



Booking conditions:

- The booking fee is 8€ non-refundable
- The deposit must be sent to us 7 days after receipt of the booking option
- The dates of your stay may be changed up to 15 days before the date of the stay depending on availability, after this period no date changes can be made and the entire stay will be due upon your arrival (on the reserved dates)
- The reservation must be made at least 3 days before the arrival date.
- Any extension of stay or early arrival can only be made depending on the places available, nor the same pitch/mobile home/pod as the one reserved. We will do our best to satisfy you.
- The campsite reserves the right to change your pitch if necessary.
- The reservation is kept until 6:00 p.m. on the day of the scheduled arrival. Beyond this time, and without news from you, your pitch/mobile home/pod will no longer be reserved and your reservation will be considered cancelled.
- **A mobile home or pod reservation is made from the day of arrival 4:00 p.m. to the day of departure before 10:00 a.m.**
- **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 after 12:00 p.m. will result in the payment of an additional night.
- The deposit of 30% of the total amount of your stay will be collected upon reservation. Payment will be made either by check or credit card (in this case, notify us and we will send you an email with a secure payment order). Holiday vouchers are not accepted for payment of deposits.
- Payment for the stay should be made on the day of arrival
- Any stay that is cancelled, shortened or interrupted will not give rise to any refund for any reason
- A deposit of €250 for pods and €500 for mobile homes will be requested upon arrival, it will only be taken in the event of damage.
- **For any cancelled booking, the deposit will be lost regardless of the reason. Not refunded, except in the event of subscription to cancellation insurance (see conditions below).**

Cancellation insurance conditions:

- You have the option to take out cancellation insurance at a rate of €35 per booked stay
- This insurance concerns the deposit and must be taken out upon confirmation of the booking (7 days after receiving the booking option)
- Any cancellation must be requested by registered letter, by the person who booked, noting the name, first name, address, date of stay and the booking number (attach a photocopy of the identity card)
- If the subscriber cancels their booking 30 days before the date of the stay, the deposit paid will be returned in full (except the booking fee of €8 and the price of the cancellation insurance €35)
- If the subscriber cancels their booking between 29 and 15 days before the date of the stay, half of the deposit will be returned ...
- subscriber cancels his reservation 14 days before the date of the stay the deposit will not be returned (except death or illness of the person or a member of his close family by presenting an official proof)
- If the subscriber wishes to modify his dates of stay, he can do so, by email or by mail 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 exceptional cases duly justified by an official document and validated by the Town Hall)

According to art L.221-28 the right of withdrawal cannot be exercised by the contracts for the provision of accommodation services.

The reservation will be confirmed upon receipt of the deposit and the documents completed in full and signed
An email of your reservation will then be sent to you.

⇒ **I subscribe to cancellation insurance:** **yes** **no**
(Circle your choice)

I have read and accept the reservation and cancellation conditions and I therefore undertake to respect the internal regulations of the campsite.

Name: _____ **First name:** _____ **dates of stay: from** _____ **to** _____

Done on: _____ **at:** _____ **MANDATORY signature:** _____

In the event of a dispute, you have the possibility to use the following consumer mediator:

Professional mediation company, by filling out the online form available on the website: Consumer mediator - Professional mediation (mediateur-consommation-smp.fr) or by writing to the following address:

Professional mediation company: Consumer mediation 24, rue Albert de Mun 33 000 Bordeaux

Protection of personal data: La Garenne campsite processes the data collected for the management and administrative monitoring of reservations, 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 campsite's internal regulations.