

GENERAL BOOKING TERMS 2019



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 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).

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

Taxes: Tourist tax: 0,66€ per night and per pers more than 18 years old. Ecological tax: 0.40€ per pers and

Pool and aquatic area rules: Bermuda pants and shorts are strictly forbidden in the swimming pools.

Arrivals / departures:

- Rentals:

From 20st July to 1st September 2019 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.