



GENERAL TERMS AND CONDITIONS OF SALE 2024

WELCOME :

For the peace and safety of the campers, access to the campsite is only possible for holidaymakers who have rented a pitch or rental accommodation within the campsite grounds. The campsite gate will be open from 7.30 am to 10.00 pm Outside these opening hours, vehicles must park outside the campsite in the spaces reserved for this purpose. Reception opening hours: 8.00am to 12.00 midday and 3.00pm to 7.00pm.

RATES & TOURIST TAX :

The rates shown in our brochure and on our website are given as an indication only: they were established on the basis of the economic indices in force at the time of printing and may be revised upwards or downwards according to changes in these indices (e.g. VAT). Only the prices shown on our sales documents will be considered definitive: rental contract and booking confirmation. Booking requests should be made via our website www.le-moulin-a-vent.com. The amount of the tourist tax is set by our local authority.

VISITORS :

Visitors must report to reception on arrival. After being authorized by the manager or his representative, they may be admitted to the campsite under the responsibility of the campers receiving them. Visitors' vehicles are not permitted on the campsite and must be parked in the outside car park.

CAMPING PITCHES :

The reservation of a camping pitch will be effective after validation of your request on our website via our online reservation service and on receipt of a deposit of 30€. On receipt of these documents, we will send you a booking confirmation which must be presented at the reception on the day of your arrival. Pitches are available from 3 pm and must be vacated by 12 midday at the end of your stay. After 12 midday, you will be charged for an extra day. No entry is permitted after 8.00 pm The maximum occupancy per pitch is one car + one caravan or tent. Any additional installation on the pitch will be invoiced. Any changes during your stay must be notified immediately to the reception. The balance of the stay is due in full by the day before your departure at the latest. Any cancellation of a stay after payment of the deposit will result in a credit note for the amount of the deposit, valid until the end of the current season. No reduction will be given for any change to the holiday, made by the holidaymaker for any reason whatsoever, that is not notified at least 24 hours in advance.

RENTAL :

The booking of a rental will be effective after validation of your request on our website via our online booking service and on receipt of a deposit of 25% of the total amount of your stay. On receipt of the deposit and the booking form, we will send you a booking confirmation which must be presented at the reception on the day of your arrival. The balance of the stay has to be paid for in full 30 days before the date of arrival, without a reminder. If the balance is not paid within the stipulated period, we reserve

the right to cancel your booking and the deposit previously paid will be retained by the campsite. Furthermore, no refund will be made for any holiday interrupted or any service not used for whatever reason by the holidaymaker. For bookings made less than 30 days before the start of the holiday, full payment must be made at the time of booking. In low season, arrivals may be at any day of the week. In high season, arrivals are on Wednesdays, Fridays, Saturdays or Sundays for a minimum of 4 nights. Arrival from 3.00 pm and departure before 11.00 am. Our rentals are fully equipped for the number of people authorized. This equipment is subject to an inventory. To avoid any disputes, please check the inventory and report any discrepancies to the reception desk within 24 hours of arrival. A deposit of €155, including €55 for cleaning, will be required on arrival. This will be returned to you on the day of your departure after an inventory of fixtures and if the rental property is left in a perfectly clean condition inside and in the immediate vicinity. The accommodation is non-smoking.

NO RIGHT OF WITHDRAWAL

In accordance with article L.221-28 of the French Consumer Code, Camping le Moulin à Vent informs its customers that the sale of accommodation services provided on a specific date, or according to a specific frequency, is not subject to the provisions relating to the 14-day cooling-off period.

PETS :

Animals are accepted on the campsite in accordance with the law and regulations in force, on presentation of their up to date vaccination certificate. 1st and 2nd category dogs are not allowed. Pets must be kept on a lead on the campsite. Pets are the responsibility of their owners. Pets must not be left alone on the campsite under any circumstances. Pets are not allowed in rental accommodation. Droppings must be collected.

INSURANCE :

Campers must be covered by «third party insurance» for any accident or damage that may be caused by themselves or their relatives. CAMPING LE MOULIN A VENT offers optional cancellation and interruption insurance as part of your rental contract. Our partner Gritchen Affinity undertakes to reimburse all or part of the stay only to customers who have taken out Campeze Couvert insurance. Campeze Couvert insurance does not cover confinement. In the event of cancellation, notify the campsite of your withdrawal as soon as an event preventing your arrival or an interruption to your stay occurs by post or e-mail. If the claim is covered by the general conditions (available on the website: www.campezcouvert.com or from the campsite), you must notify the insurer within 48 hours and provide all the necessary information and supporting documents. In the event that you are unable to honour your stay without having taken out Gritchen cancellation insurance, LE MOULIN A VENT CAMPSITE will offer you a postponement until the current season. No refund can be requested.

CAMPSITE LIFE:

All pitch or rental residents are required to respect the environmental policy of LE MOULIN A VENT campsite, in particular: refrain from making noise or driving between 10.00 pm and 7.30 am, respect waste sorting rules (one container for glass, one for plastic and cardboard, one for household waste). Fire safety instructions must be scrupulously observed: charcoal barbecues are totally forbidden on all campsite pitches (communal barbecues are available). For smokers, cigarette butts must not be thrown on the ground or extinguished by foot. The use of ashtrays or water containers is strongly recommended. No empty glass bottles should be left on the ground in direct sunlight. All residents are required to

comply with the rules and regulations of LE MOULIN A VENT campsite. The campsite reserves the right to expel anyone who contravenes these rules.

IMAGE RIGHTS:

You expressly authorize our campsite, without compensation, to use any photographs of you or your children that may be taken during your stay for the campsite's publicity purposes.

MEDIATION:

In the event of a dispute with our establishment, you can contact us by sending us a letter by registered mail with acknowledgement of receipt. If you are not satisfied with the response, you can refer the matter to the CM2C Mediation Centre, after a period of one month following the sending of these letters/emails. You must file a complaint online at www.cm2c.net or by post: CM2C - 14 rue Saint Jean 75017 PARIS.

PRIVACY POLICY:

The information you provide when placing your order will not be passed on to any third party. This information will be considered confidential. It will only be used by our internal departments to process your order. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and object to any personal data concerning you. To do this, simply send us a letter stating your full name and address to the following address: CAMPING LE MOULIN A VENT 245 CHEMIN DE GASTOULE 84160 CUCURON.

The management :

Carine et Patrice MEULEN