



# Sales Terms and Conditions Campsite and Accommodations

CHASSEY SAS – Château de Martragny 14740 Moulins en Bessin

## **Article 1 Sales Terms and Conditions**

The present sales terms and conditions rule all the stays sold on the website Chateau de Martragny. They are included in the contract binding the establishment and the customers.

The client agrees to acknowledge these terms and conditions prior to any booking request for a stay concerning himself and any other person enjoying the stay. According to the law in force, the present terms and conditions are available for the client for information only and prior to any contract for holiday purchase. The terms and conditions are available on written request to the establishment office.

## **Article 2 – Booking Conditions - Cancellation**

### **2.1 Prices, payment and booking**

All prices are given in Euros, including VAT. The customer's attention is drawn to the fact that the price does not include the tourist tax or the eco-participation.

For campsite pitch bookings: All rentals are by name only and cannot be transferred. The rental only becomes effective with our agreement and after receipt of a deposit of 40% of the total amount of the stay.

For rental bookings (guestroom/gîtes): Your booking only becomes effective with our agreement and after receipt of a deposit of 40% of the total amount of the stay.

The balance (for a guestroom /gîtes) must be paid 15 days before your arrival. In the absence of payment within your booking will be automatically cancelled. No refund of deposit will be accepted. The campsite may postpone your stay for the following season

All cancellations must be notified to us by post or e-mail, the date of receipt determining the date of cancellation. In the event of cancellation, the following will be withheld from you or remain payable to you by way of compensation for breach of booking:

- an amount equal to the deposit for your stay if you cancel between 40 and 31 days before the scheduled arrival date.
- the total amount of your stay if you cancel between 30 days and the scheduled arrival date or if you do not show up on that date.

**If your stay is interrupted or cut short (late arrival, early departure, etc...) you will not be entitled to a refund for any reason whatsoever.**

### **2.2 Withdrawal**

The legal provisions relating to the right of withdrawal in the case of distance selling as set out in the Consumer Code do not apply to tourist services (article L.121-20-4 of the Consumer Code). Thus, for any order for a stay with the campsite for a pitch or a rental, the customer does not benefit from any right of withdrawal.

### **2.3 Cancellation Insurance**

We do not offer cancellation insurance. We strongly advise you to take out your own insurance.

## **Article 3 – Course of the stay**

### **3.1 Arrivals and departures**

On the campsite: arrivals are from 12 pm, departures must be no later than 12 pm, unless expressly agreed by the campsite manager. Should your stay be extended, you must agree with the reception if this is possible and warn at least 24 hours before the departure date set previously.

For rentals: arrivals are from 4pm, departures before 10am, unless expressly agreed otherwise by the estate manager. Any delay for giving back the key and leaving the accommodation after 10 am will be invoiced one extra night.

### **3.2 House rules**

As required by law, you must adhere to our house rules, displayed in our reception area and a copy of which will be given to your request.

## **Article 4 – Liability**

The establishment is not liable for any damages on the holiday-maker's equipment. Holiday-makers must have subscribed civil liability insurance for their equipment. The campsite is not responsible for theft, loss, or damage of any kind during or after your stay.

## **Article 5 – Applicable Law**

These general terms and conditions are governed by French law. For any dispute relating to their application, the consumer may refer the matter to one of the territorially competent courts in accordance with the Code of Civil Procedure.

## **Article 6 - Disputes – Consumer mediation**

In the event of a dispute between the Customer and the company, they shall try to resolve it amicably (the Customer shall send a written complaint to the professional or, where applicable, to the professional's Customer Relations Department).

In the absence of an amicable agreement or in the absence of a response from the professional within a reasonable period of one (1) month, the Customer who is a consumer within the meaning of article L.133-4 of the French Consumer Code may, if a disagreement remains, refer the matter free of charge to the competent mediator on the list of mediators drawn up by the Commission d'évaluation et de contrôle de la médiation de la consommation (Consumer Mediation Evaluation and Monitoring Commission) pursuant to article L.615-1 of the French Consumer Code, namely :

La Société Médiation Professionnelle

[www.mediateur-consommation-smp.fr](http://www.mediateur-consommation-smp.fr)

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