

## LES ALICOURTS - GENERAL SALES TERMS AND CONDITIONS

Bookings for a stay in accommodations or camping pitches have to be made on the website [www.lesalicourts.com](http://www.lesalicourts.com) or [www.alicourtstreehouses.com](http://www.alicourtstreehouses.com). Bookings are **strictly personal** and may not be ceded to a third party under any circumstances.

The booking is not final unless it is confirmed by the booking department. It becomes **definitive after it is accepted** and confirmed by **payment of 30 %** of the total cost of the stay (you should receive the confirmation within 3 days by email from the campsite itself: [info@lesalicourts.com](mailto:info@lesalicourts.com)). Only then, reservation is confirmed and final. For a booking for a **treehouse** or a booking with care/balneo/spa/welness, the **payment has to be made entirely**.

The guest agrees to pay the **remaining 70 % at the latest 30 days before arrival. Without payment, the booking will be automatically cancelled**. The payment has to be made directly on our website, click on "INFO" and "Manage my booking".

In accordance to the article L. 121-20-4 of « Code de la consommation », the right of cancellation does not apply to services sold on the website [lesalicourts.com](http://lesalicourts.com)

Any changes in kind of accommodation, kind of pitch, of treehouse or the details of the stay (such as animals, kits, options...) will lead to **modification fees** if made after confirmation of the booking.

1) Changes are made more than 30 days before the arrival date, depending on availabilities: fees of 50 € will be added to the price or the stay.

2) Changes are made less than 30 days before the arrival date, depending on availabilities, fees of 50 € will be added to the new price (whether it is lower or higher than the original price). Those fees will also apply once on site for any changes in accommodation or pitch.

Modification fees will also be applied for any changes of dates. If you wish to change the period of your holiday for another period of the same season, depending on availabilities, it can only be asked at the latest 15 days before the original arrival date. The modification fees will be of 100 €. No changes will be accepted for another year.

Early departure, late arrival or cancellation will not give rise to any refund from the campsite and payments received will be retained as compensation. However, you are strongly advised to accept the cancellation insurance you are offered. If the pitch, the accommodation or the tree house has not been occupied by the customer 24 hours after the agreed date and no news has been received about late arrival, the management will be free to dispose of the said pitch or accommodation or tree house.

The customer promises to observe the campsite rules and to have insurance cover for civil liability that includes camping and rentals. For safety reasons, **minors must be accompanied** by one of their parent.

### PLOTS

The plots are let from **2.00 pm to 11.00 am**. Any departure after 11.00 am or any arrival before 2.00 pm shall lead to payment of an extra day. The plot is allocated by the manager taking into account, as far as possible, the customers' wishes. Your wishes should be specified upon booking but cannot be guaranteed nor demanded. If the option "special request" is chosen and paid by the customer, the campsite will try its utmost to give entire satisfaction, as long as there are availabilities. If the campsite cannot guarantee the request at the time of the reservation the amount corresponding to this option will not be charged.

Dogs are accepted on certain conditions: they must be kept on a lease on the site including on the rented plot, they must be walked outside the campsite to do their «business», and they are not allowed to swim in the lake. They are not allowed in: the swimming pool, the children playground, the toilets blocks nor in the showers or children bathrooms. On arrival, an updated vaccination certificate has to be shown. Dogs Category 1 and Category 2 are strictly forbidden on the site.

## RENTAL OF CHALETS / COTTAGES / VILLA

Rental of accommodations lasts from **5 pm to 10 am** (week or short stays rentals).

**Animals** (dogs and cats) are **strictly forbidden** inside or outside the accommodation nor in the car.

It is also strictly **forbidden to smoke** in the accommodation.

If you do not want to rent it, you should bring **your own bed linen**: sheets, pillow cases and towels.

A security **deposit of € 300** will be required on arrival (By Credit Card).

Parents with small children should take necessary precautions to protect mattresses. If one wets the mattress, a certain amount will be charged from the deposit as compensation. The customer is responsible for ensuring that the accommodation is left perfectly clean, as verified by an inspection at the moment of departure. Otherwise, a cleaning charge of € 80 to € 190 will be payable on departure. Pitching tents near the chalets and cottages is forbidden.

## TREE HOUSES

The number of people mentioned in the price list is the maximum allowed in each tree house. For safety reasons you cannot rent a tree house for more people than authorized. Animals are not allowed.

*Changes or cancellation of your stay by the campsite:*

*Before your arrival:*

In case of events beyond our control such as bad weather (storm, strong wind...), we shall be lead to modify or cancel your stay. In that case, we would suggest that you postpone your stay to a later date according to availabilities, or that you stay in another type of accommodation this same day.

*Once on site:*

*- from you :*

If you refuse to reach your tree house (fear, fear of heights), we shall let you stay in another kind of accommodation according to availabilities. You might have to pay extra charges, but you will not be refunded, under any circumstances.

*- from the campsite:*

In case of bad weather (storm, strong wind...) or for technical reasons, the campsite reserves the right to rehouse you in another kind of accommodation, without any charges, depending on availabilities. In that case only, you will benefit from a 50% discount on another stay in tree house at a later date and according to availabilities. If you do not wish to be rehoused (if you live close by), we will suggest that you come at a later date in the same conditions.

## VISITORS AND EXTRA GUESTS

(on the campsite or in rented accommodation)

A visitor is any person not staying the night. An extra guest is someone who stays the night. They must request authorisation from the front desk before entering the campsite and must pay the entrance fee (visitor or extra guest) displayed at the entrance and in the front desk. Visitors and extra guests are the responsibility of the family hosting them. Visits are only authorised between 9am and 9pm. Visitors and extra guests may not, under any circumstances, enter the campsite with their own car or pet.

Any unregistered visitors will be sacked from the site in full rights by the people in charge of the executions and will have a fine of 50€.

## IDENTITY OF THE PARTICIPANTS

During your booking, you have to filled the Firstname, Lastname and date of birth of each participants. If you made a mistake, you have to inform the campsite before your arrival. At your arrival, the Identity Card of each participant will be asked. If the identity information is incorrect, fees of 50€ will be added.

## CANCELLATION INSURANCE

**Prior to the beginning of your holiday** if one of the following events should arise:

- serious illness, serious accident or death occurring to yourself, your spouse (or declared common-law partner), one of your ascendants, descendants, sons-in-law or daughters-in-law;

- death of a brother, sister, brother-in-law or sister-in-law;
- serious material damage occurring to your own property which urgently requires your presence;
- redundancy;
- accident or total theft of your vehicle and/or your caravan occurring during the (direct) journey to reach the holiday location;
- obtaining a permanent employment contract, after the date on which the rental reservation was made.

See the details directly on your insurance confirmation sent by the supplier Axelliance (If you subscribed it).

**During your holiday**, if one of the events described above should arise and oblige you to interrupt your holiday: you will be refunded the amount corresponding to the part of the holiday not completed and already invoiced by the campsite.

\*excluding administration fee and insurance costs

### **PICTURE RIGHTS.**

You authorize Les Alicourts to use pictures of you or your children that could be taken during your stay for the publicity of the campsite on any support (brochures, website...).