

Terms and conditions for camping



Contact details Vive la Vie

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Reservation and booking of yards, nature cottages and mobile homes

1. The reservation of a railway yard, nature house or mobile home must be paid immediately 25% of the total amount. As soon as this has been paid, the booking will be final.
2. If the deposit of 25% has not been received 3 weeks (21 calendar days) after the reservation of a yard, nature house or mobile home, the reservation will expire. If the guest still wants to use the nature house or mobile home, a new reservation must be made. In this case, no claim can be made on the original reservation.
3. 4 weeks (28 calendar days) before the start of the event, the remaining 75% must be paid.
4. If the booking is made less than 4 weeks before the start of the book, the amount must be paid in full as soon as the reservation is made. This reservation will be converted into a final booking as soon as the full amount has been received by Vive la Vie.

Cancellation policy for emplacement, nature house and mobile homes

1. If the booking is cancelled, the following conditions apply:
 - a. If cancelled earlier than 4 weeks (28 calendar days) before the start of the event, 15% of the total amount of cancellation costs will be charged;
 - b. If cancelled within 4 weeks (28 calendar days) before the start of the booking, 25% of the total amount will be charged.
 - c. If cancelled within 1 week (7 calendar days) before the start of the booking, 100% of the total amount will be charged.

Costs of changing reservation and booking yard, nature house and mobile homes

1. If the reservation has not been converted into a booking, changes to desired days or accommodation can be made free of charge;

Conditions of stay

1. Vive la Vie does not offer seasonal pitches.
2. The maximum duration of a stay on a railway yard, in a nature house or mobile home, is 3 weeks (21 days), unless explicitly stated otherwise.



Arrival and departure appointments

Arrival

1. The booking confirmation must be presented upon arrival.
2. Any unpaid amounts must still be paid. This can be done by debit card, cash or credit card.
3. If a pet is booked, the passport (including vaccination details) must be presented. Vive la Vie can make a copy of this.

Departure

1. The yard and accommodation must be delivered as described below.
2. One day before departure, the final bill will be made during reception hours.
3. If a final settlement has not been made one day before departure, this must be done on the morning of departure.
4. The key to the accommodation must be returned to the reception no later than 11 a.m. on the day of departure.

Late arrival or departure appointments

1. If a late arrival or departure is expected, this will always have to take place in consultation with Vive la Vie.
2. Vive la Vie assesses what is feasible or not in each situation.

Failure to arrive or late arrival day

1. If no arrival takes place on the scheduled day of arrival, without informing Vive la Vie, Vive la Vie will cancel the reservation.
2. Vive la Vie will be informed in the event of no or changed arrival, by phone or email. Vive la Vie must have sent an acknowledgement of receipt. Without this confirmation, the report was not received.
3. Refunds will not be made under any circumstances.

Arrival and departure times nature house and mobile homes

1. On the day of arrival, the nature house or mobile home is available from 3 p.m.
2. On the day of departure, the nature house or mobile home must be delivered broom clean no later than 11 am.

Arrival and departure times

1. On the day of arrival, the yard will be available from 3 p.m.
2. On the day of departure, the yard must be vacated by 12 noon at the latest.

Inventory nature house or mobile home

1. The inventory list can be found on the inside of the kitchen cabinet.
2. Check as soon as possible that all inventory is undamaged. If this is not the case, this can be communicated to us no later than 12 noon the next day. We will make a note of this and, if necessary, arrange for a replacement as soon as possible. After this time, complaints are considered non-existent.

3. Missing or damaged items will then be charged.

Cleaning nature house and mobile home

1. Fixed cleaning appointments are included when booking.
2. It is not possible to make a booking without a cleaning fee.
3. The accommodation is delivered clean.
4. If it turns out on arrival that this did not go well, please report it the same day, so that we can still make it right. Of course, you can also report later during your stay, but then we can no longer adjust this.
5. The accommodation must be delivered broom clean upon departure
6. Waste must be separated.
7. The waste must be disposed of on departure and deposited separately in the appropriate containers.
8. Dirty laundry must be collected in the central area of the accommodation upon departure.
9. Windows and doors must be closed or closed upon departure.
10. If it turns out upon departure that the accommodation has not been delivered broom clean, additional cleaning costs may be charged.
11. If items are broken or missing during inspection, an amount will be charged.

Bed and linen, nature house and mobile home

1. Kitchen linen is included as standard when booking.
2. If you have chosen to rent a linen package, the beds will be made with a pillow and a duvet.
3. Upon departure, guests are requested to collect their bed and kitchen linen in the central area of the accommodation.
4. If no linen package has been rented, this can still be requested on arrival. The sheets will then be delivered afterwards, but the beds will not be made afterwards.
5. If no linen package has been rented, the pillow and duvet should not be used without being protected by a pillowcase or duvet cover.

Maximum number of people per nature house or mobile home

1. The maximum number of people per accommodation is 3 or 4 people, depending on the booked location.
2. If desired, one extra person can spend the night on self-brought equipment, this will be assessed depending on the situation. The price at approval is equal to the price of an extra person at a yard.
3. Vive la Vie reserves the right to refuse access to groups or families with more than the maximum number of people allowed per accommodation. No refund can be requested.

Maximum number of people per yard

1. The maximum number of people per yard is 6, with one caravan, motorhome or large tent. One extra small tent is allowed per yard.
2. Vive la Vie reserves the right to refuse access to groups or families with more than the maximum number of people allowed per accommodation. No refund can be requested.

Larger groups

1. Several emplacements, nature cottages or mobile homes can be booked at the same time.
2. Vive la Vie reserves the right to refuse a group that does not fit into the concept of the campsite. Please indicate the nature of your group when booking. If it turns out upon arrival that the group does not fit in with the concept of peace and space and respect for the fellow campers, no refund will be made.

The terrain

1. All guests can make free use of the sanitary facilities, the swimming pool and other activities at (set times).
2. Material can be borrowed free of charge, which must be returned undamaged immediately after use.
3. If damage is caused to the property of Vive la Vie, it may charge costs for this.
4. There is no extra charge for hot showers. We do ask guests to be considerate of each other so that everyone has hot water and not to stand in the shower for too long.
5. Vive la Vie provides sufficient toilet paper in the communal sanitary facilities, provided that it is not misused. If there is no toilet paper left, it can be grabbed at the sinks at the large sanitary building.

Parking and car movements without a booked parking space

1. All cars must be parked in the designated parking area.
2. The car is allowed to drive on the day of arrival and departure at the campsite to transport belongings. Outside these days it is not allowed to use the car for this purpose.
3. The car is never allowed on the site between 10 p.m. and 8 a.m.
4. Day visitors are never allowed to enter the site with their cars.

Parking and car movements with booked parking space

1. It is requested to drive the car on the site as little as possible.
2. The car can be parked as close as possible to the booked accommodation, tent or caravan, so that others are not bothered by this.
3. Opening and closing doors unnecessarily often is not allowed.
4. Idling the car is not allowed.

5. Between 10 p.m. and 8 a.m. the next morning, it is not allowed to drive your car on the site. In that case, the car can be parked in the large parking lot at the beginning of the campsite.
6. Day visitors are never allowed to enter the site with their cars.

Day visitors

1. Day visitors are very welcome, but must always be registered.
2. A maximum of 2 day visitors are welcome per yard, nature house or mobile home.
3. Day visitors are not allowed to stay overnight. In that case, they will have to book a yard or pay extra for overnight stays.
4. Day visitors pay a fixed amount per day, to be paid upon arrival.
5. Day visitors are not allowed to visit for more than 2 days.
6. Day visitors are not allowed to bring a pet.
7. Without registration, day visitors will be asked to leave the site immediately.
8. Day visitors are never allowed to enter the site by car or other vehicle.
9. Day visitors can park for free in the car park at the beginning of the campsite.
10. Day visitors are not allowed to use the facilities offered unless explicit permission has been requested.

Complaint

Of course we hope that the stay went according to plan. In the unlikely event that there is something less pleasant, you can let us know. We're trying to come up with a solution. If you do not agree with this solution, you can submit a complaint to us in writing. We will treat them seriously and always provide you with an answer. If you are still not satisfied, you can report this to the French disputes committee Conciliateur de justice. You can also request the data from us.

Acceptance of these terms and conditions

By completing the booking, the booker tacitly agrees to these terms and conditions.