

GENERAL TERMS AND CONDITIONS OF SALE

The rental of a pitch or rental accommodation implies full acceptance of the terms and conditions of sale by the contracting parties. In this respect, the customer declares that he/she has read these general terms and conditions of sale before confirming his/her booking.

OUR SERVICES AND PRICES

Rental of camping pitches: We provide you with a bare pitch for your tent, caravan or camper van, which can accommodate up to 8 people.

Pitch price: This is a price per night of occupation. Pitches are available from 2pm on the day of arrival and must be vacated by 12 noon on the day of departure. The rate corresponds to the elements or services (vehicle, electricity, tent, camper van, etc.) and people (adults and children) present on the pitch, which are subject to a daily cost. This package gives free access to sanitary facilities, reception, swimming, play areas and activities.

Supplements: additional persons or items not provided for on arrival will be subject to an additional daily charge.

Rental accommodation: The description, the definition of the rental seasons as well as the rental periods and durations are given in the brochure and on the website. The rental price includes: rental of equipped accommodation (inventory), people (depending on capacity), utilities (water, gas, electricity), a vehicle, access to reception services, swimming, play areas and activities on offer. There is an additional charge for bed linen, television and barbecue. Bathroom linen is not provided. Your accommodation must be left clean and tidy on your departure. All accommodation is non-smoking. Rentals are available from 4pm on the day of arrival and must be vacated by 10am on the day of departure.

Tourist tax : The tourist tax is €0.50 per night per adult. Minors, people with a disability card and people living in the Communauté de Communes du Pays Rhénan are exempt from tourist tax.

Transfer, subletting: All rentals are by name only and may under no circumstances be transferred or sublet. For safety reasons, the number of people arriving for a stay may not exceed the capacity of the accommodation/camping pitch.

Places (camping pitches or rental accommodation) are allocated without distinction in the order in which bookings are registered. The Management can under no circumstances guarantee that the pitch or rental accommodation requested by the camper will be allocated.

However, in the event of force majeure, the Staedly campsite reserves the right to change the allocation of the pitch or accommodation.

Additional activities: Any free or paying activity mentioned in our sales brochure or on our website or in an email may, in certain circumstances, be modified or cancelled during your stay on the site.

VAT: The prices in our brochure are in euros and include VAT at the rate applicable at the time of printing.

Any change or modification of the rate as well as any change in the taxes applicable to your stay, at the date of invoicing, may be passed on to you in the price of your stay.

MINORS

Minors who are not accompanied by their parents are not accepted on the campsite.

PAYMENT FOR YOUR STAY

Payment methods accepted Payment for your stay may be made by holiday cheque (or ANCV connect), cash (in euros), credit card, bank transfer (RIB available from reception) and cheque on the day of your arrival and up to 24 hours before your departure from the campsite.

For bookings on www.camping-paysrhenan.fr:

At the time of booking, payment of the deposit or the total amount of the stay can be made by credit card, bank transfer or by sending a cheque. The balance can be paid by cheque, holiday vouchers, ANCV connect, credit card, bank transfer or cash (in euros).

Terms of payment The booking of the holiday only becomes effective after confirmation by our services and payment by the client of a deposit for accommodation rentals only (amounts shown in the brochure or on the website). Without payment of a deposit (for accommodation) and confirmation of reservation (for pitches), on the date on which the option expires, the Staedly campsite is entitled to consider that the customer has cancelled the option and may cancel it without contacting the customer.

Payment for a stay on a bare pitch: The balance of the stay must be paid on arrival or at the latest the day before departure from the campsite.

Payment for rental accommodation: The balance of the stay must be paid, without any reminder from us, on the day of arrival.

SECURITY DEPOSIT

For rental accommodation, a security deposit, the amount of which is shown on the price list, is required on arrival at the campsite. Payment may be requested by credit card. This will be returned in full on the day of departure or within eight days at the latest, after a satisfactory inventory of fixtures. Otherwise, the security deposit will be deducted. Any damage in excess of the amount paid as security deposit will be charged to the customer after deduction of the security deposit.

LATE ARRIVAL, EARLY DEPARTURE

In the absence of a message from the camper stating that he/she has had to postpone the date of arrival, the pitch or accommodation will become available 24 hours after the arrival date stipulated in the rental contract, and full payment for services will still be required.

No reduction will be granted in the case of early departure for rental accommodation (see refund possibilities under the cancellation insurance).

In the event of early departure for a stay on a bare pitch, we will only retain the deposit for the days not used if the stay has been booked.

CANCELLATION OF STAY

Cancellation on the part of the Staedly campsite: the sums paid will be reimbursed.

Cancellation by the customer: the customer must notify the campsite in writing. Failing this, the customer will be liable for payment of the sums due under the contract.

In accordance with article L. 121-20-4 - 2° of the French Consumer Code, the right of withdrawal does not apply to accommodation, transport, catering and leisure services provided on a specific date or at a specific time.

Cancellation of a rental holiday: For any holiday cancelled more than 30 days before the arrival date, the deposit will be retained by the campsite or may be converted into a credit note which must be used within 18 months of cancellation. The customer is responsible for reminding the campsite of the existence of the credit note at the time of the next reservation. Less than 30 days before arrival or in the event of a no-show at the campsite, the total amount of the deposit will be retained.

Cancellation of a camping pitch: Whatever the date of cancellation, the deposit and the booking fee will be retained by the campsite.

INTERNAL RULES

All campers are required to comply with the campsite's internal regulations, failing which they may be penalised, up to and including termination of the contract.

INSURANCE

We decline all responsibility in the event of theft or damage to personal belongings on the campsite.

The Staedly campsite cannot be held responsible in the event of theft or damage to campers' personal belongings. Please note that the car parks are not guarded and that parking is therefore at the user's own risk.