

RULES AND REGULATIONS

By staying at La Châtaigneraie guests agree to accept and abide by the campground rules and regulations. No one may enter the campground or settle into a site without prior authorisation from the person in charge of the office or the manager.

RESERVATIONS

The reservation of a campsite or rental accommodation comes into effect only after receipt of the reservation contract and collection of payment.

The number of the pitch or the accommodation, allocated at the time of the reservation, is not guaranteed. It might be changed, depending on our planning requirements.

In the event of cancellation, the reservation fee will be retained. The down payment will be refunded only if we are notified in writing **one month prior to the date of arrival**. The final invoice will be based on the **entire length of the stay initially booked** (less the down payment).

No reduction or refund will be granted for late arrivals or early departures. The down payment will be retained.

Please notify us in advance if your arrival is postponed. Your reservation will be held for 24 hours after your expected arrival; beyond that time we will consider the reservation cancelled. The establishment reserves the right to re-let the unit and retain the reservation fee and down payment.

RENTALS

Pets are forbidden in rentals. The balance of the rental fee is payable a month before arrival. **A security deposit of €300 is charged and must be paid in cash or with the credit-card number**. The price includes the rental, water, gas and electricity. Rental units are fully equipped with kitchenware, refrigerator, gas burners, TV, micro-wave oven, and porch. **Check-in is Saturday or Sunday (according to the model) from 3 p.m. on**. This timetable must be respected and renters must check the inventory on arrival. The unit must be vacated the following **Saturday or Sunday before 10 a.m.** The security deposit will be returned after deduction for any breakage, loss or deterioration. **A fixed sum of €60 will be retained for maid service if the unit is not cleaned properly on departure.**

CAMPSITES

Sites are available from 12 noon on the day of your arrival and must be vacated before 12 noon on the day of departure. After this time, you will be charged for an extra day. The balance of your payment must be paid the day before departure. **A security deposit of €50 is requested for the gate key (badge of entrance).**

GENERAL TERMS

Campers and renters accept the campsite or rental unit as is (with trees and other greenery) and release the campground from liability for any damage caused by falling branches, bad weather, broken glass or theft. Campsite users are formally requested to avoid any noise or discussions which may disturb their neighbours. Any sound producing equipment must be used accordingly. Car doors and boots should be closed as discretely as possible. **Total silence is demanded between 10 : 00 PM and 7 : 00 AM** (except on evenings that are organised by the campsite). These instructions must be respected under risk of exclusion.

Visitors must check in at the office before entering the campsite and are the responsibility of their hosts. They must leave their cars in the parking area **and pay the visitors' fee indicated in the price list**. They have access to all the amenities and activities of the campground.

Pets must be kept on leashes. They must not be left at the campsite, even locked up, in the absence of their owners who are civilly responsible for them. Vaccination certificates and identification tattoos are compulsory. They are not allowed in rental units in the high season.

Cars are allowed on the grounds between 7:30 a.m. and 11 p.m. At all other times they must be left in the parking area.

Swimming pools the rules and regulations are displayed at the entrance. Bathers must use the foot bath. Bathing suits and **swimming pools bracelet** are compulsory. For reasons of hygiene, **no shoes, shorts, or loose fitting swimming trunks allowed**. **MEN & BOYS are required to swimming briefs or fitted boxers**. Bathers who do not comply with these rules can be refused admission. Bathers swim at their own risk.