



General Terms and Conditions 2026

1. BOOKING :

For all bookings, a booking option is recorded, subject to availability, as soon as the booking request is received and processed. A contract is sent to the applicant. The booking option is valid for 7 days. The option is considered confirmed (and therefore becomes a firm booking) once the deposit of 25% of the estimated cost of the stay + 100% of the booking fee has been received and the booking contract has been received. You will receive a confirmation email from the campsite. Reservations are personal and may not be transferred to a third party. In the event of an inaccurate declaration by the client, the present contract will be cancelled automatically and the sums paid will be retained by the lessor. Any additional persons must be declared on arrival. If you do not have a reservation, you must register at reception and pay the total amount of your stay on arrival. In the event of late arrival, the facilities will remain available until midday the following day. After this time, and without notification from the customer, the accommodation will become available again. No reimbursement will be made in the event of late arrival or early departure on your part in relation to the dates specified on the booking contract.

Arrivals : from 3 p.m. to 7 p.m. Departures : before 10 a.m. for rentals and before 12 p.m. for pitches. Please contact us for any changes. The same pitch cannot be guaranteed if the dates of your stay are changed.

2. SPECIFIC TO CAMPING PITCHES (TENTS AND CARAVANS) :

The location of the pitch reserved is determined according to the requirements of our planning, taking into account as far as possible the preferences indicated by the camper.

Failure to accept the pitch offered on arrival will result in the loss of any deposit and costs already paid. Overnight stays are calculated from 12 noon to 12 noon. For any departure after 12 noon, an additional night will be charged. It is possible to extend your stay, subject to availability and by informing the campsite at least 3 days in advance. The balance of your stay must be paid on arrival at the campsite.

3. SPECIFIC TO RENTAL ACCOMODATIONS (ECOLOGDE TENTS, CANADA TENTS, TRICK, MOBIL HOMES, YURT) :

Rental is agreed for the dates specified in the booking contract (from 3pm on the day of arrival to 10am on the day of departure only). Any extension beyond the booking date is subject to the agreement of the campsite and to availability. The balance of the stay must be paid 30 days before the date of arrival.

A double deposit will be required on arrival : 350€ for taking possession of the accommodation, and 60€ for cleaning (retained if the accommodation is not returned clean). Please provide cheques or cash or refer to the Swicly link sent by e-mail (no direct credit card deposit). An inventory will be available in each rental. Any remark or anomaly must be reported within 24 hours. After this time, the customer is presumed to have taken the rental in good condition. Deposits will be returned on the day of departure depending on the inventory and the state of cleanliness (cleaning carried out by the tenant). If any damage is found, the sums due will be withheld. This does not exclude additional compensation if the costs exceed the amount of the deposit. If the cleaning has not been done on your departure, the campsite will retain the 60€ cleaning deposit. If it is not possible to carry out an inventory of fixtures, the deposit will be returned to you within 8 days.

4. LOCAL TOURIST TAX AND ECO TAX :

Tourist tax is charged for all campers aged 18 and over: 0.66€ per person per night.

Eco-participation is charged for all campers aged 1 and over: 0.40€ per person per night.

These will be paid on site on the day of your arrival.

5. CANCELLATION :

Any stay that has been commenced is due.

In the event of cancellation of the holiday, the deposit and fees will not be reimbursed except in the event of death (spouse, child, close relative) and with proof of death. For this reason, we advise you to take out holiday cancellation and interruption insurance. The cost is 4% of the total cost of your stay, payable at the time of booking. Our partner Gritchen Affinity undertakes to refund all or part of your holiday. In the event of cancellation, please notify the campsite of your withdrawal by post or e-mail as soon as an event preventing your departure occurs. If the claim is covered by the general conditions (available at www.campez-couvert.com), notify the insurer within 48 hours and provide all the necessary information and supporting documents.

6. FORCE MAJEURE :

Village Nature Zen cannot be held responsible for the total or partial non-performance of its contractual obligations, nor be liable for any compensation or reimbursement, in cases where such non-performance results from an event of force majeure as defined in Article 1218 of the French Civil Code.

A force majeure event is considered to be any external, unforeseeable, and irresistible event that makes the normal execution of the stay impossible.

Events considered as force majeure (non-exhaustive list) include:

- Natural disasters such as floods, storms, fires, earthquakes, or any other exceptional climatic event;
- Epidemics, pandemics, or administrative restrictions (lockdown, closure of establishments, ban on public access);
- Prefectoral or municipal prohibitions (for example: prohibition of swimming, access to certain areas, public gatherings, etc.);
- Extended interruptions of electricity, water, or road access due to an external incident;
- Any social conflict, governmental decision, or event beyond the management's control preventing the normal continuation of the stay.

In the event of force majeure, the campsite may cancel, postpone, or interrupt the stay without the client being entitled to compensation.

If possible, Village Nature Zen will offer the client a postponement or credit valid for a defined period, in a spirit of fairness and goodwill.

For this reason, we advise you to take out cancellation and interruption insurance. Its cost is 4% of the total amount of your stay, payable at the time of booking. Our partner Gritchen Affinity undertakes to reimburse all or part of the stay (see their general terms and conditions available at www.campez-couvert.com), to be notified within 48 hours and supplied with all required documentation.

7. Security and responsibility :

It is the responsibility of all caravanning campers to take out insurance for their caravan, camper van, equipment and civil liability (damage caused by themselves). The management declines all responsibility in the event of loss, theft, fire, bad weather or accident caused by the camper or a third party.

By prefectural decree, wood-fired barbecues are strictly prohibited.

Electric or hybrid cars: for safety reasons, it is forbidden to connect your car to the standard electricity network. A specific charging station has been set up for this purpose. Conditions available at reception.

8. WELL-NESS PASS

The Well-Ness Pass is an optional offer available at Village Nature Zen when booking.

This pass provides exclusive benefits during the stay on well-ness activities offered at the campsite in July and August (excluding donation-based activities). The Pass is personal and valid only for the duration of the stay. It cannot be transferred, exchanged, or refunded, even partially. Village Nature Zen reserves the right to modify the conditions of use or the benefits of the Well-Ness Pass according to seasonal requirements, without prior notice, while guaranteeing an equivalent level of service.

9. PETS :

Pets are accepted on the pitches but not in the rentals (Tentes Treck, Tentes Ecolodge, Tentes Canada, Mobil Homes, Yourtes). Dogs classified as category 1 or 2 are prohibited (arrêté du 27/09/09).

Other dogs are allowed on pitches. You must declare them on arrival at the reception, and present their anti-rabies vaccination certificate. (arrêté du 22/01/85). They must not inconvenience their neighbours with barking or soiling. They must be kept on a leash on the camp site and comply with hygiene rules (owners are required to collect droppings). You can't leave them alone on the pitch, or in the caravan. In the event of non-compliance, the campsite may order the eviction of the dog and its owners.

10. TRAFIC - NOISE :

Speed is limited at 10 km/h in the camp site and customers can't drive between 10.30 pm and 8.00 am.

You can park only one car by pitch. Extra vehicles must be parked on the car park.

You can't park on free pitches or on paths.

Please preserve the peace and tranquility of every one by respecting silence between 10.30 pm and 8.00 am.

11. GROUP STAYS

Village Nature Zen is a place dedicated to peace and relaxation.

To preserve the serenity of the site, the campsite does not accept group bookings (including family or friends).

Each camping pitch is limited to a maximum of 6 people, and each rental unit accommodates between 2 and 5 people, depending on its capacity (Tente Treck, Ecolodge, Canada, Mobile Home, Yurt).

The reception of larger groups is only possible within the framework of a retreat or well-being course organized by Village Nature Zen, or with exceptional authorization from the management.

Any booking that does not comply with this rule may be cancelled without refund.

12. SWIMMING POOL :

The access to the swimming pool is strictly reserved for our customers. Visitors are not allowed at the swimming pool. The rules and times are displayed at the entrance to the swimming pool. For hygienics reasons, only bathing suits are allowed (shorts and bermudas are not authorized). Children remain under the supervision and vigilance of their parents, no children alone in the swimming pool.

13. CONFLICTS :

All complaints relating to the conditions of the stay must be made on site to the campsite reception, to allow it to find a solution to the disorders encountered.

Every one must respect the general rules on the camp site.

The direction keeps the right to ask anyone who don't agree with the rules to leave the camp site.

Amicable settlement of disputes - Consumer mediation : In accordance with the provisions of Articles L 611-1 and R 612-1 et seq. of the Consumer Code concerning the amicable settlement of disputes: When the consumer has sent a written complaint to the professional and has not received satisfaction or a response within two months, he may submit his complaint free of charge to the consumer mediator. The mediator must be contacted within a maximum period of one year from the initial complaint. The MCP MEDIATION mediator can be contacted directly online at the following address: www.mcpmediation.org or by mail MÉDIATION DE LA CONSOMMATION et PATRIMOINE - 12 Square Desnouettes - 75015 PARIS

14. IMAGE RIGHTS :

The customer expressly and without any compensation authorizes the campsite to use and distribute on any type of media likely to be used, digital or printed, the photos and/or videos that may be taken during their stay for the advertising and communication needs of the campsite. Any customer wishing to turn down the possibility of being photographed or filmed during their stay must notify the campsite in advance and in writing.

15. PERSONAL DATA PROTECTION :

In accordance with the regulations in force on the protection of personal data (General Data Protection Regulation n° 2016/679 of April 27, 2016, and Law n° 78-17 of January 6, 1978 relating to data processing, files and modified freedoms), the customer has the right to question, access, modify, oppose and rectify personal data concerning him. By adhering to these general conditions of sale, the customer consents to the campsite collecting and using this data to make the booking contract. The information that the client communicates when booking shall not be passed on to any third party. This information shall be considered by the campsite as confidential. The data are used by the internal services of the campsite only for the purpose of processing the booking, and to reinforce and personalise communication and services provided strictly to the customers of the campsite.

GOOD FOR AGREEMENT :

These General Reservation Conditions are validated and accepted by the customer upon validation of the reservation request (document available online).