

## GENERAL BOOKING TERMS 2020



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

Tél: (0)2 47 65 43 35 - [www.fierbois.com](http://www.fierbois.com)

e-mail: [contact@fierbois.com](mailto: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](http://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 insurance**

The campsite itself does not give any refunds. However, it has cancellation insurance :

**For Camping-Caravanning :** 5€ per night

**For rentals :** 5€ per night / **For treehouses:** 5€ per night

If you have taken the cancellation insurance, you should deal directly with Axelliance, 61 rue du Port, 33260 La Teste, France, who will pay compensation based on the reason for cancellation (conditions available on request or on [www.fierbois.com](http://www.fierbois.com)).

**Accepted means of payment :** Bank transfer / Credit card : CB – VISA - EUROCARD - MASTER CARD – AMEX

**Taxes (2019):** Tourist tax: 0,50€ per night and per pers more than 18 years old. Ecological tax: 0.50€ per pers

**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

### **Arrivals / departures:**

#### **- Rentals:**

From 18 July to 30 August 2020 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) : 5€/day / Barbecue: 5€/day

#### **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.

**Legal dispute :** In case of any legal dispute, the Tribunal de Tours (37) is the only competent authority.