

## **General Terms and Conditions Camping L'Etruyère**

The use of the site and the purchase of overnight stays offered by Camping L'Etruyère imply full acceptance by the customer of the integral General Terms and Conditions.

### **1. Arrival and Departure**

The arrival and departure times of the place or accommodation you have reserved are stated on the website and/or your confirmation.

### **2. Rates**

1. The rates stated on the website are the current applicable prices. The communicated rates are, except for any printing errors, unforeseen changes in VAT surcharges/levies /government surcharges or actual obvious mistakes, permanently unchanged during the relevant calendar year with the exception of offers/promotions. Online (Website) rate calculations are not binding if they deviate from the applicable rates on the website.
2. The rates quoted are per accommodation or per person (in the latter case, the statement 'price per person' is clearly displayed on the web page where the rates of the accommodation are stated) and vary depending on the date, length of stay and type of accommodation. Unless otherwise stated, rates are for accommodation only.

### **3. Reservations**

1. Each reservation must be accompanied by a payment equal to at least 25% of the amount of the stay, including the cost of the accommodation and all options. The remaining amount must be paid no later than 30 days before the start of the stay. If payment is not made, the reservation can be canceled without the customer being entitled to a refund of any deposit.
2. For reservations made within 30 days before the start of the stay, the full booking amount is due at the time of reservation.

### **4. Accommodation**

1. The classification is indicated according to the local standard.
2. Photos and illustrations: we strive to provide photos and illustrations that give the customer an idea of the services offered. These photos and illustrations are intended to give the customer an impression of the category or the comfort offered by the accommodation and do not give rise to any obligations that go beyond this goal.

## General Terms and Conditions Camping L'Etruyère

3. The descriptions of the holiday offer are also provided by our providers and may be subject to change (additional or missing facilities). Camping L'Etruyère makes every effort to inform travelers from the moment of registration in case websites are not up-to-date.

### 5. Payments/rebooking guarantee in case of a Pandemic

Rebooking guarantee for reservations from January 1, 2022

For bookings made after a pandemic has been established, a rebooking guarantee applies if your holiday with us cannot take place due to measures surrounding this pandemic. The rebooking guarantee only applies if your stay cannot continue due to relevant laws and regulations.

This is true for:

- o Closing of the borders, which means that it is no longer possible to travel to the campsite.
- o Closing of the park by order of the (local) government or third parties.

Important! The rebooking guarantee does not apply if you can travel to the campsite, but a quarantine is requested upon return. Even if the local government asks for additional measures (for example, a negative corona test), rebooking is not possible.

By rebooking you can enjoy your holiday at a later time. The new arrival date must be within one year of the arrival date of the reservation already made. When you book a cheaper period of stay, the difference will not be returned and a possibly more expensive period of stay will be for your own account.

If you are unable to travel to the campsite due to an infection in your area or if you are unable to travel to the campsite yourself, this is not covered by the rebooking guarantee. You should check what your travel or cancellation insurance can do for you in this regard.

### 6. Deposit

For our rental accommodations you must pay a deposit (banccard) at arrival. The deposit is stated on your confirmation. After departure (during opening hours of the reception) the deposit will be refunded:

- o If the rental accommodation is left tidy and clean.

## **General Terms and Conditions Camping L'Etruyère**

- o The inventory and accommodation are still complete and undamaged.
- o No inconvenience is caused to other guests of Camping L'Etruyère or its close ones local residents.
- o If the damage to the accommodation or the missing inventory is greater than the paid deposit, this will have to be paid before departure.

### **7. Changes to already confirmed reservations and refunds**

1. Rebooking free of charge to another accommodation is only possible if the rent is higher than the original rent. The difference of the rent must be paid locally (rebooking during your stay) or otherwise within the term stated on the new confirmation.
2. Refund of paid stay fees is not possible.
3. In the event of an earlier departure than booked no refund of payments made. Vacation days not taken can be used pro rata at another time in the same calendar year, provided that sufficient accommodation is available for the newly selected period.
4. No refunds will be made for payments made on arrival at a later date than booked.
5. In the event of a breakdown or delay due to traffic conditions, Camping L'Etruyère is not liable for any additional costs or cancellation costs resulting from the customer's failure to show up at the reserved accommodation.

### **8. Cancel**

1. A cancellation will only be processed if it is made in writing requested.
2. A reservation can be canceled free of charge up to 5 days after the date of reservation or changed/rebooked, provided the reservation is made at the latest 6 weeks before arrival.
3. In the event of a cancellation made between 5 days after the date of reservation and 6 weeks before arrival is cancelled, there will be no refund of the monies paid.
4. In case of cancellation less than 6 weeks before the arrival, there will be no refund of the monies paid, but this sum paid is converted into a credit that, in the same calendar year from September 1 to May 15 of the following calendar year, can be used for booking a camping pitch or accommodation at Camping L'Etruyère after deduction of reservation costs.
5. In the event of an earlier departure or a later arrival than booked, there will be no refund of the payments place.
6. Camping L'Etruyère reserves the right to cancel a reservation without giving any reason. Under no circumstances can this cancellation give rise to the payment of compensation.

## General Terms and Conditions Camping L'Etruyère

Under normal circumstances, the amount paid will be refunded. In case of special circumstances/force majeure, for example: natural disaster, pandemic, war, internal or external force majeure (caused by an external party or government), Camping L'Etruyère will issue a voucher, worth the amount already paid, which can be redeemed one calendar year after the initial arrival date will be valid. The voucher provided cannot be transferred to third parties without the written consent of Camping L'Etruyère and cannot be converted into a contact or giro credit.

7. A stay that has started is deemed to have been fully utilized and does not entitle you to a refund under any circumstances.

### 9. Liability/rules of conduct

1. Camping L'Etruyère cannot accept any liability for loss, theft, damage or injury caused to or by guests of Camping L'Etruyère or local residents, how this damage or injury arose
2. Participation in activities organized by Camping L'Etruyère or by third parties is entirely at your own risk.
3. All guests of Camping L'Etruyère or guests of counterparties/partners who provide accommodations
4. Renting out or offering activities at Camping L'Etruyère must confirm to the rules of conduct (available on the website, presented on arrival or stated on the confirmation).
5. The guest(s) who causes nuisance or nuisance can be removed after a warning, without refund of payments or deposit.
6. Statements by employees of Camping L'Etruyère, in whatever position, regarding the
7. The liability of Camping L'Etruyère / resellers / partners does not bind Camping L'Etruyère.
8. Under no circumstances can the rate of the accommodation be disputed after the start of the stay. Customers must determine whether the fare suits them before departure.
9. Disabled people: Camping L'Etruyère is equipped to receive people with disabilities. It is important to state the handicap at the time of booking.
10. In accordance with the applicable legislation, the rental of a stay in a mobile home, chalet, bungalow or other open-air accommodation (hereinafter referred to as "rental accommodations") does not fall under the liability of hoteliers. As a result, Camping L'Etruyère cannot be held liable for loss, theft or damage to personal property in our rental accommodations, common areas and adjacent parking spaces. During your stay you are responsible for the safety of the rental accommodation and you must take out insurance accordingly. You can take certain precautions to avoid problems: close the sliding doors when you leave the rental and lock the door with the key. Personal belongings left behind in the rental accommodation after your stay are not covered by the liability of Camping L'Etruyère.

## General Terms and Conditions Camping L'Etruyère

### 10. Refusal

We reserve the right to refuse guests on our premises who do not belong to our target group or those of our partners. Such as: (touring) traveling families or groups, (circular) traveling workmen, motorized associations, larger companies, etc., without this has been made known in advance in writing (letter or email) in the reservation or expressly and is explicitly made known upon arrival and is approved.

### 11. Cookies

#### 1. Cookies

A cookie is placed via our website from the American company Google, as part of the "Analytics" service. We use this service to keep track of and to get reports on how visitors use the website. Google may provide this information to third parties if Google is legally obliged to do so, or if third parties process the information on behalf of Google. We have no influence on this. The information is transferred to and by Google and is stored on servers.

#### 2. Remarketing Cookies

If you consent to the placing of cookies, this website uses forms of Remarketing to remind the visitor of this website up to 7 times, possibly via third-party websites or Google. These third parties may display a text or image to remind the visitor of the visit to one of the websites of Camping L'Etruyère.

#### 3. Refuse or delete cookies

You can set your browser so that you do not receive any new information the next time you visit our website receive more cookies. The way in which you can set this differs per browser. look at the help function of the browser you are using. There you can also find out how you can delete previously placed cookies. If you no longer wish to receive cookies at all, you will have to change these settings on all browsers and on all computers you use. If you refuse or delete cookies, you may not be able to use all the features of the website, or you may not have access to parts of the website.

### 12. Pictures

You authorize Camping L'Etruyère and any person through whom Camping L'Etruyère is represented to photograph, film or record you during your stay at Camping L'Etruyère and to use these images, audio, video - and other recordings to be used in any media (in particular on websites or internet pages of Camping L'Etruyère, including Facebook, in presentation and promotional materials of Camping L'Etruyère and in travel guides). This permission applies to both you and the people who

## **General Terms and Conditions Camping L'Etruyère**

share your accommodation. Its sole purpose is to promote the facilities and network of Camping L'Etruyère and your reputation will not be damaged in any way. You grant this consent free of charge, for all countries and for an unlimited period.

### **13. Pets**

Pets, with the exception of official assistance dogs, are NOT allowed at L'Etruyère campsite.

### **14. Electric cars**

Charging your electric car is not permitted as long as there is no official charging point at Camping L'Etruyère. If we discover that charging has occurred, we will charge you €10.00 per day of your stay.