



TERMS AND CONDITIONS OF SALE, Reservations & stays.

Art. 1 - Scope of application

These general conditions of reservation and stay are applicable to the establishment Hôtel & Camping Les Sources, SARL Le Petit Paradis des Ecrins, located (rue du Barnafret) newly named 6 rue des Chaumettes in Savines le Lac (05160), hereinafter referred to as 'The Establishment'.

Art. 2 - Booking and deposit

For pure camping (tent, caravan & motor home), only bookings for stays of 7 days or more are accepted. Exceptions may be made outside the months of July and August. Booking fee 4 €.

For mobile homes and mini-suites, rentals are mainly from Saturday to Saturday and more rarely from Sunday to Sunday, depending on availability. Exceptions may be made out of season.

For the hotel, bookings of one night or more are accepted.

For all types of reservation, the reservation will only be effective once the Customer has sent the establishment the requested deposit & the signed reservation documents, the date of receipt of the amount in the establishment's account being taken as proof. Without a deposit and an acceptance signature, the establishment will not be able to register the reservation.

The deposit, corresponding to 30% of the total amount of the stay with a minimum of €50 for the campsite, can be paid to the establishment in the following ways: bank cheque or ANCV holiday voucher or bank card by sending the necessary numbers for a remote debit.

The booking is deemed to have been accepted by the

Customer at the end of the booking process.

A deposit is non-refundable in the event of cancellation for any reason whatsoever, except when the deadlines mentioned below are respected.

Art. 3 - Cancellation by the Customer

All cancellations must be made by telephone AND notified by e-mail with acknowledgement of receipt or by registered letter to the reservations department.

- If the cancellation is made less than 15 days (for a hotel or campsite) or less than 45 days (for a mini-suite or mobile home) before the start of the holiday, the deposit will be retained by the establishment.

- If the cancellation is made less than 24 hours before the start of the stay, the deposit will be retained by the establishment, which reserves the right to claim the balance of the price of the stay in the accommodation booked.

- If the Customer does not show up before 7 p.m. (at Reception OR by telephone) on the day scheduled for the start of the stay, the Establishment may allocate the accommodation to another customer, with the deposit remaining the property of the Establishment, which reserves the right to claim the balance of the price of the stay.

- In the event of interruption of the stay, the sum corresponding to the total price of the stay shall be retained in full by the establishment, with the exception of breakfasts not consumed and cancelled no later than the day before.

- The establishment cannot be held responsible for any bad weather and will not justify non-payment of the balance of the accommodation, just like any other reason for interrupting a stay.

Art 4 - Change of holiday dates

In the event of a change to the dates of stay for an equal or longer period, the deposit will be retained and deducted from the invoice. The establishment cannot guarantee the same accommodation or pitch (subject to availability).

In the event of a change to the dates of stay for a shorter period than that planned when the reservation was first made, the establishment reserves the right to apply the same arrangements for the deposit as for a cancellation.

Art 5 - Arrival and departure

The Customer must arrive between 4.30pm and 7.30pm. In the event of late or delayed the Customer must inform the establishment in advance (by telephone).

On the day of departure, the Customer must vacate the premises by 10.15 a.m. at the latest for hotel rooms and 9.45 a.m. at the latest for mini-suites and mobile homes.

For 'pure camping' pitches, departures up to 12:00 at the latest will be accepted.

Art. 6 - Payment of the balance

The balance must be paid on arrival for a defined stay. If payment is not made on arrival, the person in charge will ask you for a valid identity document and will make a photocopy. Payment must then be made as soon as possible in agreement with the manager of the establishment.

Payments are always made at the end of the day between 17.00 and 20.30. There is no possibility of payment in the morning as the teams are busy with other tasks. (breakfasts, cleaning accommodation, managing departures and preparing arrivals, etc.)

3 methods of payment are available: credit card, cash or ANCV holiday vouchers (provided they are filled in and completed for the 'Owner' section only).

Consumption and services

Consumption and additional services will be paid for as and when required.

Art. 7 - Use of the premises

The customer must respect the peaceful nature of the premises and use them in accordance with their intended purpose. He/she undertakes to return the rooms in perfect condition (see house rules posted on the room door).

It is FORBIDDEN to eat in the rooms (except in the mini-suites equipped with a small kitchen).

Art. 8 - Capacity

The number of people staying must be specified at the time of booking. If this number is exceeded, the establishment may refuse to accept additional guests. Under no circumstances may this refusal

This refusal can in no way be considered as a

modification or cancellation of the stay, so that in the event of the departure of a greater number of customers than those refused, no reimbursement can be considered.

Art. 9 - Animals

Animals are accepted under certain conditions. Pet owners must accept and sign a Charter on arrival. If the Charter is not accepted, the establishment may refuse to accept Customers. Refusal or non-compliance with this Charter does not entitle the guest to a refund of the deposit.

We only accept one animal per accommodation.

Art. 10 - Miscellaneous and conclusion

The establishment reserves the right to refuse a rental or to evict anyone for nuisance or non-compliance with the house rules and the Animal Charter (for the persons concerned). The establishment cannot be held responsible for any theft that may occur on site during your stay.

With regard to the translation of the entire www.hotel-les-sources.com website, in the event of a disput

or misunderstanding, only the French version will be deemed authentic.

When the booking is confirmed, the Customer acknowledges that he/she has read and accepts the

these general terms and conditions of sale and the terms and conditions of sale & rates.