

**Booking conditions :**

- The booking fee is 7€ non-refundable.
- The deposit must be sent to us 7 days after receipt of the reservation option
- The dates of your stay may be modified up to 15 days before the date of the stay depending on availability, after this period no modification of the date may be made and the entire stay will be due upon your arrival (on the dates reserved)
- The reservation must be made at least 5 days before the date of arrival.
- Any extension of stay or early arrival can only be done according to the places available, nor the same pitch / mobile home/ pod as that reserved. We will do our best to satisfy you.
- The campsite reserves the right to change your location if necessary.
- The reservation is kept until 6:00 p.m. on the day of the scheduled arrival. Beyond that, and without any news from you, your pitch/mobile home/pod will no longer be reserved and your reservation will be considered cancelled.
- A mobil-home, or pod reservation is made from the day of arrival at 3:00 pm to the day of departure before 11:00 am.
- A pitch reservation is made from the day of arrival 12:00 p.m. to the day of departure before 11:00 a.m.
- Any departure made after 12:00 p.m. or 3:00 p.m. for rentals will result in the payment of an additional night.
- The deposit of 30% of the total amount of your stay will be collected upon booking. Payment will be made either by check or by credit card (in this case, let us know and we will send you an email with a secure payment order). Holiday checks are not accepted for payment of the deposit.
- Payment for the stay should be settled on the day of arrival
- Any stay cancelled, shortened or interrupted does not give rise to any refund whatever the reason.
- A deposit of €250 for pods, and €500 for mobile homes will be requested upon your arrival, it will be charged only in the event of damage.
- ***For any reservation cancelled the deposit will be lost whatever the reason. Not refunded, except in the event of subscription to cancellation insurance (see conditions).***

**Cancellation insurance conditions:**

- You have the option of taking out cancellation insurance at the rate of €30 per booked stay.
- This insurance must be taken out upon booking confirmation (7 days after receiving the booking option)
- Any cancellation must be requested by registered letter, by the person who booked, noting the surname, first name, address, date of stay and reservation number (attach a photocopy of the identity card)
- If the subscriber cancels his reservation 30 days before the date of the stay, the deposit paid will be returned to him in full (except reservation costs of €7 and the price of the cancellation insurance 30€)
- If the subscriber cancels his reservation between 29 and 15 days before the date of the stay, half of the deposit will be returned to him (except the reservation fee of 7€ and the price of the cancellation insurance 30€)
- If the subscriber renounces his reservation 14 days before the date of the stay, the deposit will not be returned to him (except death or illness of the person or a member of his close family by presenting official proof)
- If the subscriber wishes to modify his dates of stay, he may do so, by email or by post up to 7 days before his arrival, after this period, the stay must be paid in full on the dates reserved, depending on availability.
- Any shortened or interrupted stay does not give rise to any refund (except in exceptional cases duly justified by an official document)

***The reservation will be firm and final upon receipt of the deposit and all the papers completed and signed.  
An email of your booking will then be sent to you.***

- |  |     |    |
|--|-----|----|
| ⇒ I subscribe to the cancellation insurance                      | yes | no |
| ⇒ I have read and accept the booking and cancellation conditions | yes | no |
- And I therefore undertake to respect the internal regulations of the campsite.

Name: \_\_\_\_\_ Firstname : \_\_\_\_\_ date of the stay : \_\_\_\_\_

Made on : \_\_\_\_\_ In \_\_\_\_\_

Signature required :

In the event of a dispute, you have the option of resorting to the following consumer mediator:

Professional mediation company, by completing the online form available on the website: **Consumer Mediator - La Médiation Professionnelle (mediateur-consommation-smp.fr)** or by writing to the following address:

**Professional Mediation Society**

Consumer mediation 24, rue Albert de Mun 33 000 Bordeaux

**Protection of personal data :**

The La Garenne campsite processes the data collected for the management and administrative follow-up of reservations, the management of access to the campsite and invoicing. To find out more about the management of your personal data and to exercise your rights, refer to the internal regulations of the campsite.