



General terms and conditions of booking

The reservation must specify the surname, first name and date of birth of the participants. The signatory, responsible for the other participants, must be of legal age and present throughout the stay. The reservation must be accompanied by a deposit of 30% of the amount of your stay. A detailed confirmation of the stay will be sent to you, with the practical information as well as the balance of the stay to be paid:

- 30 days before arrival for the rental, In case of non-payment of the balance of the stay, the reservation will be considered as cancelled. The deposit paid remains the property of the campsite.
- On arrival, for a stay on a campsite pitch from July 1st to August 31st,
- At the latest the day before departure, during the opening hours of the reception, for a stay on a camping pitch in low and medium season.

For bookings of rental accommodation made less than one month before the date of arrival, full payment must be made at the time of booking. A booking fee is applied: 5€ for a stay of less than a week and 10 euros for a stay of 7 days or more.

Method of payment: Cheque, credit card, cash, ANCV cheques.

Cancellation and interruption insurance: It is recommended to take out insurance to benefit from the reimbursement of the stay costs in case of cancellation. We offer you an optional "Cancellation and Interruption" insurance in your rental contract. Our partner Gritchen Affinity undertakes to reimburse all or part of the stay only to clients who have taken out the Campeze Couvert insurance in the event of a covered loss. In case of cancellation, you must notify us of your withdrawal as soon as an event occurs that prevents your departure, by mail or email, as well as notify the insurer within 48 hours (www.campez-couvert.com) and provide all necessary information and supporting documents. The general terms and conditions can be consulted on our website or are available by post on request.

The insurance premium must be paid in full at the time of booking the stay. It is non-refundable.

Delay or non-occupancy: in case of delay, please notify us by phone or email. If we do not receive any information on this subject, the pitch or the rental could be allocated to another client as of the next day at 12 noon. The deposit and the balance are non-refundable.

In the event of a late arrival involving the maintenance of the pitch or rental, there will be no deduction or refund of these days. In case of early departure due to the tenant on reservation of a camping or rental pitch, no refund will be made whatever the reason. (see cancellation insurance)

Arrival: for each arrival an identity document will be requested.

Arrivals: from 2pm for the pitches and 4pm for the rentals.

Rentals, conditions and deposit : on your arrival, a detailed inventory will be given to you. It will be your responsibility to check each item (state of the equipment, accessories, crockery, etc...) and report any anomaly immediately upon receipt. Late complaints will not be taken into account.

A deposit of 250 euros covering any damage to the accommodation and its equipment as well as any cleaning that has not been carried out or is insufficient will be deposited on your arrival by credit card imprint. An additional deposit of 100 euros will be required for any stay in the rental unit with a dog. These deposits will be returned to you on your departure, after verification of the accommodation. In the event of departure outside the hours of departure or opening of the reception, the deposit by bank imprint will be cancelled after verification of the rental by the manager, if no anomaly is found.

In the event of damage to the accommodation or equipment, the cost of replacement or repair will be invoiced to you on your departure.

Departure of the rentals: departure between 8am and 10am. The cleaning of the accommodation must be done by you, unless you have subscribed to the cleaning package option, excluding dishes.

Occupancy of accommodation and pitches. The number of tenants may not exceed the number indicated on the booking. Whatever the number of occupants: only 1 vehicle per pitch (free parking at the entrance of the campsite is also available).

Non-smoking rentals: See internal regulations. It is strictly forbidden to smoke inside the rented accommodation.

Animals: See rules of procedure. Cats are not allowed in the rentals, only dogs are accepted, except those of categories 1 and 2. It is not allowed to leave your pet alone in an accommodation or outside on the campsite pitch, even when tied up. To protect the rental unit, you must provide sleeping accommodation for your pet. Duvets, blankets, sofas and beds are forbidden. Accidental droppings in the campsite must be collected. An additional deposit of 100 euros is required on arrival if a dog is present in the rental accommodation.

Image rights : During your stay at Le Montet d'Oléron campsite, you may be photographed or filmed for the design of our brochures or the illustration of our website. If you do not wish to be photographed or filmed, simply inform the reception in writing on your arrival.

Mediation: In accordance with Article L. 152-1 of the Consumer Code, you can use the MEDICYS mediation service free of charge. You can contact us electronically at <https://app.medicys.fr/?proId=577693b3-0338-44a3-ab33-d2b3c533d76b> or by post: MEDICYS - 73 Boulevard de Clichy - 75009 PARIS.

