

Terms and conditions

BOOKINGS

To secure your booking, we require a deposit of 30 % of your total holiday price. The booking is only finalized once your deposit has been received and the cheque has cleared. Deposits must be paid by cheque (or French holiday vouchers) within 15 days of booking request; failure to comply will result in the cancellation of your booking.

PRICES

All prices are inclusive of VAT. Occupancy tax is additional. We cannot provide price breakdowns. Extra services resulting from an extended stay, should this be voluntary or involuntary, (advance arrivals, adverse weather conditions...) will be charged to the guest at applicable rates. Prices are based on market conditions and are valid from 1st January 2008. Customers are reminded that prices are subject to change and may go up or down; an updated price quote will thus be given in reply to your booking request.

HOLIDAY PAYMENT

The balance of your account is due on arrival. If you fail to pay, your booking will be considered by rights as a cancellation and cancellation fees applied (see below). Expenses not specifically listed in the package description are not included in the price. Occupancy tax will be billed in addition, at a rate specified by bylaw. The Company cannot be held responsible for introducing this tax nor for any change in tax rates. Prices quoted are in Euros.

ARRIVAL AND DEPARTURE TIMES

Arrival from 4pm. Departure no later than 10am.

SECURITY DEPOSIT

A security deposit will be required for all holiday home rentals, payable on arrival. All or part of the security deposit may be retained on your departure to compensate for physical damage to the premises (breakage, loss...), unpaid rent or cleaning charges.

RULES AND REGULATIONS

All guests should comply to the campsite rules and regulations, a complete copy of which is posted at the reception desk.

FINAL CLEANING

Guests are responsible for cleaning the holiday home before departure.

BOOKING CHANGES OR CANCELLATIONS

Once you have signed it, the holiday booking becomes a legally binding contract. Should you wish to make a change after your booking has been confirmed, we will always try to meet your request (subject to availability). If you wish to cancel, written notification should be sent to Camping des Neiges and will only take effect after formal acceptance by the Limited Liability Company "Camping des Neiges", which has no legal obligation to accept such a request.

HOLIDAY HOME INSURANCE

Guests are required by law to insure the premises they rent. They should therefore ensure that they are in possession of a comprehensive household or travel insurance policy including public liability insurance for damage to 3rd party property. The insurance certificate or a sworn statement of possession thereof may be asked for before you receive your keys.

OPTIONAL CANCELLATION INSURANCE

The campsite offers an optional all-risk holiday cancellation insurance which will cover : cancellation charges, travel delay, curtailment costs, adverse weather, camping equipment breakage, loss or damage to personal effects, rental liability insurance. Price : 15€ for a maximum holiday cost of 1,000€. PLEASE NOTE : OUR CANCELLATION INSURANCE MUST BE TAKEN OUT AT THE TIME OF BOOKING.

LIMITATION OF LIABILITY

Our liability is defined with respect to the terms of clause VII, article 23 of the law n° 92.645, 13th July 1992. The Company cannot accept liability if the buyer or a third party unrelated to the service provider or unforeseeable circumstances (force majeure) are responsible for nonperformance or improper performance of the contract.

USE OF FACILITIES

See appendix on the attached inventory.