



La Motte Flottante ^{★★}

BOOKING CONDITIONS

The booking you are about to make is strictly personal and cannot be transferred to a third party. Please print a copy for your records.

We reserve the right to refuse this booking, if there is a legitimate reason, in which case you will be informed by return e-mail. Your booking will not be definitive until we have sent you confirmation by e-mail and debited the amount of the deposit indicated on the booking form completed by you.

In the event of a miscalculation, the amount will be automatically readjusted. You will receive a summary showing all the details of your stay, the services you have chosen and the total price, so that you can check the details of your booking. Please make sure that all the information displayed corresponds to that which you have selected, it being understood that any subsequent modification may give rise to invoicing in accordance with the rates in force.

To make your booking definitive, we ask you to send us your deposit within 8 days of the booking date.

Don't forget to take out insurance for your personal belongings, as the campsite declines all responsibility in the event of damage (theft, fire, water damage, etc.).

Bank charges and exchange rates are at the customer's expense.

Minors must be accompanied by their parents or legal guardians.

Please note !

No discount will be granted for late arrivals or early departures.

In the event of late arrival, the reservation will be held for 24 hours; after this time and without any written news, letter or e-mail from you, the reservation will be cancelled and the amounts paid retained by La Motte Flottante.

Any stay that is interrupted or cut short by you, for whatever reason, will not be give rise to a refund.

Booking a rental

Rates include the maximum number of people indicated per type of accommodation; access to the campsite facilities, entertainment, park and lake; water, electricity and gas consumption. The equipment required for the number of people corresponding to the category of accommodation chosen; space for one vehicle per rental; access to free activities.

Arrival and departure on Saturdays in July and August, with the possibility of staggered arrival and departure in the off-season, for all categories.

Rates do not include additional vehicle, additional tent, additional person, animals, daily visitor, bed linen (duvets and sheets) and towels, cleaning service, cancellation guarantee, booking fees and tourist tax.

The trailer is not considered a vehicle but takes the space of the additional vehicle and does not incur any charges.

Bed linen (duvets) and baby kit can be hired on site.

For safety and insurance reasons, it is forbidden to exceed the maximum number of occupants in each rental. A baby is considered as one person.

The following compulsory charges must be added to these rates:

- Tourist tax: €0.20/person + 18 years/day (subject to change)
- Non-refundable booking fee: €30.00

1. For bookings made less than one month before the start of the holiday, the full price must be paid at the time of booking, i.e. :

- Booking fees.
- The entire stay.

2. For bookings made more than one month before the start of the holiday, payment must be made according to the following schedule :

- When booking :
30% of the cost of the stay + booking fees.
- 30 days before the start of the holiday :
70%, i.e. the balance of the cost of the stay.

The instalments and the balance of the stay must be paid on time. In the event of non-compliance with this deadline and without any information from you or a return to our reminders, the reservation will be cancelled and the sums paid retained by La Motte Flottante.

Cancellation insurance :

The amounts paid for the reservation may be covered by the cancellation insurance offered by La Motte Flottante. The cost of this insurance is 5% of the cost of your stay.

If the deposit is paid by :

- Credit card :

The instalments and the balance of the stay will be taken **automatically***, according to the schedule.

*Unless you specify otherwise.

- Cheque :

Please send us **all cheques** (cashable on the dates shown in the schedule, deposit and balance due).

Due to our planning, we are unable to guarantee a specific name for a rental chalet.

Keys handed over from 4 pm. Keys must be returned by 10 a.m. at the latest.

Out of season, we do not distinguish between arrival and departure days.

Rentals will be allocated according to availability.

No light installations (tents) will be tolerated on the rental site.

Pets are not allowed in the accommodation, unless authorised.

Smoking is strictly prohibited in the accommodation.

The campsite is not VACAF approved.

Deposit :

€500.00 for any damage + €60.00 for any cleaning if the "cleaning" service is not taken (by cheque or credit card only).

Deposits will be requested on arrival.

Cheque deposits will be returned to you by post within 30 days.

Any missing, broken or damaged item will be invoiced.

A charge of €30 will be made for loss of keys.

A charge of €90 will be made for the loss of the gate control.

Please make an appointment at reception for the inventory of fixtures the day before your departure.

No claims will be accepted in the event of departure without an inventory of fixtures.

No claims will be accepted for late departures.

We ask you to leave your accommodation in a clean and tidy condition (dishes washed, dustbins emptied, broom/vacuum cleaned, floor mopped and sanitary facilities clean). You have the option of reserving and paying the cleaning costs, which would then be carried out by us.

If this is not the case, no claim will be accepted and you will be charged €60.00 for cleaning services.

If you have a problem with the accommodation you have rented, make a complaint to reception within 24 hours (in particular about utensils, light bulbs, the condition of the accommodation or the way it has been cleaned). We will do our utmost to rectify the problem as quickly as possible.

After this time, no claims will be taken into account and you could be held responsible, on departure, for any damage or missing items. **We don't want that !**

I. General cancellation conditions

In the event of cancellation of the stay before arrival (by letter or e-mail only), interruption of the stay or postponement of arrival for any reason whatsoever (illness, accident or unforeseen event), the tenant will be required to pay the balance of the reservation and no refund will be given except on the following dates :

1. More than 60 days before the holiday :
Refund of the deposit paid, excluding booking fees.
2. More than 30 days before your stay :
30% of the total rental amount plus booking fees will be charged.
3. Between the 30th and 15th day before your stay :
60% of the total rental amount plus booking fees will be charged.
4. Less than 15 days before the holiday or no-show: no refund.
5. In all cases, the booking fee will not be refunded.

If the request for cancellation is made more than 60 days in advance, we can also offer you a credit note for the amount paid, to be used against a rescheduled stay. This credit note is valid for 12 months from the date of cancellation. The 30% deposit will be retained by La Motte Flottante until the next booking, the €30.00 booking fee will be charged and renewed at the next booking.

However, if you take out cancellation insurance, you are guaranteed :

- reimbursement of the sums paid, excluding booking fees and cancellation insurance.
- a pro rata refund of the rental period, excluding booking fees and cancellation insurance. Cleaning costs are covered if you have to leave the rented accommodation before the scheduled expiry date.

Cancellation insurance can only be taken out when you book your holiday.

The insurance covers the customer, their spouse, the persons named on the rental contract, their immediate family or that of their spouse, their ascendants and descendants or those of their spouse up to 100% with proof or up to 70% without proof.

EVERYTHING is covered. Here are a few examples :

- Death, illness, accidents, involving both humans and animals.
- Pregnancy complications before the 6th month.
- Administrative, judicial, military or jury duty.
- Cancellation or change of holiday dates by the employer.
- Prevented by redundancy, transfer or bankruptcy of your company.
- Accident, breakdown or total theft of your vehicle occurring on the direct route to your holiday.

Any cancellation, delay or interruption to your holiday MUST be notified in writing, by post or e-mail, to the person responsible for your holiday location.

To benefit from cancellation insurance, you must declare the cancellation or interruption of your holiday on :

**<https://declare.neat.eu/campings-independants>
sinistre@neat.eu**

II. Cancellation conditions in the event of a pandemic

1. In the event of total or partial closure of the establishment during the dates of the stay: by decision of the public authorities or the FNHPA federation in the event of a pandemic and/or recurrence.

2. Notwithstanding the provisions of **Article I**, any cancellation of the holiday duly justified by the fact that the Customer is affected by COVID 19 (infection) resulting from a PCR or antigenic test or any other infection considered to be part of a pandemic, and that this situation would call into question his/her participation in the holiday on the scheduled dates, will give rise to: reimbursement of the sums paid in advance, excluding the €30.00 booking fee.

These cancellation conditions may change depending on the economic situation.

Change of stay :

On request, you can ask for your holiday to be changed (dates and/or category of accommodation), subject to availability and capacity. No postponements will be accepted for the following season.

A charge of €15.00 will be made for any change to your stay.

If the amount of the new stay is higher, the difference between the two bookings is due.

Please note that in the event of a change to your holiday, you will not be able to benefit from any promotions subsequent to your initial booking, as the date of the first booking will apply.

If La Motte Flottante is unable to comply with your request for a change, the initial stay will be maintained unless you cancel.

Mediation of consumer disputes :

In accordance with article L. 612-1 of the French Consumer Code, within one year of your written complaint to Customer Services, and subject to article L.152-2 of the French Consumer Code, you have the right to submit a request for amicable resolution by mediation with :

Consumer Ombudsman: CM2C.net

- by Internet via the contact form: <https://www.cm2c.net>

- by post: **CM2C.net** 14, rue Saint-Jean - 75017 Paris

Right of withdrawal :

By virtue of the provisions of article L 221-28 12° of the French Consumer Code, La Motte Flottante hereby informs you that the sale of accommodation services provided on a specific date, or according to a specific frequency, is not subject to the provisions relating to the 14-day cooling-off period.

Image rights :

You authorise La Motte Flottante, as well as any person chosen by La Motte Flottante, to photograph, record or film you during your stay at La Motte Flottante and to use the said images, sounds, videos and recordings on all media (in particular on the La Motte Flottante website, including Facebook and YouTube, on the media presenting and promoting La Motte Flottante and in travel or tourist guides). This authorisation applies both to you and to persons staying with you. Its sole purpose is to promote and animate the campsite and may in no way damage your reputation. This authorisation is granted free of charge, for any country and for a period of 5 years.

You have the right to refuse it by informing us in writing when you make your reservation.

IT and freedom :

The information you give us when making your reservation will not be passed on to any third party. This information will be considered confidential by La Motte Flottante. It will only be used by the internal services of La Motte Flottante, to process your order and to reinforce and personalise the communication and services reserved for La Motte Flottante customers according to your centres of interest.

La Motte Flottante informs you of your right to register on the BLOCTEL telephone anti-solicitation list.

In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and object to any personal data concerning you. To do so, simply send us a request by post to the following address, stating your surname, first name and address :

Campsite LA MOTTE FLOTTANTE - 224 Lieu-dit Les Pons - 05000 LA FREISSINOUSE
N° SIRET : 335 170 759 00013

Opening dates*

*The opening dates of our services and events are subject to change depending on the number of visitors.



La Motte Flottante - 224 Lieu-dit Les Pond - 05000 LA FREISSINOUSE

Tél : 04-92-57-85-85

E-mail : info@lamotteflottante.com

Website : www.lamotteflottante.fr

