

# Le Moulin de Mellet

## BOOKING TERMS AND CONDITIONS

### HOW TO MAKE A RESERVATION

You can reserve as follow :

- by Web-site : By filling in and sending us the complete filled in reservation-form on the reservation page.
- by e-mail : By sending us a message with everything mentioned as we asked for on the reservation form on our web-site.
- by postal letter with everything mentioned as we asked for on the reservation form on our web-site : Camping le Moulin de Mellet, 47450 St Hilaire Lusignan, France.
- by telephone : 0033 (0) 5.53.87.50.89

You will receive as soon as possible the « confirmation of availability ».

### INITIAL DEPOSIT

- After the reception of the « confirmation of availability » the down payment has to be made directly and is € 6,00 per reserved night. The down payment minimum is € 30,00 (for reservations up to 5 nights). For the chalets, After the reception of the « confirmation of availability » the down payment has to be made directly and is 30 % of the total rent.
- By payments it is necessary to indicate your reservation-name clearly as well as the arrival- and the departure dates!
- After the reception of your down payment, the reservation is final. We will address you a « confirmation of reservation ». Then the reservation is following this confirmation constraining for the two parties.
- If we did not receive your down payment within 8 days after the dating of the « confirmation of availability » your right to the reservation expires.
- For campsite pitch, you can pay the balance of your stay the day of arrival
- For the chalets, the balance according to the reservation has to be paid at the least 6 weeks before the date of arrival.

### MODES OF PAYMENT

You can pay as follow :

- (on the camp-site) in cash.
- by transfer: contact us
- With « American Traveller Cheques ».
- By payments it is necessary to indicate your reservation-name clearly as well as the arrival- and the departure dates!
- You can pay with « credit cards » and also not with « euro cheques » on the camp-site.

### THE DEPARTURE AND THE ARRIVAL

- For the camp-site pitch, if you arrive later, for an unspecified reason, than the appointed date, you must pay however the tariff of the night(s) starting from the appointed date, except if you warn us in a delay at the latest 7 days before the appointed date.
- We will keep your reserved pitch until the following day 12h00. Passing this time we cancel your reservation.
- If you leave before the appointed departure date in your reservation, for an unspecified reason, the first 2 days after the final departure date are entirely to pay and the remaining days are to pay with the tariff of 50%. It will be calculated until the reserved departure date.
- The campsite-pitch is available from the arrival day 12h00 until the departure day 12h00.
- For the chalets, if you arrive later or if you go before the reserved date, for an unspecified reason, no restitution is to be made.
- The reserved chalet is at your disposal from the day of arrival 15h00 until the departure day at 10h30.

### CANCELLATION

- For the camp-site pitch, when you cancel your reserved camp-site pitch we have to keep the down payment ( 6,00 euros per reserved night with a minimum of 30,00 euros ) .
- For the chalets, when you cancel your reservation more than 6 weeks before your envisaged arrival the amount of your down payments will be refund diminished with the administrative expenses of € 10,00.
- When you cancel your reservation less than 6 weeks before your envisaged arrival the total amount of your stay has to be payed.
- If you already paid more in advance; we refund you the part of advantage diminished with the administrative expenses of € 10,00.
- You cannot make a «cancel - insurance» by the intermediary of the camp-site. If you want to, we advise you to do this by your own insurance company.

### OTHERS

- If you receive visitor(s), they must present themselves, directly after their arrival, in the reception of the camp-site; the tariff visitor is to be paid directly (see « charges »). The visitors always park their car on the external car park.
- It is authorized to place maximum 2 small additional tent with a total maximum surface of 8 m2 without paying extra.
- On the pitch there is only one car free authorized.
- The caravans and motor homes with double axles are not allowed.
- The dogs / domestic animals are welcome with a « certificate of a valid anti-rabic vaccination » and they must always be hold on.
- The use of the swimming pools and the complete sanitary facilities, including hot water, are included in the price and are at your free disposal. The effective use is however for your own responsibility.
- Our holiday-chalets, the adults cannot use any the bunk beds.
- You must entirely clean the country cottage yourself and to give it up like you found it when you arrived. If you do not have the possibility to do it you even can let us do it for the tariff € 45,00.
- The possible damage and/or the lacks must be to communicate at the reception.
- In the sanitary building of the camp-site you'll find a washing machine.

### PRIVACY POLICY

The personal information collected on the site through the form are recorded in a file computerized by Le Moulin de Mellet for the management of its customers. They are kept for 2 years and are intended for booking and billing purposes only.  
In accordance with the law «Informatique et Libertés», you can exercise your right of access to the data concerning you and have them rectified or deleted by contacting: Sophie at the following email address: moulin.mellet@orange.fr or by mail at the address: Camping Moulin de Mellet - Route de Prayssas-D107 - 47450 Agen / St Hilaire de Lusignan

