



## GENERAL SALES TERMS AND CONDITIONS

### Article 1 – Sales terms and conditions

The present sales terms and conditions govern by operation of law all the sales of stays sold on the website: [www.laforgedesaintemarie.com](http://www.laforgedesaintemarie.com) or by telephone, email or mail. They become an integral part of the contract concluded between the establishment and the customers.

The client agrees to acknowledge these terms and conditions prior to any booking request for a stay concerning himself and any other person enjoying the stay.

According to the law in force, the present terms and conditions are available for the client for information only and prior to any contract for holiday purchase. The terms and conditions are available on written request to the establishment office.

### Article 2 – Booking conditions

#### 2.1 Price and payment

All prices are given in Euros, including VAT. Any change in the VAT rate, which occurs between the time that the prices were determined and the invoicing of the reservation will incur in a correlative modification of the price including VAT, where the client unconditionally agrees with.

Camping pitch booking requests: pitch booking requests are nominative and non-transferable. The lease is only effective after the establishment agreed and has received the payment of the deposit of 25% (at least € 15.00). The final balance is due to balance on arrival.

Accommodation booking requests: accommodation booking requests are nominative and non-transferable. The lease is only effective after the establishment agreed and has received the deposit of 25% (at least € 15.00). The final balance is due for payment 30 days prior your arrival. In case of non-payment, you can pay the balance on our secure website [www.laforgedesainte-marie.com](http://www.laforgedesainte-marie.com). Go to 'Reservations', 'ok' and enter your name and the dossier number. In case of non-payment your reservation will be cancelled without notice and the deposit as well as reservation fees won't be refunded or compensated. For all bookings made 30 days or less before arrival, the total amount is due immediately. Electricity, water and gas are included in the tariffs.

There is just one car and maximum 6 persons accepted per camping pitch and accommodation.

There is no refund in case of late arrival or early departure.

The entry on the campsite is to be paid by all of your guest and visitors when they are using the campsite facilities.

Modes of payment accepted: Cash, VISA, MasterCard, international bank transfer

#### 2.2 Cancellation

According to the general sales terms and conditions, any booking with unpaid balance will be cancelled. Only cancellations made by telephone, email or mail are admissible. In all cases the deposit, the reservation fees as well as the costs of the cancellation guarantee will not be refunded.

#### 2.3 Cancellation guarantee

We advise you to subscribe cancellation guarantee at the time of booking. Only cancellation claims send by registered mail within 3 days after the incident, including documentary evidences, are admissible. The cancellation guarantee warrants the refund of the amount paid by the applicant, for an accommodation or camping pitch specified on the contract and only between the date of reservation and the date of arrival at the campsite, for an unforeseeable and unknown event at the time of reservation. The costs of the cancellation guarantee as well as the booking fee and the deposit are not refunded. The cancellation guarantee covers the following incidents:

1. Death, life threatening accident or serious illness to yourselves, or immediate family (parents, brothers or sisters)
2. Unemployment of yourself or your partner due to economic redundancies
3. A move due to a job transfer
4. Damages suffered to your house of residence due to for example fire, storm or natural disasters, vandalism or burglary.

This list is exhaustive. This cancellation guarantee ceases to have effect from the booked arrival date and cannot be valid if any accident occurs during your stay at the campsite.

Prices cancellation guarantee:

- Camping pitch: 2 euros per day per pitch
- Accommodation: 30 euros per stay per accommodation

### 2.4 Tourist tax/Eco tax

A tourist tax is levied surcharge: 0.20 € per night per person from 18 years on throughout the season.

An eco tax is levied surcharge: 0.10 € per night per person from 18 years on throughout the season.

### Article 3 – Course of the stay

#### 3.1 Arrival and departure

- For camping pitches: arrivals from 02.00 pm and departures before 12.00 pm, free days of arrival and departure.
- For accommodations: arrivals from 04.00 pm and departures before 10.30 am, free days of arrival and departure.

From 12 am it is not possible to enter the campsite. You have the full responsibility for finding an alternative off-site accommodation.

#### 3.2 Duration

- For camping pitches: from 1 night, according availability
- For accommodations: from 1 night, according availability

#### 3.3 Deposit

A deposit of 100 Euros (cash/credit/debit card) per accommodation will be requested upon arrival.

A deposit of 20 Euros (cash, credit/debit card) per Premium camping pitch will be requested upon arrival.

The deposit will be given back at departure. Any damage will be invoiced and added to the price of the stay as well as the cleaning fees if the accommodation or the camping pitch is not perfectly clean when you leave.

#### 3.4 Key handover

Any delay for giving back the key of the accommodation after 10.30 am or setting free the camping pitch after 12.00 pm without agreement from the reception will be invoiced one extra night.

#### 3.5 Pets

There is maximum 1 pet allowed per camping pitch and accommodation, provided that the pet is kept on a lead inside the campsite and on the pitch, doing its hygienic walk outside the campsite, his droppings are picked-up, and that his behaviour does not hinder the serenity of our guests.

Pets are forbidden at the swimming pool, the children's playground and the sanitary blocks.

Certificates and vaccinations (rabies compulsory) have to be up-to-date. Dogs belonging to the 1st and 2nd categories are forbidden.

#### 3.6 Rules of procedure

In accordance with the law in force, the client agrees to subscribe to the Rules of procedure, listed in the Prefecture, available at the reception desk, it will be given on demand. Non-compliance of this regulation and any disrespectful attitude towards other residents and/or the camping facilities may result in the immediate cancellation of the reservation and early departure

### Article 4 - Liability

The establishment is not liable for any damages on the client's equipment; civil liability insurance for your equipment is compulsory.

The establishment cannot be held responsible for any promises made by its employees and/or third parties, in which has been evidently deviated from these stipulations or from the stipulations mentioned in the conditions of the provider, unless these promises have been confirmed in writing by the management.

### Article 5 Applicable Law

These general conditions are subject to the French law and all disputes concerning their application fall under the jurisdiction of the High Court or Commercial Court of Saint Dizier.

All descriptions, tariffs and opening dates published in previous brochures is cancelled and replaced by the edition of this brochure. We attended the outmost precision to the information in this brochure. Eventual errors or omissions do not engage the establishment's responsibility.