

# General terms and conditions for camping, booking a tent or the chambre d'hôtes



## 1. How to book?

You can make a reservation by phone or via e-mail or via our booking site. We need the following information: name, address and e-mail address of the notifier, names and ages of all fellow campers or guests of the chambre d'hôtes.

## 2. Our prices include

The price of our tents and rooms are included in the camping fee, Tourist tax, use of gas, and other amenities on the mini campsite.

## 3. Booking

After your booking, you will receive the e-mail confirmation of your reservation.

We are unfortunately not able to accept reservations for young people under 18 years without being accompanied by persons responsible for them,

## 4. Payment

A. We ask a deposit of 30% of the total rental price. The deposit must be made within 14 days of the date of the reservation. Only after receipt of such payment the reservation is final and you will be obliged to pay the rent.

B. The remainder of the rent must be paid at the latest 6 weeks before the arrival on the Pont de la Planque. If the down payment and/or the remaining amount within the prescribed deadlines are not met, we reserve the right to cancel the booking and the notifying party is responsible for the cancellation fee. (See cancellation policy, chapter 7).

C. If you make a reservation shortly before your holiday, (within 6 weeks prior to arrival at Pont de la Planque), we expect that the entire rental fee is met within 14 days after reservation date.

D. You should always have paid the full amount before arrival.

E. If payment is not received within the specified time limits, we reserve the right to cancel the reservation and the notifying party is liable for the cancellation costs (see cancellation policy, chapter 7).

F. At delinquent payment, all costs, both judicial and extrajudicial, will be for the account of the Applicants for the reservation.

## 5. Changes of already confirmed reservations

A. It is possible, to change your reservation on basis of availability. However, this change can result in a higher price or a part cancellation (on part cancellations are our cancellation terms and conditions apply, see chapter 7).

B. Changes, which are a partial cancellation (for example: the booked period is shorter) the cancellation conditions apply (see chapter 7).

## 6. Special requests,

A. It is possible to make special requests, such as for example a special place on the campsite, or families who want to be next to each other. Unfortunately we can not guarantee this.

## 7. Cancellation Policy

A. All cancellations must be made in writing, via e-mail is possible.

B. All reservations within 7 days after the date of the booking confirmation can be canceled free of charge. This is not possible for reservations made within 6 weeks before arrival.

C. In case of cancellation between 7 days after the date of the booking confirmation and 6 weeks before arrival, 30% of the rental fee will be charged.

D. If canceled between 6 weeks before the arrival on the Pont de la Planque and the day of arrival itself, the full rental fee will be charged.

E. For late arrival, early departure or non-enjoyed camping days there is no refund for unused accommodation.

## The stay at Pont de la Planque:

### 8. Your arrival and your departure:

A. You are welcome on the campsite or room from 15:00. It would be nice if your arrival is before 19:00 on the campsite. On the day of departure the final departure time is 11:00.

B. We are unfortunately not able to accept reservations for young people (under 18 years) who are not accompanied by persons responsible for them. We reserve the right to refuse different reservations.

C. For the rental tents arrival and departure is possible at all days of the week with a minimum of 3 nights. Exception to this is the stay in the Chambre d'hôtes and campers with their own tent or caravan.

### 9. Deposit

A. Upon arrival at Pont de la Planque, we shall show you the rental tent and we ask for a deposit of € 100,- in cash, with the exception of the Chambre d'hôtes.

B. On the day of departure you should leave the campsite or room before 11:00 a.m.

If everything is in order, the deposit for the stay in the rental tent be refunded to you.

C. If you want to leave before 08:00 Would you be so kind to let us know in a timely manner?

### 10. Travel Documents

You are responsible for valid travel documents (passport and/or ID card) which are required. Children of all ages have a private travel document.

### 11. Extra sleeping tent

A. The placing of a private sleeping tent must be requested at the time of the reservation.

For the costs we refer to the list of fees.

## 12. Pets

- A. Pets are not allowed in the rental tents and Chambre d'hôtes.
  - B. We do allow pets at the campsite. We allow one pet. We cannot guarantee that there is a place for your pet.
  - C. Do you want to bring your pet with you, make sure you have valid vaccination papers, also for Rabies!
- Pets on Pont de la Planque are always kept on a leash and are let out outside the campsite.
- D. It is not allowed to leave pets unattended in the tent. The owner of the animal will be liable for any damage.

## 13. Visit:

Visitors to the rental tents are welcome, please let us know in advance.

## 14. The stay at Pont de la Planque

- A. At Pont de la Planque you will stay in the middle of nature. There are environment sounds like a car, playing children or music in the distance from the pancake restaurant. It will be quiet after 22:30. We would like to ask you to take account of each other and the environment.
- B. A tent can sometimes be affected by visitors, such as insects, mice and moles; The tents are on boarding but even so it is possible. You and your tent are part of the natural surroundings.
- C. In case of serious nuisance, we advise you to get in touch with us, we usually find a solution.

## 15. People with Disabilities

The rental tents are suitable for campers with disabilities. The general facilities are adapted as much as possible. It is wise to have prior consultation in case of use of campers with disabilities. This to avoid disappointment.

## 16. Liability and conduct

- A. We are not liable for any loss, theft, damage, or injury, to guests who stay with us. Participation in activities organized on or by the campsite, is entirely at your own risk.
- B. Guests who stay at the campsite have to respect the rules of conduct. Guests who do not comply with the behavioural rules and give serious nuisance, can after a warning, be removed from the accommodation and excluded from further stay in the accommodation, this without any refund.
- C. Smoking is not allowed in our rental tents or in the Chambre d'hôtes.

## 17. Your car

You can park your car on specially equipped on-site parking. It is not allowed to park beside the tent, this in relation to the biological nature of the campsite, the orchard and vegetable garden.

## 18. Barbecue

Mini Camping Pont de la Planque has for all guests a communal barbecue and camp fire place. Barbecues and open fires at the tents are not allowed because of fire hazard.

## 19. You are not completely satisfied?

- A. The aim of us, owners of mini camping Pont de la Planque, is to provide an environment where you can enjoy a wonderful holiday. If you are not satisfied, contact us directly.. We will do our best within our capabilities to solve the problems.
- B. If, however, give rise to a complaint persists, contact us by mail or letter within 4 weeks.
- C. We are not responsible for external influences such as weather conditions, construction or maintenance activities on the spot, pests, sound, smell or flooding.

## 20. Price

- A. The prices mentioned on this site will, subject to any publication errors, unforeseen tax surcharges and errors remain unchanged during the whole season.
- B. The price stated on your confirmation is binding.