



GENERAL TERMS AND CONDITIONS OF BUSINESS

DEPOSIT: In order to confirm your booking request you must pay us a 30% deposit of the total sum for your stay. This may be paid by holiday voucher, money order, bank card over the telephone or via our online booking service.

BOOKING: Firm commitment: All bookings confirmed by the receipt of your deposit shall remain non-refundable, and commit you to observing the selected and recorded dates for your stay. We cannot accept persons into rental accommodation who are not mentioned on the contract, this could lead to the immediate termination of the contract without refund of the deposit. In the event of withdrawal the deposit paid will in no event be refunded, and if the cancellation occurs less than 30 days before the arrival date, the renter will be liable for the total amount for the holiday selected.

In the event of late arrival or early departure, the total cost of the stay originally booked will remain payable. For this reason we strongly urge you to take out cancellation insurance when you book.

RECEPTION: On your arrival please report to reception at the Port de Plaisance 3 star campsite.

In June – July and August, arrivals are scheduled for Saturdays between 4 pm and 8 pm.

For non-allocated pitches, arrivals are scheduled from 12 pm onwards.

If you will be arriving late please inform us in writing in advance. After more than 24 hours has elapsed from the agreed arrival time without prior notice having been given, the rental will become available and the total sum for the rental shall become payable.

No refund will be given for late arrivals or early departures. The rental thus becoming vacant may be re-let by our Port de Plaisance 3 star Campsite without this leading to any compensation or refund.

In March – April – May – September - October , you may arrive and depart on the day of your choice (after your booking has been made) between 4 pm and 8 pm.

People seeking non-allocated pitches should arrive from 12 pm onwards.

If you will be arriving late please inform us in writing in advance. After more than 24 hours has elapsed from the agreed arrival time without prior notice having been given, the rental will become available and the total sum for the rental shall become payable.

No refund will be given for late arrivals or early departures. The rental thus becoming vacant may be re-let by our Port de Plaisance 3 star Campsite without this leading to any compensation or refund.

BALANCE: The balance for your stay should be paid on your arrival for payments in cash, by holiday voucher or bank card.

The balance for your stay will include: the balance for the rental and tourist tax at €0.20 per day per person over 13 years of age.

DAMAGE DEPOSIT: An inventory check will be made with the staff at the entry and exit of the chalet

Two deposit should be paid on your arrival: €250 and €50 ; this to cover, in the first instance, equipment, accommodation and other items and subsequently the cost of cleaning the accommodation. These deposits will be returned to you when you return the keys on your departure (between 8am and 10am) or by post if the inventory check is done in your absence (outside of inventory check times). Deductions will be made for any damage or missing items; if the accommodation has not been cleaned before departure, €50 will be deducted from the damage deposit and €30 if it has only been partially done.

SLEEPING ARRANGEMENTS: You must provide your own bed linen: sheets, duvet covers and pillowcases..We provide one duvet and pillow per person. If you are sensitive to the cold, we advise you to bring an extra duvet or blanket.

INVENTORY CHECK ON DEPARTURE: For your inventory check on departure please make an appointment at reception for a minimum of 3 days before your departure. Times for departure inventory checks, **between 8 am and 10 am.**

After the inventory has been checked keys should be handed over immediately and renters should leave the rental accommodation.

Those occupying non-allocated pitches should leave and arrive around 12 pm; if however these departure times are not observed you will be charged for the extra night(s).

FIXTURES AND FITTINGS: For the departure inventory check, crockery and other equipment must be left in their original places. You should check cupboards and underneath mattresses, as we will in no event be responsible for forgotten items or clothes.

VISITORS: You can entertain visitors during the day while you are staying with us (departure before midnight). They must report to reception at the Port de Plaisance 3 star Campsite. If however the visitor(s) stay for one or several nights, this should be reported to reception at Port de Plaisance 3 star Campsite so that payment can be made for the night(s).

CHOICE OF PITCH: for all those wishing to be near friends or family, we will do our best to locate you as close as possible to each other, within the limits of what is possible and available. In no event can we guarantee to reserve a particular pitch for you, although we will do our best to satisfy your requirements.

IN THE CAMPSITE: All renters must observe the Campsite Regulations. We will not in any event be liable for losses, thefts of personal items or items you are responsible for (hired equipment), or for injuries or hurt suffered by the renter and or their visitors while practising sport or other activities. In the case of non-compliance or gross misconduct, the Port de Plaisance 3 star Campsite accepts no liability and reserves the right to expel the renter without any compensation or refund. All renters should have civil liability insurance.

Minors should not wander around the campsite after 10 pm without being accompanied by a parent or legal guardian.

IN THE EVENT OF FORCE MAJEURE; In the event of force majeure; bad weather, natural fire disaster, water damage, or repair works..., Port de Plaisance 3 star Campsite reserves the right to cancel the rental or other activities without legal action or claims being brought against them.

SWIMMING POOL: Children must be accompanied in the swimming pool. All bathing is under your responsibility. Everyone MUST wear swimsuits and swimming trunks, take off shoes before entering the pool and pass through the foot bath.

PLAYGROUND: this is authorised for use by children aged between 3 and 8 years of age who must be supervised by parents or guardians.

Children should be supervised when taking part in any leisure or other activity.

MEALS: It is totally forbidden to use a deep-fat fryer or any cooking methods which may cause damage.

ANIMALS: companion animals (domestic only) are admitted. However, first and second category dogs are banned. They must in no event be left alone on the pitch or in the rental accommodation. The owner must keep their animal on a leash. On arrival, a daily supplement must be paid at reception in accordance with the current rates. The vaccination record must be up to date. Please take your animal outside the campsite everyday for toileting.

Personal data: The personal data collected are the subject, by the CCI Amiens-Picardie and Camping *** du Port de Plaisance ("CCI"), a computerized processing for the management of your reservation and are kept for 3 years. These data are included in the client file from Camping *** du Port de Plaisance and are not communicated to third parties. The Camping *** du Port de Plaisance is also likely to send you its commercial offers and surveys.

In accordance with the law "Informatique et Libertés" of 6 January 1978 modified and the RGPD (European General Regulation on the Protection of Personal Data), you have the right to access, rectify and delete personal data about you. To exercise this right, you can contact the DPO (delegate for the protection of personal data) by e-mail at dpo@amiens-picardie.cci.fr or at the following postal address: CCI Amiens-Picardie - DPO - 6 boulevard de Belfort CS 73902 80039 AMIENS CEDEX 1. Our privacy policy is detailed in our Privacy Policy (available on our website www.camping-plaisance.com).