

# GENERAL CONDITIONS

## **Reservation :**

The reservation will be taken into account after receipt of the deposit and a reservation confirmation will be sent to you by email.

The total price will be calculated according to the booking dates you mentioned on the contract and no reduction will be made in respect of early departure from or late arrival to the site.

**Pitch** : daily rate from 2pm till 12am (maximum 6 people and 1 vehicle)

To reserve a pitch is 45 euros per week deposit + 17 euros administration (non refundable). The balance will be paid on arrival.

In the event of late arrival, except where notification has been received, the pitch will be re-allocated after 2 pm on the following day and your deposit and administration charge will be forfeited.

Stays 1 to 3 nights: 100% payment upon booking and non-cancellable and non-refundable

**Hire of mobile homes 4 persons** : (from Sunday till Sunday). Pets not allowed.

If hiring a mobile home a 30 % deposit + 17 euros administration (non refundable). The remainder to be paid 1 month before arrival date.

Arrival time : from 4pm

Departure : before 10 am

The cleaning at the end of the stay must be done by you

## **Cancellations :**

Any cancellation of reservation must be notified by email.

For any cancellation received till 45 days before arrival : 100% of any sum paid will be refunded (except administration charge). After this date no refund will be made.

## **Animals : not allowed between 20 july to 15 august**

During the acceptance periode, animals must be leashed, be tattooed and be vaccinated ; a vaccination record is required. Access Dogs Category 1 and 2 is not allowed.

**Cancellation insurance interruption** : CAMPEZ COUVERT (optional)

The general conditions of insurance are online on [www.campez-couvert.com](http://www.campez-couvert.com)

**Tourism Médiateur**: Vivons Mieux Ensemble 2 impasse de Beauregarde 54000 NANCY, Monsieur JeanPhilippe DUVAL, 0661185097. [www.mediation-vivons-mieux-ensemble.fr](http://www.mediation-vivons-mieux-ensemble.fr) dans les délais légaux. le formulaire de réclamation est disponible sous le lien suivant : <http://www.mtv.travel/Formulaire-mtv.pdf>