

## Traduction CGV Clos Cacheleux

SAS le Clos Cacheleux  
RCS B Amiens 492116298 SIRET 49211629800026 APE 5530Z  
SAS with a capital of 16 000€ VAT Intra FR 79492116298  
12 route de Bouillancourt 80132 MIANNAY Tel 33(0)3 22 19 17 47  
General conditions of rental and sale of unusual accommodation

### 1. Regulation

A deposit of 30% of the total amount of the stay must be paid if the reservation is made more than 30 days before arrival. If the reservation is made within 30 days of arrival, it must be paid in full. As soon as we receive the payment within 7 days of your request, you will receive a confirmation to be handed in on arrival, on which you will find the practical information for your stay. Please note: your booking option may be lifted if you are late in paying for your stay / internet booking, the option period being fixed at 7 days.

### 2. MEANS OF PAYMENT ACCEPTED

Bank transfer: IBAN FR76 1870 6000 0000 0341 0902 933 BIC AGRIFRPP887  
Cheque payable to Camping le Clos Cacheleux (French accounts only). Credit card : Eurocard, Mastercard, Visa, American Express, Holiday Vouchers & Vacaf.

Please note: it is imperative to indicate the booking reference with your paiement.

### 3. Capacity:

The number of people mentionned in our rates per accommodation is the maximum occupancy allowed, taking into account the equipment available. It may not be exceeded for safety and insurance reasons.

### 4. GUARANTEES :

For any stay cancelled before the date of arrival (not having subscribed to a cancellation insurance), interrupted or not consumed for any reason whatsoever, the total amount of the stay booked will be due or will be retained by Camping le Clos Cacheleux. In all cases, the cancellation insurance\* will not be refunded. This will cover you for the clauses specified below:

a - Modification or cancellation of your stay by yourself BEFORE your arrival: In case of serious illness, serious accident or death and on presentation of a medical certificate or death, the specific guarantee for unusual accommodation will reimburse your payment in full.

b - Modification or cancellation of your stay by the campsite le Clos Cacheleux BEFORE your arrival: In case of orange weather alert, with external events announced, beyond our control, such as bad weather, cold temperatures (from 1 to -10C° and +), storm or thunderstorm, the management reserves the right to cancel your stay for safety reasons. In this case, we will offer you the possibility of postponing your stay in an unusual accommodation to a later date, within the current 12 months.

Modification or cancellation of your stay by the client BEFORE your arrival: In the event of an orange weather warning, with external events announced, beyond your control, such as bad weather, storms or thunderstorms, if you are unable to travel and only in this particular meteorological context, we will offer you the postponement of your stay in an unusual accommodation to a later date, within the current 12 months.

C. Modification or cancellation of your stay by Le Clos Cacheleux ON SITE : In case of Orange weather alert, with external events announced, beyond our control, such as bad weather, storm or storm, cold temperatures (from 1 to -10C° and +), the management reserves the right to cancel your night in the hut, for safety reasons. You will be offered accommodation in other types of accommodation according to availability and without extra charge, and in this case only, you will receive a 50% discount on the next equivalent stay in unusual accommodation within the current 12 months.

No other compensation can be claimed. Only if we have no alternative accommodation available, the full amount paid will be reimbursed (cancellation guarantee deducted) or you will be offered a new date within the current 12 months.

d - Modification or cancellation of your stay by yourself ON SITE: in the case of: a refusal to access your unusual accommodation (fear, vertigo...), a rehousing in other types of accommodation will be proposed to you according to our availability and without supplement. No other compensation can be claimed.

## 5. PRICES :

The prices shown on our website or in our brochures may be modified according to economic conditions or regulatory provisions. Only the price shown on your voucher or other confirmation letter is valid. Please note: if, for any reason whatsoever, there is a difference in price between the scheduled date of the holiday and the rescheduled date, you will have to pay the difference.

## 6. CHILDREN :

The age of the children is calculated according to their birthday and the start date of the stay. An official document proving the age of the children may be requested at the beginning of the stay - The unusual accommodation can

receive children from 2 years old. Children are under the supervision and responsibility of their parents.

#### 7. SPECIAL CONDITIONS :

All bookings made with a voucher or gift card can be used only once, are non-refundable and can be modified under the conditions stipulated in article 4: "special guarantee for unusual accommodation". Unfortunately, access to unusual accommodation is forbidden to pregnant women, people who are subject to vertigo, sleepwalking or who have heart or sight problems. For pregnant women, a postponement of the date will be possible within 3 months after the birth or a rehousing in a family unusual accommodation will be proposed to you according to the availabilities. Camping le Clos Cacheleux offers unusual accommodation, without water. The campsite cannot be held responsible for early departure due to cold, humidity or other reasons related to comfort. The client must bring adequate clothing, shoes or boots and an extra blanket if necessary.

#### 8. PETS :

Pets are not allowed in our unusual accommodation.

#### 9. VALUABLES :

It is recommended not to leave valuables in the accommodation. The campsite cannot be held responsible in case of theft or incident.

#### 10. CLAIMS :

In case of dispute, you can send a written complaint by registered letter with acknowledgement of receipt within 30 days after the stay to the campsite reception: Camping le Clos Cacheleux - 12 route de Bouillancourt 80870 Miannay. If you are not satisfied with the answer given or if there is no answer, you can refer the matter to a Consumer Mediator, the Association of European Mediators (AME CONSO), within one year of the date of the complaint,

- either by completing the form provided for this purpose on the AME CONSO website: [www.mediationconso-ame.com](http://www.mediationconso-ame.com);

-or by mail addressed to AME CONSO, 11 Place Dauphine - 75001 PARIS. "

#### 11. DISPUTE:

Following the transposition of the European Directive of 21 May 2013 by order no. 2015-1033 of 20 August 2015 and decree no. 2015-1382 of 30 October 2015, consumers now have the possibility of having recourse to the mediator for consumer disputes. This recourse to mediation is free for the consumer.

In the event of a dispute, only the jurisdiction of the Court of Amiens is recognised.

Your stay : To prepare your stay: it is essential to bring a charged mobile phone, as

well as your own sleeping bag / sheets, duvet cover and pillowcases. 48 hours before your arrival, we ask you to agree on a time of arrival among the proposed slots (by email or by phone indicated on your voucher). On your arrival, the receptionist will be waiting for you at the reception desk. In the event of late arrival or last minute inconvenience, it is imperative to inform our services. A deposit of €10 per unusual accommodation will then be charged in addition for each hour. Deposit: On your arrival, we will ask you to pay a deposit of €200 per unusual accommodation to cover the cost of any damaged or missing equipment and the restoration of the premises (preparation, cleaning, housework). Payable by cheque or cash. It will be returned to you on your departure. During your stay, we ask you to respect all safety instructions as explained to you by our receptionist. A guestbook is available in each cabin to collect your impressions. On the day of your departure, the unusual accommodation must be vacated before 11am. You are asked to leave the place cleaned, the toilets emptied and the rubbish bins put in the appropriate containers and to return the material entrusted to you to the place indicated. You are expected at the Reception desk for the final formalities.