

General terms and conditions

Upon request and as per your choice, we will send you a written confirmation of your rental as well as a quote stating the exact cost of your stay. To enjoy the different services provided at Domaine de Sévenier, please read carefully the terms and conditions below. These conditions govern the sale of holiday and take effect from the moment your booking is placed. By booking a stay, you agree to fully comply with our general conditions. The booking is done in a personal capacity. You cannot sublet or let somebody else have your location without the preliminary permission of Domaine de Sévenier. People under 18 years old must be accompanied by their parents or legal guardians.

Prices

Our prices are dynamic and subject to fluctuations during the season. Domaine de Sévenier won't be taken as responsible for any cost difference between two stays booked for the same period. Our rates are in euros and include the VAT. Any rate change will be reverberated on the total cost of your stay.

Booking conditions

Your booking is effective only after Domaine de Sévenier's agreement, after receiving your deposit and booking contract approved and signed.

Booking fees

€25 booking fees will be charged for any booking.

City taxes

You will have to pay a city tax of 0,66€ per night and per person above 13 years old. This latter will be donate to the city and departement.

Accommodation renting

Water, gaz and electricity are included in the accommodation. The number of tenants per accommodation can't exceed the accommodation capacity. Towels and bed linen are not included. (except for the premium chalets). Tents are not allowed on the accommodation spot.

High season : You can check in every day from monday to sunday from 5pm and check-out at 10am at the latest.

Low season : You can check in every day from monday to sunday. With the preliminary agreement of the reception team, you will be able to check in before 5pm if the chalet is ready. If the chalet is not taken by someone else after you, you will be able to check out at 12.

Visitors from 10 am to 11pm

Each visitor must present himself on arrival at the Domaine reception, to present his identity and the purpose of his visit. An entrance fee of 8€ must be paid to have access to the domaine, leisure areas and pool.

Specific clauses :

If you fail to check in on the day as per your contract and without further information after 24 hours, we will reclaim your rental without refunding.

In case of delayed arrival or early departure, your holiday will be due in full.

The tenants must comply to the internal rules of Domaine de Sévenier.

Voluntarily interrupted or shortened stay as well as unused services and for whatever reason, will not be refunded.

Day of departure : We don't check the accommodation before you leave. However, we ask you to tell us about any missing, broken things or dysfunction when you bring us back the key.

Car and barbecue : Every chalet has its own parking place on P1, P2 or P3 depending on the chalet number. Only one car is authorized per chalet (except for Frêne Premium). Other cars will be able to park on places without numbers. (with extra costs)

You are able to use an electrical barbecue.

Animals

Each pet is subjected to a fee and in principle accepted under the following conditions : (does not sleeps on beds, cots or quilts. -Never stays alone in the chalet. -must be kept on a leash and up to date with vaccinations.

Dogs of 1st and 2nd categories are prohibited.

Payment of your stay

For bookings made more than 30 days before the start of the holiday, a down payment of 25% of the total price of the facilities booked + €25,- booking fee must be paid upon booking. The balance must be paid to the campsite no later than 15 days before the start of a rental without reminder. Any failure to comply with the requirements, your booking will be canceled and down payments and booking fees will be credited to Domaine de Sévenier.

For bookings made less than 30 days before arrival, the payment must be made in full, including the booking fee, at the time of booking with the campsite.

Modification

No modification is possible during the month preceding the date of the beginning of the stay. Outside this period, the requested modifications shall be accepted pending availability.

Weather conditions

The management of Domaine de Sévenier declines all responsibility in the event of unfavorable weather conditions causing the cancellation of services or entertainment. Under no circumstances will bad weather conditions give right to a reduction or refund.

Photos rights

During your stay, Domaine de Sévenier may take photos or videos to promote the site. Their broadcast requires special authorization for you and any minors under your responsibility. You are therefore required to inform the management on your arrival if you do not wish to be photographed during you stay.

Personal Data

As a business entity, Domaine de Sévenier may collect and process customer data. They are essential to bookings and management of files. Some of the collected data may qualify as private according to the European law.

The processing of these personal data is meant to identify customers as individuals. Domaine de Sévenier may then have to access data such as: first and last names, status, birth date, mail and email addresses, phone number, bank account number, preferences in terms of commercial prospection or any other information shared upon the opening of your file. In accordance with the legislation, personal data are kept as long as the file is active, that is for 5 years starting with the signature of the booking contract.

As in charge of the processing of said data, Domaine de Sévenier is committed to comply to all its technical and organizational procedures to guarantee the protection, confidentiality, integrity and security and vows to not communicate to third parties any of the collected data.

Customers have the right to access, modify, cancel, limit, or oppose their use by Domaine de Sévenier.

Cancellation:

Cancellations must be notified by registered mail with acknowledgement of receipt.

In accordance with the general terms of sale, all pending booking down payments will be cancelled. Booking fees will not be refunded.

For all cancellations, the following will be either charged or owed:

Booking fees:

25% of your total stay if you cancel more than one month before your planned arrival date.

The total amount of your stay if you cancel less than a month before your planned arrival date or fail to show up at said date.

If Domaine de Sévenier must cancel any booking, except in case of force majeure, the customer will be refunded in full.

Insurance:

A cancellation insurance can be purchased. It will refund the compensation for breach of contract as per the contract. The insurance must be purchased upon booking and before the payment of deposit.

Cancellation insurance : CAMPEZ COUVERT

Rates : 6 % of the total amount of your stay.