



TERMS AND CONDITIONS OF SALE CAMPING PARADIS

INTRODUCTION

These Terms and Conditions of Sale apply to all services offered on the website « CAMPING LE ROCHER DE LA GRANELLE » or any other means of communication.

The purpose of the website content is to inform clients. Some of the services offered may be subject to change depending on the occupancy rate and/or may only be available on certain dates during the season. Prices are provided for information purposes only and are subject to change and valid only for the current season. The service will be provided at the rate applicable on the date of the order. Prices include all taxes. Any change in the VAT rate will result in a change in the price. In accordance with the Tourism Code, « CAMPING LE ROCHER DE LA GRANELLE » reserves the right to make changes to the information on the website or any other means of communication. Major changes will be communicated on the website as erratum.

1. BOOKING CONDITIONS

- Contracting parties must be at least 18 years of age and have the legal authority to contract and must not be under guardianship. The contracting party must be present for the entire duration of the stay.

Bookings are valid only upon agreement by the campsite, after receipt of the deposit and either the completed and signed booking contract or acceptance of the terms and conditions of sale when booking online.

- Camping pitch or rental bookings are made on a strictly personal basis. Under no circumstances may you sublet or transfer your booking without the prior consent of the campsite.
- Minors must be accompanied by their parents or legal guardians.

Camping Pitches

- The basic package includes the pitch for a tent, trailer or camper for one or two people and access to the sanitary and reception facilities. Additional fees (extra person, pets, extra vehicle, etc.) are not included in the basic package rate and will be charged as add-ons. Camping pitches can accommodate up to six people maximum (baby included).

Rentals

- Rental accommodations are equipped. The basic package is for two to eight people (baby included) depending on the type of rental.
- « CAMPING LE ROCHER DE LA GRANELLE » reserves the right to refuse access to the campsite to groups or families arriving with more guests than the capacity of the rented accommodation.

Booking fees

Booking fees are €20 for rentals and camping pitches.

2. RATES, TOURIST TAX & ECO-PARTICIPATION

- The listed prices are valid for the 2023 season. Prices are listed in euros, including VAT, and correspond to the chosen accommodation, number of people and duration of stay. Local taxes and optional add-ons are not included.
- A tourist tax collected for the City of Le Bugue is payable upon arrival, per night and per person over 18 years of age.
- An eco-participation is payable upon arrival, per night and per person over 18 years of age. Our business is subject to taxes for use of natural resources (clean water) and waste treatment (waste water, household waste, etc.). We therefore charge compensation of €0.30/pers/night to raise awareness for these expenses.

3. PAYMENT CONDITIONS

- In a rental accommodation, for bookings made more than 30 days in advance, a deposit of 30% of the price of the reserved services is payable when booking. The balance is payable no later than 30 days before the arrival date.
- In a camping pitch, for bookings made more than 30 days in advance, a deposit of 30% of the price of the reserved services is payable when booking. The balance is payable no later than 30 days before the arrival date.
- For reservations made less than 30 days in advance, the stay is payable in full when booking.

4. NO RIGHT OF WITHDRAWAL

In accordance with article L.221-28 of the consumer code, « CAMPING LE ROCHER DE LA GRANELLE » informs its clients that the sale of accommodation services provided on a given date, or for a given frequency, is not subject to the 14-day withdrawal period.

5. PAYMENT

Accepted payment methods

You may honor your booking with the following payment methods, both for the deposit and balance:

Check, French postal check, holiday voucher, postal order or cash, credit card, national or international bank transfer

Terms and conditions of payment

On the campsite website

An official booking request by the buyer can be broken down as follows:

- 30% deposit + booking fees + cancellation insurance (optional)
- Balance at the latest 30 days before arrival for rentals and camping pitches. In the event that the balance is not paid within the time limits indicated, the booking is considered cancelled and our cancellation conditions described below apply.

By mail

An official booking request by the buyer can be broken down as follows:

- 30% deposit + booking fees + cancellation insurance (optional)
- Balance at the latest 30 days before arrival for rentals and camping pitches. In the event that the balance is not paid within the time limits indicated, the booking is considered cancelled and our cancellation conditions described below apply.

This reservation has contractual value only upon receipt by the purchaser of a booking confirmation issued by the campsite.

The balance of the stay is payable at the latest 30 days before arrival. In the event that the balance is not paid within the time limits indicated, the booking is considered cancelled and our cancellation conditions described below apply.

6. CANCELLATIONS AND CHANGES

Changing your booking

- The Client may request a change to their stay at the same campsite (dates, type of accommodation). Without prejudice to the fact that the balance is payable in full before departure, any changes at the request of the client may incur change fees. All change requests must be confirmed in writing by the client and are subject to availability and acceptance by « CAMPING LE ROCHER DE LA GRANELLE ». In the event that the contractor wishes to extend their stay, the current rate will apply. Any changes made from higher range to lower range services will not incur a refund.

- Any request to reduce the length of your stay is considered a partial cancellation and will be subject to the cancellation and interruption of stay conditions.
- Any request by the CLIENT to change or cancel their STAY must be sent to « CAMPING LE ROCHER DE LA GRANELLE » by registered letter with acknowledgement of receipt. The time limits indicated below are from the date on which the letter is received, as evidenced by the postmark. Cancellation or changes to the STAY will incur at minimum the following fees:

* **More than 30 days before the beginning of the STAY:** 30% of the total cost + processing fees + insurance fees (if taken out)

* **Less than 30 days before the beginning of the STAY:** 100% of the total cost + processing fees + insurance fees (if taken out).

Unused services

Any interrupted or shortened stay (late arrival, early departure) or failure to appear at the campsite for a reserved accommodation will not incur a refund.

Cancellation by « CAMPING LE ROCHER DE LA GRANELLE » campsite

In order to receive compensation when possible, we recommend that you take out cancellation or interruption of stay insurance upon booking.

If « CAMPING LE ROCHER DE LA GRANELLE » cancels your stay, except in cases of force majeure, the entire cost of the stay will be refunded. However, you may not receive payment of damages.

Cancellation Insurance

We recommend that you take out cancellation or interruption of stay insurance upon booking. This subscription is optional but **strongly recommended**. No reimbursement will be made from the campsite: the cancellation and interruption of the stay being provided by the company NEAT (483 664 413)

- The contracts for this insurance are available on our booking area and on our website.

7. YOUR TRIP

Arrival

- Camping pitches: arrivals are from 2:00 p.m. onwards
- Rental accommodations: you may check in starting at 4:00 p.m. on your day of arrival, and a security deposit of 300€ is required when you receive the keys to the rental.

During your stay

The campsite declines all responsibility in the event of an incident falling under the civil responsibility of the camper. All clients must comply with campsite rules. Guests are responsible for any disturbances caused by persons staying with or visiting them.

Departure

- Rental accommodations: on the day of departure indicated on your contract, the rental accommodation must be vacated before 10:00 a.m. The accommodation must be returned in a perfect state of cleanliness, the inventory may be verified, any broken or damaged object will be at your expense, as well as any repairs to the accommodation that may be necessary.
- Your deposit will be returned at the end of your stay, after deduction of any fees incurred, with invoices provided, for any damage found at the exit inventory. Non repayment of the deposit does not preclude payment of additional compensation in the event that the costs exceed the amount of the deposit.
- If the accommodation has not been cleaned before your departure, a minimum cleaning fee of €60 to €120 including tax will be charged.
- For any late departure, you may be charged an extra day at the current nightly rate.

8. VISITORS

Visitors are admitted to the campsite after checking in at reception and paying the visitor's fee. Visitors will have access to the campsite's facilities, **except for the pool area**.

9. PETS

Pets are allowed (except 1st and 2nd category dogs) for a fee payable when booking. They must be leashed. They are prohibited around swimming pools, in food shops and in buildings. Dogs and cats must have their vaccination record up to date and might be not allowed in a different kind of accommodation.

10. SWIMMING POOL

The swimming pools are not supervised. Parents are therefore solely responsible for children bathing alone. It is mandatory to go through the footbath and take a shower. It is forbidden to: smoke, eat, run in the swimming pool. Ball games are prohibited (except for an activity provided for in the entertainment program). As a reminder, for men, only swimming trunks are allowed in the swimming pool.

11. IMAGE RELEASE

You expressly authorise « CAMPING LE ROCHER DE LA GRANELLE » to use photographs and/or videos that may be taken during your stay for the communication needs of the Camping Paradis group.

Any guest refusing to be photographed or filmed during their stay must inform « CAMPING LE ROCHER DE LA GRANELLE » in advance and in writing. You also authorise distribution, publication and marketing of these images and videos on all types of media.

12. DISPUTES

- Any complaints regarding non-conformity of the services provided with contractual commitments can be reported by mail or e-mail to « CAMPING LE ROCHER DE LA GRANELLE »

13. MEDIATION

In the event of a dispute, you can contact us as follows:

- Send a letter by registered mail with acknowledgement of receipt to « CAMPING LE ROCHER DE LA GRANELLE »

Regarding "the mediation process for consumer disputes", the customer has the right to use the mediation service offered by SAS Camping de la Granelle free of charge. The "consumer law" mediator thus proposed is CM2C

14. « CAMPING LE ROCHER DE LA GRANELLE » LIABILITY

The client expressly acknowledges that « CAMPING LE ROCHER DE LA GRANELLE » cannot be held liable for communication by its partners. All photos and text used on the « CAMPING LE ROCHER DE LA GRANELLE » website are non contractual. They are provided for information purposes only.

15. DATA PROTECTION

The information that you provide in your order will not be communicated to any third party. This information will be considered by « CAMPING LE ROCHER DE LA GRANELLE » to be confidential. It will only be used by « CAMPING LE ROCHER DE LA GRANELLE » in order to process your order and to improve and customise communication and services offered that are reserved for clients of « CAMPING LE ROCHER DE LA GRANELLE » based on your interests. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose any of your personal data. To do this, simply send us a request by mail to the following address: Camping de la Granelle/Route de la Borie/24260 Le Bugue (France) or info@lagranelle.com, indicating your last name, first name and address.