the rented accommodation is not been left properly, cleaning costs of 120 € per rental 2 bedrooms and 180 € per rental 3 bedrooms will be charged.

Motor home special offers (Stop-over)

Arrival after 18 p.m - Leaving before 10 a.m

Week-ends: from Friday night to Sunday morning.

Mid-week: from Monday night to Friday morning.

Any delay, which has not been reported to us within 24 hours (by phone, fax, email...) means that the management has the right to rent the reserved pitch or accommodation to somebody else, without you being refunded.

CAMPSITE RULES OF PROCEDURE

Only one vehicle is allowed by pitch.
You can use others car parks inside the camping site.

Traffic : speed is limited to 10km/h. The gates are closed between 10:30 p.m. and 8:00 a.m. Vehicles may not be driven within the campsite during this time.

The campsite is not responsible for any damage or deterioration that may occur to customers personal belongings.

Category 1 and 2 dogs are prohibited (ex: Rottweiler). Other dogs may be admitted if they are tattooed or microchipped and vaccinated. They must be kept on a lead at all times.

The management reserves the right to evict, without notice or refund, anyone who does not respect the internal rules or who has given false information concerning the occupants of the plot.

**We thank you for your confidence in us;
we will do our best to ensure that your holidays in Le
Cormoran campsite will be a complete success.**

Opening hours & Contact

Reception is open from 8.30 a.m to 7 p.m
(from 8.30 a.m to 8 p.m in July and August)

Camping Le Cormoran, 2 rue Le Cormoran,
50480 RAVENOVILLE-PLAGE - FRANCE
Phone: 00 33 (0)2 33 41 33 94
contact@camping-lecormoran.fr

N° SIRET 393 043 351 00013 - TVA FR 05 393 043 351

CONSUMER MEDIATION DISPUTE

In the event of a dispute between the Client and the company, these will endeavour to resolve it amicably (the Client will address a written complaint to the professional or, if applicable, to the professional's Customer Relations Department). In the absence of an amicable agreement or in the absence of a response from the professional within a reasonable period of one (1) month, the consumer customer within the meaning of article L.133-4 of the consumer code has the possibility to take over free of charge, if a disagreement persists, the competent mediator is included in the list of mediators established by the Commission d'évaluation et de contrôle de la médiation de la consommation in accordance with article L.615-1 of the Consumer Code, namely:

La Société Médiation Professionnelle www.mediateur-consommation-smp.fr 24 rue Albert de Mun - 33000 Bordeaux