

General terms and conditions of sale 2025

Reservations are strictly personal and may under no circumstances be transferred to another person, except with the prior agreement of the campsite. Customers are required to comply with the campsite rules and regulations and to ensure that they are respected by all persons staying with them or visiting them. They must be insured for civil liability in respect of camping and rental activities.

The Château des Tilleuls cannot under any circumstances be held responsible for the loss of objects, injuries or damage that may occur to holidaymakers or their property during their stay.

In the event of non-compliance or serious misconduct, the campsite cannot be held responsible for anything other than its own fault.

Minors must be accompanied by a legal guardian. The Château des Tilleuls reserves the right to cancel the booking or refuse access to the campsite if it finds that the pitch or accommodation booked is intended for unaccompanied minors or that the persons present are not those declared in the contract.

Early departure, late arrival or cancellation will not give rise to any reimbursement by the campsite itself and payments will be retained as compensation.

Pitches :

Pitches are rented from 2 pm to 12 am. A departure after 12 noon will result in the payment of an additional day.

Pitches are allocated according to the customer's preferences as far as possible. These preferences must be specified at the time of booking but cannot under any circumstances be guaranteed or demanded. Dogs are accepted on condition that they are kept on a lead, that their droppings are picked up and that they are not allowed to wander around the pitches or the playground. Dogs are not allowed in the swimming pool area, the playground, the multi-sports fields, the petanque area or the sanitary facilities.

The maximum capacity of a pitch is 6 people.

No more than this number of people will be accepted.

A deposit will be required for the rental of a VIP pitch with private sanitary facilities. (individual, private sanitary facilities on the pitch, equipped with a shower, washbasin, toilet, sink and top box fridge). Use reserved exclusively for the persons indicated on the pitch occupancy form.

Accommodation :

Roulottes / Tree houses :

Arrival by appointment from 3pm. Departure: keys handed over at reception by 11am at the latest. The following services are included in the stay: bed(s) made on arrival, towels and breakfast.

Mobile home - Bivouac - Coco Sweet - Minihome Tithome :

per night or short stays: accommodation is rented from 3 p.m. to 11 a.m.

Mobile home - Cottage: Bed linen is provided for the number of people indicated in the contract. Household linen and towels must be provided (possibility of rental - comfort pack with beds made up on arrival).

Coco Sweet: Blankets and pillows provided, disposable sheets available.

Household linen and towels must be provided (can be hired - comfort pack with beds made up on arrival).

Minihome / Tithome : Pillows & duvets provided, disposable sheets available. Household linen and towels must be provided (can be hired - comfort pack with beds made up on arrival).

Bivouacs: Mattresses and bedsprings included, sleeping arrangements to be made: sheets, sleeping bags, blankets, pillows are not provided, but can be hired.

weekly or long stays: accommodation is rented from 3 pm to 10 am, according to inventory.

Sheets are available but towels and household linen are not provided.

Rental available. In July and August, priority is given to weekly rentals from Saturday to Saturday.

Mobile homes - cottages: Pillows and duvets provided, double bed 140 x 190 cm or 160 x 200 cm in the prestige models, single beds 80 x 190 cm.

Parents of young children must ensure that mattresses are protected. In the event of damage exceeding the amount of the deposit, the hirer undertakes to pay the full amount on presentation of proof.

The rental price includes: rental of the accommodation, utilities (water, gas, electricity up to a limit of 150 kw in summer or 250 kw in winter per week), access to services, facilities and entertainment (according to the programme) and to the swimming pool on the dates it is open for the people signed up to the contract.

No more than the maximum number of people will be accepted (the maximum number of people corresponds to the number of people (including children and babies) indicated on the type of accommodation, i.e. 2, 3, 4, 5, 6 or 8 people). Smoking is not permitted inside the accommodation.

The campsite reserves the right to cancel the stay and to refuse access to the campsite and the accommodation if the number of people is not respected and no change of occupant is possible during the stay.

Tents are not permitted on the pitches next to the accommodation.

An extra day will be charged for any overrun.

Late arrivals: arrivals must be made during reception hours and no later than 7 pm. If the scheduled arrival time is late, the customer must inform the Château des Tilleuls by any means no later than the day before.

In the event of arrival after 8 p.m., a surcharge of €10 may be levied.

Please note that no arrivals will be guaranteed after 9 p.m.

Reservations: The reservation request does not constitute a definitive reservation until it has been validated by the reservations department. It will only become effective once the deposit has been accepted and validated (confirmation sent by e-mail or post within 3 working days). The booking will then become definitive.

Balance of stay

For rentals and pitches, the balance must be paid in full 30 days before arrival. If you book less than 30 days before your arrival, the stay must be paid in full at the time of booking.

Late payment will result in cancellation of the booking and retention of the deposit as compensation for breach of contract.

In accordance with article L 121-20-4 of the French Consumer Code, the Internet user is informed that no right of withdrawal applies to services offered on the websites www.chateaudestilleuls.com, www.cabanebaiedesomme.com or www.locations-insolites.com. and any other partner website offering to book a stay at the Château des Tilleuls campsite.

Early departure, late arrival or cancellation will not give rise to any reimbursement by the campsite itself and payments will be retained as compensation.

However, we strongly advise you to take out the cancellation insurance offered. If the rental is not occupied by the customer within 24 hours of the scheduled date and the delay has not been reported, the campsite will dispose of the rental or pitch and the stay will be automatically cancelled as a no-show, without any possible compensation. If the customer does not show up on the day mentioned on the overnight rental contract, after a period of 2 hours after the reception has closed, without being notified, the contract will be considered cancelled and the sums paid will be retained by the Château des Tilleuls, which may dispose of the accommodation.

Cancellation: The Château des Tilleuls offers you cancellation insurance, the terms and conditions of which are available on our website or on request (Neat Camping cancellation insurance (optional) guarantees a refund of your stay in the event of unforeseen circumstances before your arrival, and also covers you in the event of interruption of your stay, replacement vehicle, veterinary expensesFlexible cancellation: Cancel your stay with or without justification, we understand that unforeseen circumstances can arise at any time.

Take out Neat Camping insurance and enjoy a worry-free holiday. Because your moments of relaxation deserve to be preserved).

Cancellation fees / postponement more than 30 days before the date of the stay (excluding cancellation insurance): 20% of the stay will automatically be invoiced as compensation for postponement or cancellation of the stay.

Cancellation before the customer's arrival by the Château des Tilleuls: The Château des Tilleuls reserves the right to cancel the stay in the event of force majeure, technical reasons or the impossibility of guaranteeing good conditions for the stay. In this case, you will be offered a postponement or refund of the stay (excluding booking fees and cancellation insurance). No compensation will be payable.

Cancellation before arrival by the customer without cancellation insurance:

- More than 30 days before the arrival date, the cancellation or postponement fees will be retained as compensation for breach of contract.

- Between 30 and 15 days before the date of arrival, 50% of the stay will be retained as compensation for breach of contract.

-15 days or less before the date of arrival, no refund will be granted; the sums paid will be retained as compensation.

Cancellation prior to the customer's arrival by the customer with cancellation insurance: Declaration to the cancellation insurance company and reimbursement by the cancellation insurance company according to conditions.

Cancellation on the customer's arrival by the Château des Tilleuls: The Château des Tilleuls reserves the right to cancel the holiday in the event that weather conditions (wind, vigilance, etc.) or technical conditions do not allow the holiday to be accessed and carried out safely and in good conditions. In this case, the customer may be rehoused in available accommodation and offered a postponement of the holiday, less the amount allocated for rehousing (subject to availability). No compensation may be claimed.

If the customer does not wish to be rehoused, they will have to organise their own accommodation and will be offered a postponement of their stay (subject to availability) without being entitled to any compensation. It should be noted that postponement of the stay will only be offered if the service has not been provided, i.e. if the customer has not taken possession of the accommodation.

In other cases, postponement conditions will be examined on a case-by-case basis. In the event of bad weather during the rental period necessitating evacuation, the customer will be informed so that he can be rehoused according to availability. In this case, the customer will benefit from a second overnight stay at half price, in accordance with the schedule, within the current 12 months.

The Château des Tilleuls also reserves the right to refuse access to the accommodation to any customer who is under the influence of narcotics, medication, drugs or alcohol, which may impair their vigilance or be likely to modify their behaviour, and contravene the site's internal regulations. In this case, the customer will not be entitled to accommodation, postponement or any other compensation.

Cancellation on arrival by the customer: If, on arrival, the customer refuses access to the accommodation or pitch for any reason whatsoever, he/she may be rehoused at his/her own expense in another accommodation or pitch that may be available.

If this solution is unsuitable, alternative accommodation may be offered, but the cost of this will be borne by the customer. No compensation, refund or postponement may be requested.

Cleaning: Cleaning is the responsibility of the tenant. At the end of the stay, the accommodation or pitch must be returned in a perfectly clean condition, both inside and in the immediate vicinity. If this is not the case, the cleaning deposit (see deposit) will be cashed.

Instructions: The client / tenant must comply with all the campsite rules and regulations and must ensure that they are respected by all persons staying with him or visiting him, under his responsibility.

Deposit: This is payable by credit card imprint or cheque: material deposit of 200 € per night and cleaning deposit of 80 € + material deposit of 200 € for weekly rentals. These deposits are not cashed and will be returned to you or cancelled within 48 hours of your departure, after an inventory of fixtures and fittings, after deduction of any missing items or damage, and if your rental property is ready to be re-let immediately (final cleaning carried out). In the event of damage exceeding the amount of the deposit, the tenant undertakes to pay the full amount on presentation of proof. If the accommodation is not returned in a perfectly clean condition, the deposit will be automatically cashed.

Visitors: Visitors are allowed from 9am to 9pm but do not have access to the campsite facilities (play areas, petanque area, multisport area, swimming pool). They must be declared to reception on arrival.

Disputes: In the event of a dispute, and after contacting the campsite's customer service, any campsite customer may refer the matter to a consumer ombudsman, within a maximum of one year from the date of the written complaint, by registered letter, to the operator.

The contact details of the mediator who may be contacted by the customer are as follows:
Centre De Médiation et de règlement amiable - CM2C, online: www.cm2c.net, by e-mail: cm2c@cm2c.net, by telephone: 06 09 20 48 86, by post: 14 rue Saint Jean, 75017, Paris.

Payment: cash, bank cheques (more than 30 days before arrival), CCP, holiday cheques (ANCV only by registered or recorded delivery letter), connect holiday cheques, payable to Château des Tilleuls.

Approval : The Château des Tilleuls is VACAF approved and classified as a 3* leisure establishment.

Image rights: You expressly authorise the Château des Tilleuls to use any photographs of you or your children that may be taken during your stay for the campsite's publicity purposes. In the event of refusal to use your image or that of your children, a written declaration must be sent to reception no later than the day of your arrival.

Site under video surveillance.