

General Terms and Conditions of Sale

Discover our general terms and conditions of sale

1 – BOOKING CONDITIONS

The booking becomes effective only upon agreement by the campsite, after receipt of the deposit and after receipt of the duly completed and signed booking contract, or after acceptance of the general terms and conditions of sale when booking online.

- If your deposit is not received within 7 days, Camping des 5 Vallées may consider the booking request cancelled.
- A confirmation email will be sent to you, non-transferable to a third party. It must be presented on the day of arrival.

Bookings are binding on Camping des 5 Vallées only if accepted by the campsite, which reserves the right to accept or refuse them depending on availability and, more generally, any circumstances that may hinder the execution of the booking.

Camping des 5 Vallées offers stays intended for families in the traditional sense; accommodations are specially designed for this purpose. The campsite reserves the right to refuse any booking that contradicts or attempts to bypass this principle.

Bookings are strictly personal. You may not sublet or transfer your booking without prior consent from the campsite.

Minors must be accompanied by their parents or legal guardians.

- Access to the campsite is restricted to persons listed on the rental contract. Any person not listed will be considered a new customer. The campsite will refuse access to groups exceeding the accommodation capacity (including babies and children).

2 – PAYMENT TERMS

Accepted payment methods:

Credit card, bank transfer, holiday vouchers, digital holiday vouchers, cash

Rental:

The deposit paid at booking is 30% of the total stay price.

The balance must be paid:

- For rentals and camping pitches: no later than 30 days before arrival
-

3 – YOUR STAY

Rental

Arrival:

High season: Saturday from 2:00 PM

Low season: from 2:00 PM

Security deposit: €200 (cheque, card, or cash)

Departure:

On the departure date stated in your contract, accommodation must be vacated before 10:00 AM (mandatory).

The accommodation must be returned in perfect condition. An inventory check may be carried out. Any damaged or missing items will be charged to you, as well as any cleaning or restoration costs if necessary.

The deposit will be refunded at the end of the stay, minus any deductions for damages (with supporting invoices). If costs exceed the deposit, additional compensation may be requested.

If cleaning is not properly done, €100 will be deducted, plus €18 for dishes if needed.

Late departures may be charged an additional night at the current rate. Inventory checks are conducted between 8:00 AM and 10:00 AM.

Camping pitch

Arrival: from 2:00 PM

Departure: before 12:00 PM

Late departure after 12:00 PM will be charged an extra night.

If arriving after 7:00 PM, you must notify reception.

No refunds will be made for late arrivals or early departures; the full stay remains due.

During your stay

Campers are responsible for their personal belongings (bikes, etc.).

Camping des 5 Vallées declines all responsibility for incidents under the camper's civil liability.

All guests must comply with campsite rules. Any breach may result in immediate termination of the contract without refund.

The main guest is responsible for disturbances caused by people staying with or visiting them.

4 – NO-SHOW ON ARRIVAL DAY

To maintain your booking until the following day at 12:00 PM, you must contact us by phone or email.

Without contact, the booking will be cancelled according to Article 5.

5 – NO RIGHT OF WITHDRAWAL

In accordance with Article L.121-19 of the French Consumer Code, accommodation services provided on a specific date are not subject to the 14-day withdrawal period.

6 – CANCELLATION

1. Modification

Customers may request changes (dates, accommodation type) in writing, subject to availability.

No postponement to the following season is allowed.

Reducing the stay duration is considered a partial cancellation and subject to cancellation terms.

2. Unused services

No refunds for interrupted or shortened stays.

3. Cancellation by the campsite

If cancelled by the campsite (except force majeure), the stay will be fully refunded, without compensation.

4. Cancellation by the customer

Without cancellation insurance:

- 30 days before arrival: 30% due (deposit)
- 30–15 days: 100% due
- 15–8 days: 100% due
- Less than 8 days: 100% due

No refund without cancellation insurance.

With cancellation insurance (“Campez couvert”):
(non-refundable, requires full payment 30 days before arrival)

Coverage includes:

- Illness, accident, or death (you or close family)
- Serious home damage (fire, burglary, etc.)
- Job-related issues (dismissal, etc.)
- Travel impossibility due to public events

Interruption coverage:

- Medical emergency requiring return home
 - Major home damage
 - National mourning
-

7 – DEPOSIT AND FEES

A €200 deposit is required upon arrival.

It will be refunded after inspection, minus any charges.

Booking fees are included.

Tourist tax applies according to local authority rates.

8 – PETS

One pet per pitch or rental.

Valid vaccination record required.

Category 1 and 2 dogs (e.g., pit bulls, rottweilers) are not allowed.

Pets under 10 kg only in some rentals.

Cats are not allowed in rentals.

9 – SWIMMING POOL

Access reserved for campsite residents.
Children must be supervised by parents.

10 – PLAYGROUND

Children must be accompanied by an adult.

11 – VISITORS

Visitors must register at reception and pay a fee.
Vehicles must be parked at the entrance.

12 – IMAGE RIGHTS

You authorize Camping des 5 Vallées to photograph, film, or record you during your stay and to use this content for promotional purposes (website, social media, brochures, etc.).

This authorization applies to all persons staying with you, is free of charge, worldwide, and valid for 5 years.

If you do not wish to appear in media, please inform reception upon arrival.

13 – DISPUTES

Complaints may be sent by mail or email to campsite management.

14 – LIABILITY

Camping des 5 Vallées cannot be held responsible for inaccurate information provided by third parties (photos, descriptions, services, etc.).

All images and texts are non-contractual and indicative only.
Activities may be modified or cancelled due to weather or force majeure.

15 – DATA PROTECTION

Your personal data will not be shared with third parties and will be treated as confidential.

It will be used only for booking processing and communication.

In accordance with the French Data Protection Act (January 6, 1978), you have the right to access, modify, or object to your data.

Requests can be sent to:

Camping des 5 Vallées

Saint Blaise

05100 Briançon

SIRET No.: 349 990 177 00019