

## I/ BOOKING CONDITIONS

All booking requests must be accompanied by the payment of a deposit and booking fees, as well as an acceptance of the general terms for rental. Once you have received an email confirmation of Camping Sunêlia Les Embruns, your booking will be considered finalised. Minors must be accompanied by their parents or legal guardians. Camping Sunêlia Les Embruns offers holidays intended for families, it thus reserves the right to refuse any reservation that would go against or stray from this principle. As the reservation of a campsite or accommodation is nominative, it is not to be sublet or sold. In the case of an incorrect declaration by the customer, the present contract will be rightfully terminated and the sums paid retained by the manager.

## II/ PAYMENT CONDITIONS

### 1- Booking fees:

€20 for the week for a paper application, €10 for weekends and **free for all online booking** via our website [www.camping-lesembruns.fr](http://www.camping-lesembruns.fr). In case of a cancellation (excluding applications with a specific cancellation insurance), this payment will not be reimbursed.

### 2- Deposit / Balance:

- If the reservation takes place more than 30 days before the date of the stay, a deposit of 30% of the total cost of the stay + an administrative fee will be required, and the remaining balance must be paid 30 days before the starting date of your stay, at the latest.

- If the reservation takes place less than 30 days before the start of your stay, you must pay the total cost of your stay upon reservation.

## III/ YOUR STAY

### 1- Arrival

Upon your arrival, we will ask you to pay two security deposits (cash or credit card). A €300 deposit for breakages or damage to the property and equipment and a €60/€80/€100/€180 cleanliness deposit, depending on the range, will be payable.. These two deposits will be reimbursed independently of each other, after a stocktaking and inspection of the site's cleanliness. Each of you will be provided with an access wristband (the wearing of which is mandatory) for which you will be charged €5 in the event of it being lost. Off-season: you may arrive on the day of your choice for a stay of minimum 2 nights. You may collect the keys from 4pm. In July-August: you must arrive on Saturday, Sunday or Wednesday, according to the conditions of your booking contract, for a stay of at least a week. You may collect the keys from 4pm. You must inform the campsite in the event of any late arrival. The rental is reserved for 24 hours following the planned date of your arrival. After that time, it will no longer be reserved and you will be required to pay the total cost of your stay. There is an inventory of all the contents of each rental. The tenant is required to carry out an inspection upon arrival, and to signal any possible abnormalities before midday the following day. One vehicle per rental.

### 2- During your Stay

Insurance is the camper's responsibility. Camping Sunêlia Les Embruns will in no way be held responsible in the event of the loss, theft or damage of personal items, or damage as the result of a fire, bad weather, etc. Each person staying at the campsite is committed to complying with the regulations presented at the entrance to the campsite. There must be total silence between 11 am and 7am. Furthermore, vehicles have a speed limit of 10 km/h, and no driving is allowed between 11pm and 7am. Visitors are allowed on the site from 9am to 11pm (visitor fee). They are obliged to present themselves at the reception in order to state their identity and that of the people they are visiting. Their vehicle must remain parked on the visitors car park. Tents are not permitted on rental accommodation sites. The use of barbecues is strictly prohibited outside the areas reserved for this purpose. Over the course of your stay, you may be photographed or filmed to appear in our next advertising material. Should you not agree to this, please notify us with a registered letter, accompanied by a copy of your proof of ID. Pets are allowed on the site provided the owner pays an additional fee (see rates). They must be kept on a leash, tattooed, vaccinated, and declared at reception. In no case may they be left alone at the rental property. 1st and 2nd category dogs are strictly prohibited. (cf Ministerial Decrees of 30/06/92, 22/01/85 and 06/01/99)

### 3- Departure

Departure has to take place on the date indicated on the booking confirmation between 7am and 10am, according to availabilities and by fixed appointment at

reception. For any departure made outside the times appointed by reception, €80 will be charged. The accommodation must be returned in a state of perfect cleanliness, and you will be charged for any damage or breakages, as well as for any restoration of the site, if deemed necessary. Retention of the security deposit does not exclude the possibility of an additional payment of damages being charged in the event of the costs being superior to the sum of the deposit.

### 4- Late arrival:

Please call reception on +33 (0)5 56 60 70 76 during opening hours.

### 5- Storage - Occupation:

Unoccupied units can be left on the site only with the management's prior consent and only on the pitch indicated. This service comes at an extra fee, indicated below. Any pitch that is being used to store a unit, without having signed a rental contract, or if this use is in breach of a contract, notably with regards scheduled payments, a "storage" fee of €60 per day shall be applied for standard pitches, and €60 per day for pitches equipped with water, electricity and waste disposal.

## IV/ CANCELLATION

### 1- Unused Services

In the event of a late arrival or early departure, no reimbursement will be made.

**2- Cancellation by the client** (excluding applications to a specific insurance contract). If the cancellation occurs 45 days or more before the planned date of arrival, the deposit and booking fee will be kept by the campsite. If the cancellation occurs less than 45 days before the arrival date, the total cost of the stay will be kept.

### 3- Cancellation by campsite

The Campsite reserves the right to cancel your stay in the case of force majeure or unforeseen circumstances that could pose a health and safety risk.

### Complaints

Any client wishing to make a complaint should contact the campsite complaint service:

- by post with confirmation of receipt to the campsite address. The campsite will reply to the client within two months. When no amicable solution can be found, and if the issue persists, without prejudice to take legal action, the Campsite will offer to call a mediator: SAS Médiation Solution  
222, chemin de la bergerie - 01800 Saint Jean de Niost - 04 82 53 93 06  
[contact@sasmediationsolution-conso.fr](mailto:contact@sasmediationsolution-conso.fr) -  
<https://sasmediationsolution-conso.fr/>

### Right of withdrawal

In accordance with article L.121-19 of the consumer code, the Campsite informs its clients that the sale of accommodation services provided on a specific date, or during a defined period, is not subject to a 14-day withdrawal period.

### 4. Campez-Couvert Cancellation and Interruption Insurance:

Our partner Gritchen Affinity offers an insurance for the cancellation or interruption of your stay, optional with your rental contract, that allows only those clients who have signed up for Campez Couvert insurance to be reimbursed for all or part of their stay.

In the case of cancellation, please notify the campsite of your withdrawal, by post or email, as soon as the event occurs that prevents your departure. If the incident is covered in the general conditions (available at [www.campeze-couvert.com](http://www.campeze-couvert.com) or from the campsite), please notify the insurer within 48 hrs, and provide all the necessary information and substantiating documents.

## V/ INFORMATION AND LIBERTY

The information you provide to us when you make your booking will not be passed on to any third party. This information will be treated as confidential. It will be used solely for the internal purpose of processing your order and to strengthen and personalise the communication and services proposed to clients of Campings Grand Sud and Sunêlia based on your areas of interest. In accordance with European data protection regulations, you have the right to access, rectify and oppose any personal data concerning you. To do this, simply write to us at the following address and giving your surname, first name and address: Camping Sunêlia Les Embruns - Avenue Edouard Branly - Clauouey - 33950 LÈGE-CAP FERRET.