



Booking conditions

1. The reservation becomes effective only with the agreement of the camping Les Genêts d'Or, after receiving the deposit and after receiving either the booking contract duly completed and signed, or after acceptance of the general conditions of sale when booking online.
2. Camping Les Genêts d'Or reserves the right to refuse a reservation, depending on availability, and for any other reason that may affect the proper functioning of the stay as well as the customers present. Camping Les Genêts d'Or is a family camping, in the traditional sense, accommodations are specially designed for this purpose. The camping Les Genêts d'Or reserves the right to refuse any reservation which would be contrary to this principle, or which would seek to divert it.
3. The reservation of a camping pitch or a rental of a accommodation is made on a strictly personal basis. Under no circumstances can you sublet or assign your reservation without the prior consent of the camping Les Genêts d'Or.
4. Minors must be accompanied by their parents or legal guardians. In case of a group reservation (school/vacancy Camp etc.), minors must be accompanied by one or more adults and an with authorization from their parents will be obligatory.

Camping location

The basic package includes the location for a tent, caravan or motorhome for 2 people, 10 Amp electricity, a vehicle, access to the infrastructure

Location

1. The rental accommodations are fully equipped. The basic package includes 4 people or less, a vehicle, access to the infrastructure. The camping Les Genêts d'Or reserves the right to refuse access to the Mobil Home to groups or families with a number of participants above the capacity of the rented accommodation.
2. Some Mobil homes can accommodate a little canadian in the garden.

The Booking charges are obligatory, excluding promotions.

Group reservation

1. Any reservation of more than 2 accommodations by the same natural person or by different natural persons but knowing they will move together for the same motivations at the same dates of stay is considered as a group.
2. The accommodations offered on the website of camping Les Genêts d'Or are addressed exclusively to the individual clientele.
3. For any group booking request, you must contact the Camping Les Genêts d'Or by phone, or by email. The camping Les Genêts d'Or reserves the right to study the reservation request before acceptance or refusal.

Rates and tax

1. The prices indicated are valid for the season in progress. They correspond to one night and is given in euros, VAT included. To know the prices of the following season please contact us.
2. The amount of "the visitor's tax" is variable according to the municipalities. It is obligatory and corresponds to a night and an adult person.

Terms of payment

1. For all reservations made more than 30 days before the start of the stay as well as for the reservations made online, or less than 30 days before the start date of the stay, a deposit of 50 % of the price or of the amount or of the reserved services must be paid upon reservation.
2. Any payment requested by the campsite (deposit, insurance, etc.) must be paid within two weeks of receipt of the mail, or of the date of postal mail.
3. The last balance must be paid at the arrival at the campsite.

No right to retraction

In accordance with article L. 121-19 of the "Consumer Code", Camping Les Genêts d'Or Informs its customers that the sale of the accommodation services provided on a specified date, or on a specified frequency, is not a subject to the 14-day withdrawal period.

Cancellation and changes

1. Changing your reservation

The customer may request a modification of his stay (dates and/or type of accommodation) upon request written to the campsite (mail or e-mail) to the extent of availability and possibilities. No deferral will be accepted for the following season. In the absence of modification, the customer must make his stay in the initial booking conditions or cancel it according to the conditions of the cancellation insurance.

1. Any request to increase the duration of stay will be carried out according to availability and according to the rates in force.
2. Any request to reduce the duration of stay is considered a partial cancellation and will be subject to the terms of cancellation and interruption of stay.

2. Unused benefits

Any stay which is interrupted, or shortened (late arrival, early departure) of your fact will not give any request to a refund.

3. Cancellation by Camping les Genêts d'Or

In the event of cancellation by camping Les Genêts d'Or, except in cases of force majeure, the stay will be fully reimbursed. This cancellation normally will not give a right to the payment of damages.

4. Cancellation by the client camper

Cancellation fees can be covered by the guarantee refund/ insurance cancellation AXELLIANCE proposed by the campsite Les Genêts d'Or . No refund will be made without subscription of the guarantee or cancellation insurance.

Your stay

1. Arrival

1. For camping Les Genêts d'Or, the site at the arrival days are variable/at choice of customer based on availability. Arrival possible from 12:00.
2. For Rental accommodation:
 - In High season the day of arrival is either Friday or Saturday from 14:00.
 - In low season it is possible to arrive another day of the week. This according to the availability at the campsite, from 14:00.
 - Possibility to arrive at 12.00 (on request), at with an additional charge.

2. During your stay

It is up to the camper to ensure: the camper is responsible for the supervision of his personal objects (bicycles, etc.). The camping declines all liability in case of an incident under the civil liability of the camper. All clients must comply with the rules of the campsite procedure. Every titled tenant is responsible for the troubles and nuisances caused by people who stay with him or visit him.

3. Departure

1. Rental accommodation: On the day of departure indicated in your contract, the rental accommodation must be vacated before 10:00 a.m. The accommodation will be left in a perfect condition, and the inventory can be verified. Any broken or deteriorated object will be replaced at your cost, as well as the reclamation of the premises if necessary. An additional amount may be requested, on supporting invoices, for any damage detected by the state of the relieving accommodations.
2. It is possible to leave the accommodation at 12:00 instead of 10:00, on request within the booking, with an extra charge.
3. For any delayed departure, you may be charged an extra day at the current night price.

Animals

Pets are accepted on the camping Les Genêts d'Or in low season for a fee payable at your reservation. When they are allowed, they must always be kept on a leash. They are forbidden in the vicinity of the swimming pools, and in the children's play areas. The vaccination booklet for dogs and cats should be up to date.

Image

You authorize Camping Les Genêts d'Or, as well as anyone on the camping Les Genêts d'Or who would like to replace, photograph, record or film you during your stay at the campsite. And to exploit such images, sounds, videos and recordings on all media (especially on websites or web pages of campingsites of which Facebook- or on presentation and promotion materials. Also, of camping and on travel or tourist guides). This authorization is for you as well as for the people you are staying with you. It's all to purpose to ensure the promotion of the camping Les Genêts d'Or and will not in any way impair your reputation. This authorization is granted free of charge for all countries and for a unlimited period of time.

Dispute

Any possible claims regarding non-compliance of benefits against contractual commitments may be reported by mail or e-mail to the manager of the camping Les Genêts d'Or.

Mediation

In the context of a dispute with this establishment, you have the possibility to contact us in the following way:

1. Sending a mail by registered letter with acknowledgement of receipt to the manager of the camping Les Genêts d'Or

If the answer does not satisfy you, you have the option to enter the mediation center, after a period of one month of delay following the sending of these mails.

Responsibility Camping Les Genêts d'Or

The client expressly acknowledges that Camping Les Genêts d'Or cannot be held liable, as a result of the communication by its partners or by any third party of false information which would be mentioned in the brochure or the website. Regarding the host site, including presentation photos, qualifiers, activities, recreation, services and dates of operation.

All photos and texts used in the brochure or on the website from camping Les Genêts d'Or are non-contractual. They have only an indicative character. It may happen that certain activities and facilities proposed by the camping Les Genêts d'Or and indicated in the description contained in the brochure be deleted, in particular for climatic reasons or in cases of force majeure as defined by the French courts.

Information law and freedom

The information you give us during your order will not be forwarded to any third party. This information will be considered by camping Les Genêts d'Or as confidential. They will be used only by the internal services of the camping. For the processing of your order and to strengthen and personalizing the communication and the offer of services reserved to the customers of camping, depending on your interests. In accordance with the computer law and freedoms of January 6, 1978, you have the right to access, rectify, and oppose your personal data. To do so, simply send us a request by mail to the following address indicating your name, first name and address:

SAS Camping Les Genêts d'Or
1840 Chemin de Carmignan
30200 Bagnols Sur Cèze

N° SIRET : 304 734 890 00011
Code NAF 5530Z
TVA : FR 52 304 734 890

BP du Sud, IBAN nr FR76 1660 7002 1209 1533 1101 948

BIC : CCBPFRPPPPG

This translation is only a indication to the official French terms and conditions so they cannot derive any rights only to the official French terms and conditions.