

GENERAL CONDITIONS OF SALE

Article 1 - Scope of the general terms and conditions

This site is published by SAS Les Trois Caupain (Camping du Bournat) with a capital of € 300,000, whose registered office is located at 725 Allée Paul Jean Souriau, 24260 Le Bugue, registered in the Register of Commerce and Companies of Bergerac under number 450 188 719 and whose VAT number is FR55 450 188 450.

If the buyer wishes to contact Camping du Bournat, he can do so either by mail to the following address: Camping du Bournat, 725 Allée Paul Jean Souriau, 24260 Le Bugue, or by email to the following address: accueil@campingdubournat.fr, or by phone on 05 53 07 24 60.

These general terms and conditions of sale (hereinafter GTC) govern by right all sales of stays made on the website www.campingdubournat.fr. They are an integral part of any contract concluded between the campsite and its customers.

Each client acknowledges that he or she has read these general conditions prior to any booking of a stay, for himself and for anyone participating in the stay.

Camping du Bournat reserves the right to modify at any time GTC, the applicable GTC will be those in force on the date of the order by the buyer.

In accordance with the law in force, these general conditions are made available to any customer for information purposes prior to the conclusion of any contract for the sale of stays. They can also be obtained by simple written request addressed to the head office of the institution.

Article 2 – Benefits

The services offered at the time of booking are those listed on the website campingdubournat.fr, subject to the number of pitches and rentals available.

Each service is presented on the website in a description of its main characteristics. Photographs of mobile homes do not constitute a contractual document.

Article 3 – Booking and payment conditions

The price of stays is indicated in euros, including all taxes (TTC) taking into account the VAT applicable on the day of the reservation. Any change in the VAT rate may be reflected in the price of products.

For camping pitch reservations or mobile home reservations:

All rentals are nominative and cannot be assigned. The reservation becomes effective only after receipt by the tenant of the booking acceptance sent by mail by the Camping du Bournat.

The acceptance of reservation is transmitted, if the file is complete, if a place is available and if a deposit corresponding to 25% of the services excluding fees (non-refundable) is paid by bank card.

If the file is complete and the location available but if payment by credit card is not made, the Bournat Campsite will send an option acceptance that will be valid for 15 days pending the payment of the deposit by check. Upon receipt of the deposit cheque, the option acceptance becomes a booking acceptance which will be sent by email to the tenant.

If the deposit is not received within fifteen days and after a last call, the rental becomes available for another customer.

The balance of your stay must be paid 30 days before arrival at the campsite.

In case of a problem in the rented accommodation, make a claim at the reception within 24 hours (including on the utensils, the condition, the cleaning of the housing). We will then do our best to correct as soon as possible. After this time we will have a lot of trouble to give a positive response to your claim.

For rental stays, a deposit will be requested by mail 10 days before the start of your stay. This must be done online via the platform of our partner SWIKLY. This deposit of 270 € is made by simple imprint of bank card and is therefore not debited from your account.

Caution accommodation: The rented accommodation must obviously be returned in the state in which you found them. In case of damage (breakage, defects, deterioration) we will notify you and then collect the necessary amounts for the restoration of the rental.

Cleaning/final cleaning deposit:

The accommodation must be cleaned at your departure (floors cleaned, dishes washed, blankets sorted, emptied garbage cans, clean closets, kitchens and shower room/ WC cleaned).

You have the possibility to buy a cleaning service at the end of your stay. This package is charged at the current rate. This service, out of respect for our maintenance teams, does not exempt you from returning the accommodation in a minimum state of cleanliness (emptied garbage, washed dishes, folded blankets, cleaned trash).

Our teams will check the premises after you leave.

Camping du Bournat reserves the right to change its prices at any time, guaranteeing the consumer that the price in force on the day of the order will be applied.

The cancellation guarantee is optional and payable in addition to the rental together with the deposit

Cancellation guarantee : the fee is 5 euros per night, multiplied by the total number of nights of your stay.

Article 4 - Arrivals and departures

Rentals are available from 4 pm until 7 pm. Departures of mobile homes are before 10 am.
The pitches are available from 2pm and must be vacated before 11am.

For a late arrival or an early departure, you must notify the campsite.
The pitches and mobile homes are allocated according to availability and can be changed at any time before the keys.

If you do not notify the Camping du Bournat and if you do not show up on the day of arrival or 5 hours after the arrival time mentioned in the booking contract, the reservation will be void and the deposit will remain with the Camping du Bournat.

No reduction will be made in case of late arrival or early departure.

Any return of key or release of the location after the previously stated hours will result in an additional night being charged. Any extension of stay must be made at least 24 hours before the scheduled departure date.

Article 5 - Cancellations

Any stay started is due in full. Early departure during the rental period cannot give rise to any refund for any reason. Any request for cancellation of a reservation must be notified in writing by registered letter with acknowledgement of receipt addressed to the Camping du Bournat 725 Allée Paul Jean Souriau 24260 Le Bugue, the postmark being authentic.

If you have not subscribed to our cancellation guarantee, any cancellation of reservation rental of mobile home or location is subject to a refund in the following terms:

° Cancellation before the 60th day of the expected arrival date, the deposit of 25% of the services is fully refunded by the Campsite.

° Cancellation between the 60th and the 31st before the expected arrival date, the entire deposit is retained by the Campsite.

° Cancellation between the arrival and the 30th day, the entire regulation is retained by the Campsite.

° The application fee is non-refundable

Reservations can only be changed at the latest four weeks before the start of the stay and within the limits of possibilities.

We remind you that reservations are nominative and cannot be modified without the consent of the

campusAll reservation not paid in accordance with the general terms of sale will be canceled.

Cancellation Guarantee:

If you subscribe to the Cancellation Guarantee, you are guaranteed:

- The refund of the sums paid, excluding application fees and cancellation guarantee.

To be admissible, the cancellation of the stay must be notified by registered letter 14 days before the date of arrival.

No refund can be made at the 13th day before arrival. Article 6 - Withdrawal

The legal provisions relating to the right of withdrawal in the case of distance selling provided for by the Consumer Code are not applicable to tourist services (article L.121-20-4 of the Consumer Code).

Thus, for any order of a stay at the campsite, the customer has no right of withdrawal.

Article 7 - Rules of procedure

As required by law, you must adhere to our rules of procedure, filed with the DIRECCTE, posted at our reception and a copy will be given to you on request.

Pets are allowed and must be kept on a leash.
It is forbidden to recharge the battery of an electric or hybrid vehicle on the terminals of the Campsite.

Barbecues are only allowed on the specific area provided.

Article 8 - Liability

The Campsite declines all responsibility for damages suffered by the campervan-caravan's equipment which would be of its own making; Insurance for your equipment in civil liability is mandatory (FFCC, ANWB, ADAC...).

Article 9 - Applicable law

These general conditions are subject to French law and any dispute relating to their application is the jurisdiction of the Court of Grande Instance or the commercial court of Périgueux.

Mediator of consumption

In accordance with the provisions of article L612-1 of the consumer code, any client of the campsite has the right to use a consumer mediator free of charge for the amicable resolution of a dispute that opposes him to the operator of the land.

The contact details of the consumer mediator that the customer can enter are as follows:

MEDICYS:

- by filling in the form provided for this purpose: www.medicys.fr-
- by mail: contact@medicys.fr- by post: 73, boulevard de Clichy 75009 PARIS
- Telephone: 01 49 70 15 93