

General terms and conditions for staying at L'Histoire du Lac

1. Application

1.1. These terms and conditions form an integral part of and apply to all offers, reservations and agreements provided by L'Histoire du Lac with regard to all accommodation and other facilities at the park location and to all other services and products offered by L'Histoire du Lac in connection with the rental ("the Accommodation"). L'Histoire du Lac is located at 2 Route de la Contie, 16310 Lésignac-Duran. L'Histoire du Lac reserves the right to change these terms and conditions.

1.3. Furthermore, the most recent versions of the park regulations L'Histoire du Lac can be found at www.lhistoiredulac.fr and are fully applicable.

1.4. The following terms are used in this agreement:

“Main Booker”: the person who (also on behalf of any (co)guests) enters into an agreement with L'Histoire du Lac regarding the rental/use of the Accommodation.

“Guest(s)”: the Main Booker and/or the persons (possibly) specified by the Main Booker who (with permission from L'Histoire du Lac) use (or can use) the Accommodation.

1.5. These conditions apply to the exclusion of other conditions, regardless of prior reference to them. Conditions used by the Main Booker are expressly rejected.

1.6. Deviations from these conditions are only valid if they are made in writing and signed with consent by L'Histoire du Lac and the Main Booker.

2. Reservations

2.1. L'Histoire du Lac will only accept reservations from persons aged 18 or over. Minors are not permitted to stay at the accommodation without being accompanied by an adult (at least 18 years old).

2.2. The accommodation can accommodate a maximum of the number of people indicated on the website.

2.3. When booking, a preference for a specific or type of accommodation may be indicated. Additional costs may be associated with a stay in accommodation with a specific preference (e.g. for location). The final price depends on the date of stay and preference. L'Histoire du Lac reserves the right to deviate from a stated preference.

2.4. L'Histoire du Lac is a family holiday park. Groups of young people without adult supervision (at least 18 years old) are not admitted. For every reservation we reserve the right to refuse reservations without giving reasons, in particular reservations from groups or parties that in our opinion conflict with our target group, or to impose special conditions on them, such as requiring a deposit.

2.6. An agreement is concluded between the Main Booker and L'Histoire du Lac at the moment that the reservation is accepted by L'Histoire du Lac. There is no statutory cooling-off period. The agreement cannot be revoked. For cancellation and changes, please refer to article 5 of these conditions.

2.7. If no (written) confirmation/invoice has been received within 10 days of making the reservation, L'Histoire du Lac must be contacted immediately, failing which no claim can be made on the reservation.

2.8. L'Histoire du Lac reserves the right to make changes to the layout and opening hours of the facilities of the park location. This also includes partial or complete closure of these facilities. As a result, the Main Booker or Guests are not entitled to compensation.

2.9. The agreement concerns the rental of Accommodation(s) and/or other facilities for recreational use, which is by its nature short-term. The same applies to the related other services and products offered by L'Histoire du Lac.

3. Payment (conditions)

3.1. If there is more than 6 weeks between the date of booking and the date of arrival, the first payment (50%) must be received by L'Histoire du Lac no later than 14 days after receipt of the confirmation. The remainder of the booking sum must then be received by L'Histoire du Lac no later than 6 weeks before the date of arrival.

3.2. In all cases other than those mentioned in article 3.1. the full booking amount must be paid immediately.

3.3. The (down) payments will be confirmed upon receipt. If L'Histoire du Lac has not received the payment(s) on time, the right is reserved to cancel the reservation in accordance with these conditions.

3.4. L'Histoire du Lac always has the right to offset claims against the Main Booker and/or Guests for whatever reason against the amounts paid by the Main Booker and/or Guests for whatever reason.

4. Prices

4.1. In any case, the agreed rental price and the price of other services/products purchased, as stated in the written confirmation (also invoice) of the reservation, are owed to L'Histoire du Lac.

4.3. In addition to the rental price and price of other services/products purchased, any reservation costs and local taxes are also due.

4.4. After booking a place to stay, you are no longer entitled to special prices, discounts or promotional rates.

4.5. All prices are, where applicable, inclusive of VAT, unless stated otherwise.

5. Cancellation and changes

5.1. Cancellations or changes must always be made in writing or by e-mail.

5.2. If after the booking has been made the Main Booker or Guests wish to make changes, L'Histoire du Lac is not obliged to cooperate. Costs may be associated with changes.

5.3. The Main Booker and/or Guests are not permitted to allow other persons to use the accommodation under any name and for any reason whatsoever, unless otherwise agreed in writing with L'Histoire du Lac.

5.4. If the Principal Booker and L'Histoire du Lac have agreed that the Principal Booker and/or one or more Guests will be replaced, the Principal Booker, together with the other Guests who replace the Principal Booker and/or other Guests, will remain jointly and severally liable to L'Histoire du Lac for the payment of at least the part of the rental sum still due, the amendment costs as referred to in Article 5 of these terms and conditions and any additional costs resulting from the replacement and any cancellation costs.

5.5. If the Lead Booker wishes to cancel the reservation, this is free of charge up to 24 hours after receipt of the reservation confirmation. After this period, the cancellation fee is due, which must be paid by the Lead Booker.

The cancellation fee is:

- in case of cancellation more than three months before the arrival date, 15% of the total price stated in the confirmation;
- in case of cancellation within three to two months before the arrival date, 50% of the total price stated in the confirmation;
- in case of cancellation within two to one month before the arrival date, 75% of the total price stated in the confirmation;
- in case of cancellation within one month before the arrival date 90% of the total price stated in the confirmation;
- in case of cancellation on the day of arrival or in case of no-show, 100% of the total price stated in the confirmation (rental price incl. additional costs/excluding local taxes).

In case of partial cancellation, a pro rata fee is due.

5.6. Failure to check in within 12 hours of the agreed date without further notice will be considered a 'no-show', after which the reservation will be processed as a cancellation according to article 5 of these conditions and compensation will apply according to the conditions of 'no show'.

5.7. Changes more than 1 month before arrival:

In principle, amendment costs will be charged for each change to an existing booking. Amendment costs will not be charged if the period of stay is extended, the period changes to a more expensive period or the accommodation changes to a more expensive accommodation.

If the period or accommodation changes to a cheaper (promotional) period or accommodation, the price remains the same as the original booking and amendment costs will be charged.

If the period of stay is shortened or the accommodation is changed to a cheaper option, this will be considered a partial cancellation and, in addition to the change costs, a fee in accordance with Article 5.5 above will be due.

Reducing the number of Guests is possible up to the minimum occupancy per accommodation, accommodations: minimum 1 person.

5.8. Changes within 1 month before arrival:

In principle, amendment costs will be charged for any changes to an existing booking.

In case of changes to a cheaper accommodation or a reduction in the number of persons, the full original travel sum is due. If after the booking has been made one or more accommodations are cancelled or the booking changes date, this will be considered a partial cancellation and compensation in accordance with the provisions of article 5.5 above is due.

Reducing the number of Guests is possible up to the minimum occupancy per accommodation: minimum 1 person.

5.9. Changes to accommodation during the stay:

If the agreement with L'Histoire du Lac is to be extended for longer than the agreed term and L'Histoire du Lac agrees to this, then, in addition to an additional fee for the Accommodation, amendment costs may also be due. L'Histoire du Lac is always entitled to designate another Accommodation.

6. Arrival, stay and departure

6.1. All Guests staying in the accommodation are requested to register with us personally. The Main Booker is obliged to do so.

6.2. Identification is mandatory at the park. L'Histoire du Lac has the authority to check the persons present in the accommodation by means of their identity document. If Guests cannot show valid identification, L'Histoire du Lac may decide not to accommodate these Guests, without this giving any right to refund or compensation.

6.3. On the day of arrival, the facilities at the park can already be used. For the applicable rules, please refer to article 1.3 of these conditions.

6.4. The animation activities may vary per period. For current information, please refer to the website for L'Histoire du Lac.

6.5. Reservations are always made for fixed arrival and departure dates. Departing earlier or arriving later at the Accommodation will therefore not affect the total travel sum and therefore no claim can be made for a refund in the event of departing earlier or arriving later at the Accommodation.

- Arrival and departure accommodation L'Histoire du Lac -

6.6. At L'Histoire du Lac, the general arrival or departure for the accommodations is possible on Sundays and Saturdays (except public holidays). You can enter your accommodation from 15:00 on the day of arrival and you must check out before 11:00 on the day of departure.

7. Pets

7.1. Pets are not allowed in the accommodation.

7.3. Pets of guests are not allowed.

7.5. L'Histoire du Lac reserves the right to refuse pets in the park without giving reasons.

8. Liability and guarantee

8.1. The Main Booker and guests are jointly and severally liable for the orderly conduct of affairs in and around the rented accommodation or elsewhere on the premises of L'Histoire du Lac, use of the accommodation and the equipment and inventory present therein.

8.2. In addition, the Principal Booker and guests are always jointly and severally liable for damage due to breakage and/or loss and/or damage to inventory and/or accommodation, regardless of whether this is the result of actions or omissions by the Principal Booker, Guests or third parties who are in the accommodation with or without permission. Any damage must be reported immediately by the Principal Booker to L'Histoire du Lac and immediately compensated on site, unless the Principal Booker can demonstrate that the damage was not due to the fault of himself, other Guests or one of the members of his party. If L'Histoire du Lac needs to draw up a damage report, the costs will be charged after the stay.

8.3. The Main Booker and Guests indemnify L'Histoire du Lac against all claims for damages suffered by third parties that are (partly) the result of any act or omission by the Main Booker, Guests or third parties who are present on or in the accommodation with or without permission.

8.4. If care equipment (e.g. an adapted bed, oxygen cylinders, a shower chair, etc.) needs to be used during the stay, the Main Booker must arrange this at his/her own expense and risk; L'Histoire du Lac will not provide these care equipment. This must be reported to L'Histoire du Lac no later than 1 week prior to the arrival date (see also article 2.8). L'Histoire du Lac accepts no liability for damage to these care equipment, or the inability to use these care equipment (in a timely manner).

8.5. L'Histoire du Lac may request payment of a deposit upon reservation or at the start of the stay. The deposit serves to guarantee damage and/or costs -in the broadest sense of the word- that L'Histoire du Lac may suffer and/or must incur in the event of non-compliance with the obligations of the Main Booker, Guests and/or third parties who are part of the group.

8.6. In the event that the deposit is not paid immediately, L'Histoire du Lac is entitled to deny the Main Booker and/or Guests access to and use of the Accommodation.

8.7. If you fail to pay the deposit, L'Histoire du Lac is also entitled to terminate the agreement with immediate effect, in which case the cancellation fee as determined in Article 5.5 above will be due.

8.8. The deposit or any remaining amount thereof will be refunded after settlement of claims (damage to inventory, Accommodation and/or other costs) of L'Histoire du Lac on Main Booker and/or guests. Any (further) claims for compensation will not be nullified by this refund.

9. Force majeure and changes by L'Histoire du Lac

9.1. In the event that L'Histoire du Lac is unable to perform the agreement in whole or in part - temporarily or permanently - due to force majeure, a proposal for an amendment will be submitted within a reasonable period after L'Histoire du Lac has become aware of the impossibility to perform the agreement (e.g. for a different accommodation, a different period, etc.).

9.2. Force majeure on the part of L'Histoire du Lac exists if the performance of the agreement is prevented in whole or in part, temporarily or otherwise, by circumstances beyond the control of L'Histoire du Lac, including but not limited to threat of war, (personnel) strikes, blockades, fire, floods and other disruptions or events.

9.3. A change proposal does not have to be accepted. If the change proposal is rejected, this must be communicated to L'Histoire du Lac in writing within 5 days of receipt of the change proposal. In that case, or in the absence of a timely response, L'Histoire du Lac has the right to terminate the agreement with immediate effect. You are then entitled to a waiver and/or refund of (the already paid part of) the booking sum. L'Histoire du Lac will also then not be obliged to compensate for any damage.

10. Cancellation

10.1. L'Histoire du Lac has the right at all times to terminate the agreement with immediate effect if it appears that personal data of the Main Booker and/or Guests were provided incompletely and/or incorrectly upon booking or if the purpose of the stay is other than recreation. In such a case, no refund of the booking sum or part thereof will take place and L'Histoire du Lac is also in no way obliged to provide any other compensation.

11. Travel documents and identification

11.1. Upon request, all Guests or other persons present in the accommodation may be asked to show valid identification during their stay.

11.2. Main booker and/or Guests are responsible for having the valid travel documents required for the destination. L'Histoire du Lac accepts no liability for the consequences resulting from not being in possession of the correct travel documents. Any travel or cancellation insurance must be arranged by the guest.

12. General and applicable law

12.1. Obvious printing and typographical errors, including promotion on or in digital expressions, do not bind L'Histoire du Lac.

12.2. The invalidity and/or nullity of one of the individual provisions of these conditions and/or parts thereof does not affect the validity of the other (parts of) provisions of these conditions. Changes and additions to the agreement and/or conditions are only valid if they have been recorded in writing.

12.3. The present legal relationship between the parties (and therefore also these terms and conditions) is exclusively governed by French law.

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