



TERMS AND CONDITIONS OF SALE 2025

RECEPTION

For the peace and safety of our guests, access to the campsite is only permitted to holidaymakers who have rented a pitch or accommodation within the campsite grounds. The campsite gate is open from 7:30 a.m. to 10:00 p.m. Outside these hours, vehicles must park outside the campsite in the designated areas. Reception opening hours: 8:00 a.m. to 12:00 p.m. and 3:00 p.m. to 7:00 p.m. No arrivals are permitted after 7:00 p.m.

PRICES & TOURIST TAX

The rates listed in our brochure and on our website are for reference only: they are based on the economic conditions in effect at the time of printing and may be revised up or down depending on changes to these conditions (such as VAT). Only the prices listed on our official sales documents (rental agreement and booking confirmation) are considered final.

Bookings must be made via our website: www.le-moulin-a-vent.com.

The amount of the tourist tax is determined by our local community council.

VISITORS

Visitors must report to reception upon arrival. Once authorised by the manager or their representative, they may access the campsite under the responsibility of the host campers and after paying the applicable fee.

Visitor vehicles are not allowed on the campsite and must park in the designated external parking area. A maximum of 6 people is allowed per pitch.

Visitors must leave the campsite before reception closes.

CAMPING PITCHES

Camping pitch reservations are confirmed after your request is validated via our online booking system and upon receipt of a €30 deposit.

Upon receipt of your reservation and deposit, a confirmation will be sent to you. This confirmation must be presented at reception on arrival.

Pitches are available from 3:00 p.m. and must be vacated by 12:00 p.m. on the day of departure. Any departure after 12:00 p.m. will incur an extra night charge.

The maximum setup per pitch is one car plus one tent or caravan. Any additional installation will be charged.

Any changes during your stay must be immediately reported to reception.

The balance of your stay must be paid no later than the day before departure.

In case of cancellation after payment of the deposit, a credit voucher equal to the deposit amount will be issued, valid until the end of the current season.

Changes to the length of stay made by the guest, for any reason, and not reported at least 24 hours in advance, will not result in any discount.

RENTAL ACCOMMODATION

Rental bookings are confirmed after your request is validated via our online booking system and upon receipt of a 25% deposit.

Once the deposit and booking form are received, a confirmation will be sent to you. This must be presented at reception on arrival.

The full balance is due 30 days prior to arrival, with no reminder. If the balance is not paid within this timeframe, we reserve the right to cancel your booking and retain the deposit.

If your stay is interrupted or any services remain unused for any reason, no refund will be given.

For bookings made less than 30 days before arrival, the full payment is due at the time of booking.

Arrival from 3:00 p.m. and departure before 10:00 a.m.

All rentals are fully equipped for the number of authorised occupants. An inventory is provided.

To avoid disputes, guests must check the inventory and report any discrepancies to reception within 24 hours of arrival.

A security deposit of €160 (including €60 for cleaning) will be requested upon arrival and returned on departure after the inspection, provided the accommodation is left in perfect condition both inside and outside.

All rental units are 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 accommodation service sales for specific dates or periods are not subject to the 14-day right of withdrawal.

PETS

Pets are allowed at the campsite in accordance with applicable laws and regulations, and upon presentation of a valid vaccination record.

Category 1 and 2 dogs are not permitted.

Pets must be kept on a leash at all times.

They are under the sole responsibility of their owners and may not be left alone on-site.

Pets are not allowed in rental accommodations.

Owners must clean up after their pets.

INSURANCE

Campers must hold third-party liability insurance to cover any damage or accidents caused by themselves or their companions.

Camping Le Moulin à Vent offers optional cancellation insurance via the booking contract.

This insurance may cover cancellations or late arrivals.

In the event of cancellation, notify the campsite by email or post as soon as the cause arises.

If the incident is covered by the insurance terms (available at www.campezcouvert.com or the campsite website), you must notify the insurer within 48 hours and provide all required documentation via www.declare.fr.

If you are unable to fulfil your stay and did not subscribe to the Gritchen cancellation insurance, Camping Le Moulin à Vent offers a credit valid for the current season.

No refunds will be issued.

LIFE AT THE CAMPSITE

All guests must respect the campsite's environmental policy, including:

- No noise or vehicle movement between 10:00 p.m. and 7:30 a.m.
- Compliance with waste sorting rules (glass, plastic/cardboard, household waste).

Strict fire safety rules must be observed:

- Charcoal barbecues are strictly prohibited on individual pitches. Communal barbecues are available (may be closed during high fire risk or strong wind).
- Cigarette butts must not be discarded on the ground. Use ashtrays or water containers.
- Empty glass bottles must not be left exposed to sunlight.

All guests must follow the campsite's internal rules. The management reserves the right to expel any person who fails to comply : (disturbance, failure to comply with regulations, aggressive behaviour).

Charging of electric or hybrid vehicles is prohibited on all pitches.

IMAGE RIGHTS

You expressly authorise, without compensation, the use of photographs taken during your stay, of you or your children, for promotional purposes by the campsite on any medium.

DISPUTE RESOLUTION

In the event of a dispute with our establishment, you may contact us by registered mail with acknowledgment of receipt.

If our response does not satisfy you, you may contact the CM2C Mediation Centre after a one-month delay.

You can submit a case online at www.cm2c.net or by post to CM2C – 14 rue Saint Jean, 75017 PARIS.

DATA PRIVACY

The information you provide during booking will remain confidential and will not be shared with third parties.

It is used only by our internal services to process your reservation.

In accordance with the French Data Protection Law of January 6, 1978, you have the right to access, rectify, and oppose your personal data.

To exercise this right, write to us with your full name and address at:

Camping Le Moulin à Vent, 245 Chemin de Gastoule, 84160 Cucuron, France

Carine and Patrice Meulen

Owners of Camping Le Moulin à Vent