

Classified 3 stars 99 pitches tourism on the 18rd May 2017 by Atout France N° C63-019298-002,  
member of the Regional campsites federation of Auvergne.  
Sarl Camping Le Moulin de Serre, registered office : Singles, capital 7622.45 €, RCS Clermont-ferrand  
2000B876, n° tva FR06411921265

### General regulation for the protection of personal data

We attach great importance to the preservation of the personal data entrusted by our customers as part of our Services: By submitting the booking form, you agree that the information entered will be used only as part of the request for information, availability, reservation and the commercial relationship that may result.

## - EXTRACT FROM THE CAMPSITE REGULATIONS -

### PITCHING ON SITE

Your tent/caravan and its equipment should be set up on the pitch as directed in accordance with the instructions of the site manager or his representative.

### BEHAVIOUR AND DISCIPLINE

Outside the entertainment areas. all noises and singing are forbidden between 22h30 and 7h30. Between these times, allow other campers their sleep. During the day any loud noises should be suppressed as much as possible.

### PITCH UPKEEP AND APPEARANCE

Campers should empty all dirty water at the disposal points provided ; use the rubbish bins, and keep the washrooms facilities clean at all times.  
Washing should be hung out to dry as discretely as possible on a clothes drier, not by attaching a line to the trees or hedges.

Don't damage the trees and floral features. You're not allowed to cut down branches, dig or alter the ground. The pitch should be left in the state in which you found it at the beginning of your stay.

### DRIVING AND PARKING OF VEHICLES

The campsite speed limit is 10 km/h. Traffic is forbidden between 22h30 and 7h30. Parking outside the camp gates is provided for campers returning after hours.

### VISITORS

Visitors should **report** to the reception desk, and are the responsibility of the campers whom they're visiting ; their vehicles should be parked on the car park outside the campsite park.

### PETS (ARE NOT ALLOWED IN ALL THE RENTAL PROPERTIES)

Pets should be kept on a leash inside the camp. They shouldn't be leashed to the trees or hedges and should not be left on their own when their owners are absent. Animals must be taken by their owners outside the camp area in order to satisfy their natural needs.

### SAFETY

A leaflet with details of safety advice and security measures which must be observed will be given to each camper on arrival.

### GAMES / SWIMMING POOL

Children are entirely the responsibility of their parents, who are responsible for them under both civil and criminal laws especially when they use the games provided for them, as well as the swimming pool. Access to the swimming pool is restricted and any contravention of this rule will meet with immediate sanction.

- **Bathing trunks must be worn, bathing shorts are forbidden.**

## - GENERALS RESERVATION CONDITIONS -

### CONFIRMATION

Your reservation will only become valid once your application and non returnable deposit have been received and we have sent you a confirmation that accomodation is available.

Payment of the balance of the total amount must be made :

- For pitches : the evening before you leave Moulin de Serre.
- For rented properties : at least 30 days before your stay begins.

**N.B.** : if this is not complied with and the balance is not paid, your reservation will be treated as cancelled. In accordance with the consumer code L.221-28 12°, there is no right for a retraction.

### DELAYED ARRIVAL

In this case, forwarn the campsite management. If nothing has been heard after 24 hours, the reservation is cancelled and the money paid cannot be returned to you.

**EARLY DEPARTURE** : Rented properties, in this case no **reimbursement** will be made.

Pitches : all the options of the nights not consumed will be deducted from the total amount booked.

### CANCELLATION

Cancellation on the customer's part :

- Pitches

The following amount will be retained by the campsite:

More than one month before your arrival : the reservation fee, Less than one month before your arrival : the deposit.

- Rental properties

The following amount will be retained by the campsite :

More than one month before your arrival : the deposit, Less than one month before your arrival : the total amount payable for your stay.

Cancellation by the campsite

In the event that a holiday has to be cancelled for reasons beyond our control, except in the case of force majeure where we are obliged to cancel the holiday in order to safeguard the holiday makers, the customer will have all the money he/she has paid returned to him/her.

Cancellation by the government : administrative closure of the campsite or traffic ban (confinement) linked to an epidemic. Postponement of your stay free of charge, retention of the deposit valid for 18 months (unused amount refunded) or immediate refund as for the Balance.

### DEPOSIT AGAINST DAMAGES

For rental properties, a deposit of **€ 300** will be requested at the beginning of your stay. It will be cancelled after your departure but a deduction will be made equal to the cost of anything which is missing, damaged or broken. If the rental has not been cleaned by you at your departure, the sum of **€ 50** will be retained by the campsite.

**INSURANCE** : During their stay, customers benefit from the site owner's civil responsibility guarantee for corporal and material damages for which we would be **held** responsible in their respect.

Equally. Customers should ensure that they have valid Third Party insurance and show this on their arrival.

### GUARANTEE INSURANCE :

- Its amount is payable completely and only at the time of the reservation. It is added to the installment and concerns the people registered during your entire stay.

- the guarantee cancellation **ensures the refunding** of the contractual rental price when cancellation occurs between the date of reservation and the date of arrival to the camp-site, for an unknown or unforeseeable event at the time of the reservation. Amount not refunded: guarantee cancellation, reservation cost and expenses of cancellation (rental P : D+30, 10% deposit, D-30,10% of total amount). the events covered by the guarantee cancellation are (exhaustive list):

- 1) Death, injury personal engraves or serious illness (**Covid-19 included**) yourself, your spouse, your ascending, descendant, brothers and sisters.
- 2) Redundancy of yourself or your spouse.
- 3) A moving following a vocational resettlement.
- 4) Damage reaching your main home caused by fire, damage of water, degradations consecutive with theft or vandalism, storm, natural disasters.

-To be admissible, the cancellation of the stay must be notified by letter registered with acknowledgement of delivery at the latest 3 days after the event involving cancellation. Any request for cancellation must be accompanied by precise and undeniable documents in proof. The guarantee cancellation ends its effects from the beginning of the renting and can not intervene if one of the events enumerated above occurred during the stay.