

TERMS AND CONDITIONS OF SALE

1. BOOKING

Any booking request made via the website or by mail constitutes the formation of a distance contract, and necessarily implies your acceptance, without restriction or reservation, of these terms and conditions.

The campsite informs its customers that the sale of accommodation service benefits is not subject to the provisions relating to the 14-day cooling-off period applicable to distance selling.

Booking a camping pitch or rental accommodation is made on a strictly personal basis. You may not sublet or transfer your booking without the prior consent of the campsite managers. The campsite cannot guarantee a specific pitch for the chosen accommodation. Only the location, dates, and type of accommodation are guaranteed. However, the campsite will do its best to satisfy the camper's request according to availability.

Specific pitch requests

A specific pitch request may be made when booking. However, the campsite has no obligation to comply with this request. The allocation of a specific pitch will be subject to availability at the time and cannot be guaranteed in any way. The campsite nevertheless undertakes to do its best to respond favorably to expressed wishes, as far as possible.

Pricing

The prices of services offered by the campsite may vary depending on the booking date and current promotional offers. The rate applied will be the one in effect at the time of validation of the rental contract and payment of the deposit. Any subsequent price change cannot affect the initial booking. Customers are informed that offers and promotions are time-limited and may be modified without notice.

2. TOURIST TAX AND BOOKING FEES

Tourist tax

The announced tourist tax amounts are provisional and are included in the total stay cost when booking online. In the event of an increase in the tourist tax, the Customer will pay the amount corresponding to the tax in effect on the day of arrival at the Campsite.

Booking fees

Booking fees, the amount of which is shown in the current rates, are to be added to service prices. They are waived for short rental stays (1 to 3 nights) in the off-season. **They are non-refundable under any circumstances.**

3. CANCELLATION AND MODIFICATION WITHOUT INSURANCE OR GUARANTEE

Cancellation fees

If your cancellation occurs:

- More than 60 days before your stay: **10% of the total amount** of your stay
- Between the 59th and 30th day before your stay: **50% of the total amount** of your stay
- Between the 29th day and the scheduled arrival date: **100% of the total amount** of your stay

Important: In all cases, booking fees will not be refunded. The total amount basis includes the various options subscribed to and excludes tourist taxes and booking fees.

The campsite cannot be held responsible for non-performance of the concluded contract in the event of interruption or unavailability of the stay, in cases of force majeure, disruption or total or partial strike, particularly of postal services and means of transport and/or communications, flooding, fire, and any other unforeseeable event.

In the event of administrative closure of the campsite, the campsite will offer you a postponement of stay, a credit voucher, or a refund according to the law in force. If no law is applicable, the campsite will apply its general terms and conditions of sale.

Stay modification

For any modification to a stay (date, number of people, type of pitch or rental...), please send us an email with your changes. The campsite reserves the right to accept or refuse these modifications, particularly in terms of availability. For any price difference following a stay modification, cancellation fee conditions will apply. Modifications only concern the current season. No postponement to the following season will be accepted.

4. CANCELLATION INSURANCE AND FLEX GUARANTEE

Campez-couvert cancellation insurance

We recommend that you take out cancellation insurance. With Campez-couvert, you have up to **48 hours** after your booking to subscribe via the following link:

<https://www.campez-couvert.com/>

Important: Campez-couvert insurance is a service offered by an external provider. The conditions of this insurance are to be consulted directly on their website. The campsite cannot be held responsible for the conditions and terms of this third-party insurance.

Flex Guarantee

Would you like more flexibility for your stay? Choose the Flex guarantee. It will allow

you to cancel your stay or postpone your vacation without penalty.

It does not replace the general terms and conditions of sale.

You can postpone your vacation to the current year or cancel your stay and be refunded the amounts paid (minus the Flex guarantee amount and booking fees).

Subscription conditions

The Flex guarantee is optional. It is only available at the time of booking and must be paid directly. Only persons whose first and last names appear on the booking request and participating in the stay can benefit from the Flex guarantee.

Cancellation and refund conditions

- Up to 15 days before arrival: amounts paid at the time of cancellation will be refunded excluding the Flex offer amount which will be retained by the campsite
- From 14 days before arrival and for any stay started: no refund can be made

Date modification

- Up to 15 days before arrival: the stay can be modified free of charge. It must be postponed to the current season during the campsite's opening period
- After 15 days before arrival and for any stay started: the stay can no longer be modified

Important: For any cancellation or stay modification, you must send us your request in writing (email or letter) at least 15 days before your arrival. Deadlines are calculated from the date of receipt of your letter in all cases of cancellation or stay modification.

Note: This guarantee is not insurance; it complements your cancellation insurance with our partner Campez-couvert.

5. RENTAL CONDITIONS AND EQUIPMENT

Mobile home rentals

Payment terms

The deposit amount is equal to 25% of the stay amount, plus booking fees. Upon receipt of the booking form and deposit, the campsite will send you a booking confirmation. The balance of the rental will be paid 30 days before arrival (failure to comply with this clause will result in cancellation of the booking). For bookings made less than 30 days before the start date of the stay, full payment must be made at the time of booking.

No early departure or late arrival will be refunded. Any request to reduce the duration of your stay is considered a partial cancellation and will be subject to cancellation and stay interruption terms.

Schedule

In July-August:

- Arrivals: from 4 PM, Wednesdays and Saturdays only
- Departures: before 10 AM, Wednesdays and Saturdays only

Outside July-August: arrivals and departures every day

Important rules

Pets are strictly prohibited inside mobile homes.

Smoking and vaping are prohibited inside rentals.

Plans and photos of accommodations are for illustrative purposes. The layout and characteristics of rooms may vary slightly from one model to another.

Security deposit and inventory

On the day of your arrival, you will be asked for a security deposit of €100 for the mobile home and €50/€80/€90 for cleaning (the amount depends on the type of rental). An inventory is carried out by the holidaymaker on the day of arrival; any remarks should be reported on the 1st day to reception.

The deposit will be returned to you upon departure after an inventory of the rental by a team member. In case of damage, the deposit may be retained partially or totally.

Cleaning is the responsibility of the tenant (unless the holidaymaker has paid for the cleaning package). At the end of the stay, the rental must be perfectly clean.

Otherwise, a financial contribution will be deducted from your deposit. Retention of the deposit does not exclude additional compensation if costs exceed its amount. If the tenant wishes to leave outside reception opening hours, the inventory will be done without their presence and the deposit will be returned the following week by mail, bank transfer, or cancellation of the bank imprint.

Equipment provided

- Refrigerator, dishes, microwave, and electric coffee maker in all mobile homes
- Table and 6 garden chairs
- 3 to 5 blankets and 4 to 6 pillows per mobile home
- Holidaymakers must **provide sheets and pillowcases** (unless renting sheets)

You can also rent a baby kit and bath towel kit. An inventory is provided inside each rental.

Rates include gas and electricity. The tourist tax is additional, according to the current rate.

Individual sanitary facility rentals

The same booking terms as mobile homes apply to individual sanitary facilities.

Schedule in July-August:

- Arrivals: from 4 PM, Sundays only
- Departures: before 10 AM, Sundays only

Equipment provided

- Refrigerator, gas stove, broom, dustpan/brush, scrubbing brush, mop, bucket
- Picnic table
- Holidaymakers must provide their own dishes unless they book the dishes option. In that case, a dish kit will be provided

Camping pitches

The pitch is available on the arrival day from 3:00 PM and must be vacated on the departure day before 12:00 PM.

Any pitch vacation after 12:00 PM results in billing for an additional night.

Stay payment: the day before your departure from the campsite during reception opening hours.

The number of people must not exceed 6 people per pitch.

The campsite cannot guarantee special requests made during a booking (pitch number or other...). When booking, a pitch number is assigned to you; however, this number is not contractual and will not be communicated to you before your arrival.

"Comfort" pitches share water and electricity points. We cannot guarantee that they will be on your pitch or further away. Bring a 25m extension cord.

We ask you to please inform us of any delay. After 24 hours without news from you, we take back the rental and cancel the booking. The deposit paid will be retained.

6. GENERAL CONDITIONS AND REGULATIONS

Access to the campsite may be refused in case of disruptive behavior by the customer, contrary to the peace and serenity of the site.

It may happen that certain activities and facilities offered by the campsite and indicated in the description appearing in the catalog are discontinued, particularly for weather reasons or in case of force majeure, or do not operate in early or late season.

Minors must necessarily be accompanied by a responsible adult. They are placed under their responsibility. It is strictly forbidden to leave them alone, unsupervised, within the campsite grounds. Camping Le Perpetuum reserves the right to refuse access to the campsite to groups or families presenting themselves with a number of participants exceeding the capacity of the rented accommodation.

Right to image

You authorize Camping Le Perpetuum or any service provider engaged by the campsite to photograph, record, or film you during your stay and to use said images, sounds, videos, and recordings on all media (particularly on our website or social networks). This authorization applies to both you and the people accommodated with you. Its sole purpose is to ensure the promotion and animation of establishments and the network and cannot in any way harm your reputation. If you object, please let us know.

Vehicles

Only one vehicle per rental or camping pitch is authorized. A supplement per additional vehicle will be requested (see current rates). It must be parked in the night parking lot.

Motor vehicle traffic is limited to 10 km/h and is prohibited in the campsite between 11:30 PM and 7:30 AM.

From 11:30 PM, it is mandatory to respect campers' right to rest.

Visitors

Visitors, even invited by campers, are authorized under certain conditions and under the responsibility of their host. They must notify their presence at reception and pay the visitor rate in effect. They do not have access to swimming pools. The visitor rate applies for a maximum duration of 3 hours. Beyond that, and for any swimming pool access as a visitor, the daily camper rate per person applies.

Pets

Pets are authorized on pitches only (except 1st and 2nd category dogs) for a supplement per night and per animal (see current rates). They must be kept on a leash at all times and droppings must be picked up. They are prohibited around swimming pools, in food shops, and in buildings. Vaccination records for dogs and cats are mandatory and must be up to date. It will be requested upon your arrival. Pets must under no circumstances be left alone at the campsite.

Pets are strictly prohibited in rentals. Failure to comply with this prohibition may result in cancellation of the rental contract without refund or compensation.

Internal regulations and competent jurisdiction

All customers and visitors undertake to comply with the provisions of the internal regulations posted at the campsite.

If these conditions were not respected by either of the contracting parties, the competent court to handle this dispute would be that of the Dordogne department.