

Le Tournesol

Terms and conditions camping and rental accommodations

1 Reservations of the camping pitches and accommodations

- Within a few days after we have received your reservation request we will send you a confirmation and the invoice.
- After you have paid the invoice, the reservation will be definitive.
- By transferring 50% of the deposit or the total amount you agree to the reservation agreement and the general terms and conditions.
- If we have not received the deposit within one week after you book with us, we will cancel the reservation. You will receive a confirmation of this cancellation via email.
- The remaining amount can be paid upon arrival by cash or via card/pin. We do not accept cheques.
- Upon arrival we will charge a deposit of € 100. Before departure this will be settled with the tourist tax (price indicated at the reception) and with any defects found and costs that have been made.
- There may occur circumstances that you have to cancel the booking. Please contact us as soon as possible by e-mail or telephone. We apply the following rules:
 - You can cancel without cost two weeks before your arrival. We will return your deposit soon after.
 - If you cancel within two weeks up to 1 day upon arrival, we will return 50% of the deposit.
 - If you cancel the day of arrival or during your stay, (if you have booked for a longer stay) you will pay the whole amount.
- The main guest named in the booking is responsible for the orderly course of events in and around our premises.
- We assume that you handle the items with care and that everything is left neatly as found on arrival. In case of breakage or damage, please report it to us. If after checking out it appears that items are broken, and this has not been reported, we will charge you for the repair and/or replacement costs.

2 Liability

- A liability insurance and a good travel insurance are at your own responsibility.
- We recommend that you also take out a cancellation insurance as well as an insurance that covers unexpected costs to your tent, camper, car or caravan.
- The costs of our missing belonging, damage to the vegetation, installations on site, all equipment, playground equipment, rental accommodations and their inventory are for the person who breaks them.
- Entering the pool is at your own risk.
- For any damage, deterioration or loss, the causer pays compensation.
- During your stay you are responsible for the accommodation, the campsite area and everything that goes with it.
- Despite the extremely careful composition of our offer, we do not accept any liability for inconveniences resulting from interim changes in situations beyond our fault or knowledge.
- We do not accept any liability or responsibility for loss, theft, damages and inconvenience in any form by any cause whatsoever for you or for the co-occupiers who are in the rental accommodations and/or on the campsite.

3 Departure and arrival

- On arrival day you can check in from 14:00
- On the day of departure check-out before 11.00 am
- In case of later arrival or earlier departure no refunds will be made.

4 Electricity and water

- We expect our guests to consciously use energy and water. The price of water and electricity is included in the overnight rate. The use of air conditioning on the campsite is not allowed.
- Charging your electric car in consultation.
- We are not liable for power failures.

5 Pets

- Bringing pets is allowed in consultation but only on the campsite and on a leash.
- Think about each other, this way we can all enjoy.
- In the Gites and tents pets are not allowed.
- These rules do not apply to service animals.

6 Smoking

- For everyone's safety it is prohibited to smoke in the Gites and tents.
- It is allowed to smoke at the designated tables in the yard.

7 Cancellation because of COVID-19

- If your stay with us cannot continue due to the restrictions of COVID-19, we will refund your full (down)payment.

8 Complaints

- We do our very best to offer you a pleasant stay at Le Tournesol.
- Despite the good care that we offer you may still have some complaints/comments.
- Please let us know while you are staying with us, so we can hopefully resolve the issue.