

RENTING

Any rental of camping locations or renting accommodation rooms is registered to a certain name and by no means can it be assigned to another person or underlet. Renting becomes applicable subject to our approval and after we receive a bank transfer of a third from the total sum of the holiday in terms of advance payment + 10 Euros – booking fee.

RENTING PERIOD

For the camping locations, the arrivals and departures can occur on any day of the week. The day is considered to start at noon and to end at noon. For the renting accommodations, the arrivals will be on Saturday after 14 :00 and the departures will be on Saturday before 10 :00 in high season (July, August). Outside the high season, the renting will start at night, for minimum 2 nights.

CANCELLATION

For the camping location rentals, the advance payment will be refunded as a result of a cancellation notified in writing at least one month before the date scheduled for the arrival. For any cancellation made less than one month before the established arrival date, the advance payment will remain at the camping.

In the case of renting accommodations, the following will be retained or will remain due:

- booking fee

-as a compensation for the contract violation:

the amount equal to the total sum of the holiday, for a cancellation notified in writing less than 20 days before the established arrival date or if the client did not come to the location that day

a third from the total cost of the holiday, for a cancellation notified in writing more than 21 days before the established arrival date.

NON-OCCUPANCY

Unless we receive a written message from the client mentioning he/she had to postpone his/ her arrival, the location or the accommodation will become available for 24 hours from the arrival date mentioned in the contract.

PAYMENT

In the case of camping rentals, the remaining part of the payment for the holiday will be paid at the arrival. For a renting accommodation, the entire payment must be made one month before the established arrival date, at the latest. The premature departure will not be reason to apply for a refund.

GUARANTEE DEPOSIT

The accommodation places are rented together with the bedding, kitchen equipment and tableware, with no bed sheet or linen, as it is mentioned in the inventory available inside the rooms. A guarantee deposit 200 € per accommodation is required to be paid by the client upon arrival and it will be paid back to the client during the week following his/ her departure, deducting the possible costs for replacing or repairing the damages and the value of the damaged material. An amount of 50 € will be retained from the guarantee deposit in case the accommodation rooms are not left in perfect clean condition on the departure date.

INTERNAL REGULATIONS

All the clients are subject to the provisions of the internal regulations of the camping.

ELECTRIC BRANCHING

For the camping locations : the electric service can be supplied to trailers, caravans and tents which are equipped according to the applicable laws by means of earth connection. The resistance devices (radiators, irons, hair-dryers, etc) are not allowed.

For the accommodation rooms: there is an electricity meter installed in every location, which will be read upon your arrival and at your departure, the tariff being 0,30 € per kWh, and the payment will be made at the reception, before your departure.

In case you wish to file a complaint or in case of litigations, the commerce court of law Mulhouse will be the only court competent to this purpose.