

GENERAL BOOKING TERMS 2021



Castel Parc de Fierbois - 37800 Ste Catherine de Fierbois - France

Tél: (0)2 47 65 43 35 - www.fierbois.com

e-mail: contact@fierbois.com

Booking:

Please return the completed booking form to us along with the relevant deposit detailed below. You may also make a reservation through our website: www.fierbois.com.

Payments :

Deposit required is 25% of the stay or 100% of the stay when the reservation is made less than 1 month before the date of arrival, plus cancellation insurance fees. (Except for the tree-houses : total amount is to be paid at the time of reservation. After receiving your payment, we will send you a voucher which is to be given at reception when checking in).

Balance :

The balance due is payable a month before arrival. If the balance is not received in time, your reservation will be cancelled and the accommodation will be put back to sale. No refund can be obtained.

Late arrival:

No reduction will be given in the case of late arrival or early departure. Please inform us if you arrive after 8 pm the day of arrival.

Cancellation :

The campsite itself does not give any refunds.

The campsite offers you optional **Cancellation and Interruption insurance** in your rental contract. Our partner **Gritchen Affinity** will refund all or part of the stay only to customers that have purchased **Campez Couvert** insurance.

In case of cancellation, please notify the campsite of your cancellation as soon as an event occurs that prevents your departure, by letter or by email.

If the claim is covered in the general conditions (available at www.campez-couvert.com or from the campsite), please notify the insurer within 48 hours and provide all the necessary information and supporting documents.

Cancellation COVID-19* :

In the event of stays which are interrupted or cut short for one of the following reasons:

- ✓ Confinement
- ✓ Border closures
- ✓ Administrative closure of the campsite
- ✓ Customer placed in quarantine on arrival or when he/she returns to home country

You will have the choice between:

- *a free modification or report of your stay (dates, type of accommodation) over the 2021 season, subject to availability.*
- *or reimbursement of sums paid (excluding the cost of cancellation insurance and administrative fees)*

* valid for all new bookings made between 16th December 2020 and 31 January 2021, for all stays made in 2021

(all vouchers accepted as « commercial gesture » will not be subject to refunds)

How to use your credit voucher :

You benefit from a credit voucher at Castel Parc de Fierbois following the cancellation of your stay and wish to use it for a reservation? Nothing could be easier !

When making your reservation online, all you have to do is select "voucher" in the payment methods. Our reservation department will deduct your credit voucher automatically from the total of your stay.

Accepted means of payment :

Bank transfer/Credit card : CB – VISA - EUROCARD - MASTER CARD – AMEX

Tourist Tax :

0,50€ per night and per pers more than 18 years old.

Pool and aquatic area rules:

Bermuda pants and shorts are strictly forbidden in the swimming pools.

Animals:

one animal is accepted per pitch or rental with supplement, 1st and 2nd category are prohibited

Picture authorization:

Unless mentioned on arrival, pictures of you and your family might be taken during your stay and used for advertising purpose.

Arrivals / departures:

Rentals:

From 3 July to 29 august 2021 the days of arrivals are Saturday or Sunday for a minimum of 1 week.

Outside this period, rentals are for a minimum stay of 2 nights with no fixed arrival day.

For a stay of one week : arrival after 5 pm to 8 pm. Departure before 10 am.

For a stay during a week-end in low season: arrival after 4 pm to 8 pm. Departure before 4 pm.

Camping pitches:

Bookings are for a minimum of 3 nights and with no fixed arrival day.

Arrival after 2.30 pm to 8 pm. Departure before 12 pm.

Free for children under 4.

Tree-houses

Bookings are for a minimum of 1 night and with no fixed arrival day.

Arrival after 4 pm to 8 pm. Departure before 11 pm.

Services for rent:

Bedlinen : 12€ per bed / Set of 2 towels : 10€ / Baby equipment (cot, highchair, bath) : 5€/day / Barbecue: 5€/day

Rental plans are for information only and may be subject to change.

A rental inventory is available on www.fierbois.com

Security deposit

A deposit against damage, loss and breakages of 250€ is payable on arrival (by credit card). It may be retained by the Campsite if the accommodation is not left in perfect condition or if equipment is missing or damaged.

Dispute:

- If, despite our total desire to provide full satisfaction, you have any complaints, we ask you immediately to inform the person with responsibility for hospitality on-site, who will try to provide a response.

- Pursuant to Article L 612-1 of the Consumer Code, any client campground has the right to use free of charge to the consumer mediator for the amicable resolution of a dispute that oppose the operator of the field.

The coordinates of mediator consumption that the customer can enter, are:

MEDICYS – 73 Boulevard de Clichy – 75009 PARIS

01 49 70 15 93

www.medicys.fr – contact@medicys.fr