



GENERAL CONDITIONS OF SALE - DOMAINE DU HEIDENKOPF

The rental of a pitch or rental accommodation implies the total acceptance of the terms and conditions of sale by the contracting parties. In this respect, the client declares that he has read the present general conditions of sale before validating his rental.

OUR SERVICES AND RATES

Rental of camping pitches:

We provide you with a bare pitch, which can accommodate up to 6 people, for your tent, your caravan or your motor home.

The price of the pitch: This is a price per night of occupation. Pitches are available from 3pm on the day of arrival and must be vacated by 12pm on the day of departure. It includes a facility, 1 or 2 people, electricity and a vehicle. This package gives free access to the sanitary facilities, reception, playgrounds and common room.

Supplements : Additional persons (adults or children) or additional elements present on the pitch (additional tent or marquee etc.) are subject to a daily fee.

Rental accommodation:

The description, the definition of the rental seasons as well as the periods and duration of rentals are given on the website.

The rental price includes: the rental of the accommodation, 2 people, charges (water, gas, electricity), parking for one vehicle, access to the reception services, the playgrounds and the common room.

Fully equipped, sheets and towels are provided. Your accommodation must be left clean and tidy on your departure. The accommodation is non-smoking and animals are not allowed inside.

The accommodation is available from 4pm on the day of arrival and must be vacated before 12 noon on the day of departure.

Transfer, subletting: All rentals are nominative and cannot be transferred or sublet under any circumstances.

Supplements : Additional persons (adults or children) are subject to a daily charge.

For safety reasons, the number of people arriving for a stay may not exceed the capacity of the accommodation/camping pitch. Please note: the allocation of places (camping pitches) is carried out without distinction in the order of registration of reservations. The Management cannot guarantee that the pitch requested by the camper will be allocated. Nevertheless, in the event of force majeure, the Domaine du Heidenkopf reserves the right to modify the allocation of the pitch or the accommodation.

Rates and taxes :

The rates in our brochure and on our website are in Euros, including VAT at the rate in force at the time of printing. Any change or modification of the rate as well as any evolution of the taxes applicable to your stay, at the date of invoicing, could be passed on to the price of your stay.

MINORS

Minors not accompanied by their parents or any other responsible person are not accepted on the campsite.

PAYMENT OF THE STAY

Methods of payment accepted:

Payment for your stay can be made by credit card, cash in euros, cheque in euros or holiday cheque.

For bookings on our website, at the time of booking, the bank imprint (flexible rate) or the payment of the entire stay (non-cancellable, non-refundable rate) is made online. The balance of the stay can be paid by cheque, credit card, cash in euros or holiday vouchers.

Terms of payment :

Payment for a stay in a bare pitch: The balance of the stay must be paid on the morning of departure from the Domaine.

Payment for a stay in a rental property: The balance of the stay must be paid on the morning of departure at check-out.

LATE ARRIVAL, EARLY DEPARTURE

In the absence of a message from the camper, stating that he/she has had to postpone the date of arrival, the pitch or the accommodation becomes available 24 hours after the date of arrival stipulated in the rental contract, and full payment of the services is still required.

No reduction will be granted in the case of an early departure in a rental or bare pitch (see possibilities of reimbursement in the cancellation insurance).

CANCELLATION OF STAY

Cancellation on the part of the Domaine du Heidenkopf: the sums paid will be refunded.

Cancellation by the client: the client must inform the campsite in writing. Failing this, the client will be required to pay for the first night and the pitch or accommodation will be put back on sale 24 hours after the planned date of arrival.

Stays booked as "Non-Cancellable Non-Refundable" can be postponed, with our agreement, up to 1 year after the planned date of arrival, by paying the possible difference in price.

When you make your reservation on the website, you can subscribe to the COVID "SAFEBOOKING" cancellation and interruption insurance.

INTERNAL REGULATIONS

All users are required to comply with the internal regulations of the Domaine du Heidenkopf, under penalty of sanctions which may include the termination of the contract.

INSURANCE

We decline all responsibility in case of theft or deterioration of personal objects on the campsite.

The Domaine du Heidenkopf cannot be held responsible in case of theft or damage to personal belongings of campers. It is also reminded that the car parks are not guarded and that parking is therefore at the user's own risk.