

Terms and conditions of sale

In order to benefit from the services offered by Les Lodges de Blois Chambord, we ask you to read the general conditions below carefully. These conditions govern the sale of holidays and are valid at the time the order is placed.

Booking a holiday implies full acceptance of our general terms and conditions and a commitment to respect our house rules, which can be consulted on our website. Failure to comply with these rules or any disrespectful attitude may result in immediate cancellation of the booking and early departure without refund.

1. BOOKING CONDITIONS

Reservations only become effective once the campsite has given its agreement and :

- Receipt of the duly completed and signed booking contract or acceptance of the general terms and conditions of sale when booking online,
- Payment of the deposit.

Reservations are only binding on Les Lodges de Blois Chambord if Les Lodges de Blois Chambord has accepted them, which Les Lodges de Blois Chambord is free to do or to refuse, depending on availability and, more generally, on any circumstances likely to affect the execution of the reservation made. Les Lodges de Blois Chambord offers stays that are calm and family-oriented, in the traditional sense, and the accommodation is specially designed for this purpose. Les Lodges de Blois Chambord reserves the right to refuse any booking which is contrary to this principle, or which seeks to deviate from it.

Reservations for camping pitches or rentals are made on a strictly personal basis. Under no circumstances may you sublet or transfer your reservation without the prior consent of the campsite.

Minors must be accompanied by their parents or legal guardians.

Les Lodges de Blois Chambord reserves the right to refuse reservations from a customer or a group if the purpose of the stay is deemed incompatible with the smooth running of the establishment; in other words, in order to guarantee the family feel of the structure and to ensure peace and quiet. The same applies to stays of a festive nature that are incompatible with the calm, family atmosphere of the establishment.

Groups must book by telephone and will benefit from special booking and stay conditions.

1. 1Camping site

Our camping pitches are exclusively for motorhomes, vans and caravans. For administrative reasons, tents cannot be accommodated at the Blois Chambord lodges.

The basic package includes a pitch for a caravan and one vehicle, or a camper van or van, for 1 or 2 people, access to sanitary facilities and reception facilities. Emptying, water supply and electricity are included in the price.

1. 2Rental

The rental accommodation is fully equipped. The basic package is for 2 to 6 people, depending on the type of accommodation.

Les Lodges de Blois Chambord reserves the right to refuse access to the campsite to groups or families arriving with a number of participants greater than the capacity of the rented accommodation.

1. 3Reservation fees

Les Lodges de Blois Chambord does not apply booking fees to rentals and bare pitches.

1.4Prices and promotions

Prices are subject to change. The campsite reserves the right to change prices at any time. Stays will be invoiced on the basis of the rates in force on the day of booking, subject to availability. We advise you to check the applicable rate by contacting the campsite directly or by running simulations on the campsite's website.

Offers and promotions are not retroactive and cannot be combined.

2. RATES AND TOURIST TAX

The prices shown are valid for the current season. They are per night and are in euros, including VAT (see what our prices include on the first page of the rates).

3. TERMS OF PAYMENT

3.1 Payment methods

We accept cash, bank cheques, holiday vouchers, credit cards and national and international transfers.

Foreign bank cheques are not accepted.

3.2 Camping pitch

For bookings made more than 7 days before the start of the holiday, a deposit of 30% of the price of the services booked must be paid on booking at the campsite. The balance must be paid no later than 7 days before the start of your stay at the campsite.

For bookings made less than 7 days before the start of the holiday, full payment must be made at the time of booking at the campsite.

3. 3Rental

For bookings made more than 30 days before the start of the holiday, a deposit of 30% of the price of the services booked must be paid on booking at the campsite. The balance must be paid no later than 30 days before the start of your stay at the campsite.

For bookings made less than 30 days before the start of the holiday, full payment must be made at the time of booking at the campsite.

If the balance is not paid on time, the holiday will be cancelled automatically after a reminder e-mail.

In the event of late payment, in accordance with Article L 441-6 of the French Commercial Code, compensation calculated on the basis of three times the legal interest rate in force and a flat-rate compensation for collection costs of 40 euros will be payable.

4. CANCELLATION AND CHANGES

4.1 Changing your booking

Changes to your booking can be made free of charge, subject to availability and at least 15 days before the start of your stay.

In the absence of a message from you indicating a postponement of your arrival date, the accommodation or pitch may become available for sale again 24 hours after the arrival date stated on the contract, and you will consequently lose the benefit of your reservation.

4.2 Unused benefits

Any stay that is interrupted or shortened (late arrival, early departure) due to your fault will not be reimbursed. You will need to contact Meetch for cancellation insurance, if you took out this at the time of booking.

4.3 Cancellation by Lodges de Blois Chambord

In the event of cancellation by Lodges de Blois Chambord, except in cases of force majeure, the stay will be refunded in full. However, this cancellation cannot give rise to the payment of damages.

If the accommodation you require is not available, the Blois Chambord lodges may offer you accommodation of equivalent or higher quality. However, this change of accommodation cannot give rise to the payment of damages.

4.4 Cancellation by the camper

Cancellations must be made in writing to the campsite management.

1st case: if the cancellation is made at least 30 days before the arrival date :

The amount of the deposit paid, the booking fees paid and, if applicable, the sums paid for cancellation insurance remain the property of the campsite.

2nd case: if the cancellation is made less than 30 days before the arrival date :

All sums paid will be retained by the campsite.

To obtain any compensation, we advise you to take out cancellation or interruption of stay insurance when you book. Our partner "Meetch" undertakes to refund all or part of your holiday.

"Meetch" Contract Cancellation and Interruption Insurance is offered when you make your reservation (also online). This can be taken out up to 72 hours after booking.

In the event of cancellation, notify the campsite of your withdrawal by post or e-mail as soon as an event occurs that prevents your departure, and notify the "Meetch" insurer within 48 hours (open the online file, provide all the necessary information and supporting documents).

5. YOUR STAY

5.1 Arrival

Rental accommodation

On the day of your arrival at Les Lodges de Blois Chambord, you will be welcomed from 3pm.

You will have deposited your €300 deposit via the "Sweekly" service. This deposit will not be debited. It is a bank loan.

Camping pitches

On the day of your arrival at Les Lodges de Blois Chambord, you will be welcomed from 3pm. The reception desk is open from 8.30am to 12pm and from 3pm to 7.30pm.

5.2 During your stay

Each tenant is responsible for any disturbance or nuisance caused by people staying with them or visiting them. A flat rate of €50 will be charged for any displacement after 11pm due to noise.

The Lodges de Blois Chambord cannot be held responsible for theft, loss or damage of any kind (vehicle, bicycle, equipment, etc.) during or following a stay.

For your personal cover or damage caused by you in the accommodation or on the campsite, we recommend that you ask your insurer for a holiday extension.

Children remain under the supervision and responsibility of their parents.

5.3 Start

Rental accommodation :

On the day of departure indicated on your contract, the rental accommodation must be vacated before 10 am.

The accommodation must be left in a clean and tidy condition, and the inventory may be checked. Any broken or damaged objects will be charged to you, as will the restoration of the premises if this proves necessary.

The deposit will be returned automatically 20 days after the end of your stay.

A deduction will be made from the indemnities withheld, on the basis of supporting invoices, for any damage noted in the inventory of fixtures on departure. The withholding of the deposit does not preclude additional compensation if the costs exceed the amount of the deposit.

If the accommodation has not been cleaned before your departure, you will be charged a cleaning fee (€100).

Camping pitches :

On the day of departure indicated on your contract, the pitch must be vacated before 12 noon.

For late departures, you may be charged for an extra day at the current nightly rate.

6. ANIMALS

Pets are accepted at the Lodges de Blois Chambord, on the bare pitches and in the accommodation, subject to a fee payable at the time of booking, with the exception of 1st and 2nd category dogs.

They must be kept on a lead at all times. They are not allowed in the sanitary facilities. Animals must not be left alone in the accommodation, on the pitch or loose on the site.

Vaccination records for dogs and cats must be up to date and presented on the day of arrival.

7. LIABILITY OF LES LODGES DE BLOIS CHAMBORD

The customer expressly acknowledges that Les Lodges de Blois Chambord cannot be held responsible for the communication by its partners or by any third party of false information mentioned in the brochure or on the Les Lodges de Blois Chambord website concerning the host sites, and in particular the presentation photos, descriptions, activities, leisure activities, services and dates of operation.

All photos and text used in the brochure or on the Lodges de Blois Chambord website are non-contractual. They are for information purposes only. Certain activities and facilities offered by the Lodges de Blois Chambord and indicated in the description in the brochure may be cancelled, particularly for climatic reasons or in the event of force majeure as defined by the French courts.

8. INFORMATION TECHNOLOGY AND CIVIL LIBERTIES

During your stay, you may be photographed and appear in our next brochure or on our Lodges de Blois Chambord website. In the event of refusal, you must notify us by registered letter before your arrival.

The information you provide when placing your order will be considered by Les Lodges de Blois Chambord to be confidential. It will only be used by the internal departments of Les Lodges de Blois Chambord, to process your order and to strengthen and personalise communication and the range of services reserved for customers of Les Lodges de Blois Chambord according to your centres of interest. It may be used as part of our quality approach (satisfaction survey, Camping Qualité network) and as part of our membership of the Fédération Nationale de l'Hôtellerie de Plein Air. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and object to any personal data concerning you. To do this, simply send us a request by post to the following address, giving your full name and address:

The Lodges of Blois Chambord

464 rue du Gué - 41250 Mont-près-Chambord

9. RIGHT OF WITHDRAWAL

In application of the exclusion contained in article L.221-28-12° of the French Consumer Code, the customer does not have a legal right of withdrawal.

10. MEDIATION OF CONSUMER DISPUTES

We remind you that recourse to consumer mediation is only possible if :

- your dispute has not been previously examined or is not being examined by another mediator or by a court;
- you are not a professional.