



# Vallon de Laborie

## Booking Terms and Conditions

### Booking your holiday

**Guidelines:** By booking you are agreeing to the campsite guidelines set out below.

**Deposit :** We require a 25% deposit of the total rental amount to confirm the booking. This deposit is **non-refundable**.

**Balance:** The balance of the payment is due no later than **30 days before** your arrival date. If payment is not received 30 days before, the booking will be cancelled and the tent or pitch released for others to book.

If you are **booking less than 30 days** before your arrival date, you will need to pay the full amount to confirm the booking.

**Additional costs:** we request that any additional costs be settled the night before your departure.

### Arrival and departure

**Check-in** is from 16:00 and **check-out** is by 11:00. Early arrivals and late check out available upon request, depending on other bookings.

### Insurance

*We strongly advise you to take out holiday insurance to cover any unforeseen eventualities including late cancellation or change of plans.*

### Cancellations and changes

**If you cancel 30 days or more** before your arrival date, you will be refunded any payment made over and above the non-refundable 25%.

**If you cancel less than 30 days** before your arrival date, the full amount will be due.

**If you choose to interrupt your stay, arrive late or depart early** for any reason, thus shortening your stay with us, there will be **no refund**.

We will **hold a tent or pitch for 24 hours** from your scheduled arrival date. After this time, we will release it if we have not heard from you.

To avoid disappointment and/or loss of deposit, **please let us know as soon as possible if you need to change your plans**. This will help us change your start and finish dates and save you money if you want to stay with us at a different time.

In the unlikely event of **cancellation by us**, for example in cases of force majeure, the customer will receive a refund of all payments made.

However, this cancellation cannot give rise to the payment of damages.

### Guidelines

We are a small, rural campsite and we therefore ask that you do your best to ensure everyone around can enjoy their surroundings and have an enjoyable stay. **By booking, you confirm you have read the campsite guidelines and agree to adhere to them:**

Minimise noise after 11pm and before 7am, no loud music at any time.

Leave all facilities as you find them and report any issues to us.

**No fires or disposable BBQs.**

Unfortunately no dogs or other pets are allowed, due to other animals in the surrounding areas.

Recycle as much as possible.

Ensure food is always sealed and stored out of the reach of any potential animals or insects.

*We thank you for helping us to minimise our impact at Laborie!*

*Polly and Lee*