

GENERAL TERMS AND CONDITIONS OF SALE (4 pages) **CAMPING LE HAMEAU DES CHAMPS**

71460 Cormatin
RCS Macon 490150877

These General Terms and Conditions of Sale (GTC) define the rights and obligations of the parties regarding the rental of camping pitches and/or rental accommodations within our campsite. By booking a pitch and/or accommodation at our campsite, you acknowledge that you have read and accepted these GTC as well as the internal rules and regulations.

1/ Services - Rates

We offer bare pitches and rental accommodations for hire.

➤ Bare pitch

This refers to a bare pitch for your tent, caravan, or camper van.

The price of your stay is calculated based on a package that includes:

- The rental of the pitch,
- The option for **1 person** to stay,
- The installation of **1 tent with 1 vehicle, OR 1 caravan with an additional vehicle, OR 1 camper van,**
- Access to reception facilities, activities, sanitary facilities, and a connection to the electrical network.

Additional costs (extra person, extra vehicle, pets, etc.) are not included in the above packages and will be added to them.

➤ Rental accommodation

Our rates include the rental of accommodation based on the number of people (according to the capacity of the accommodation), water, gas, and electricity charges (excluding recharging electric or hybrid vehicle batteries, which is strictly prohibited), parking for one vehicle, access to reception facilities, activities, and sanitary facilities.

A security deposit of €180 will be requested upon your arrival and returned at the end of your stay, no later than within eight days after your departure by post. However, we reserve the right to retain part or all of the deposit in the event of damage to the accommodation and/or its contents and/or campsite property.

We also reserve the right to deduct €60 for cleaning costs if cleaning has not been carried out upon departure.

➤ Common provisions

The prices listed are in euros, inclusive of all taxes (TTC), and do not include the tourist tax.

Regardless of the option chosen (bare pitch or rental accommodation), additional fees will be charged for extra persons, additional vehicles, extra tents, pets, visitors, etc.

Our prices may also vary depending on economic and commercial conditions. The contractual price you owe is the one stated in your booking confirmation.

2/ Booking Conditions

➤ Booking Procedures

You can make a reservation on our website: www.le-hameau-des-champs.com.

Every booking request must be accompanied by:

- A payment of a deposit equal to 25% of the total cost of the stay, including all taxes (TTC) for the services booked, and, if applicable, the tourist tax,
- The payment of the cancellation insurance premium if selected.

The booking is only contractually valid upon your receipt of a written confirmation by email summarizing all the details of your stay.

The balance of the stay, including the total cost of the services booked (TTC) and, if applicable, the tourist tax, must be paid no later than **30 days before the start of the stay**. If the balance is not paid within this timeframe, the stay will be considered canceled, and our cancellation conditions described below will apply.

Any booking made less than **30 days before the arrival date** must be paid in full at the time of booking.

➤ **No Right of Withdrawal**

According to Article L. 221-28 12° of the French Consumer Code, the right of withdrawal does not apply to accommodation, transport, catering, and leisure services that must be provided on a specific date or during a specific period.

➤ **Maximum Capacity**

For safety and insurance reasons, the number of occupants may not exceed the capacity specified for the type of accommodation or pitch booked (1 to 8 maximum, depending on the accommodation or pitch), including infants. If we find upon arrival that the maximum capacity has been exceeded, we reserve the right to deny you access to the accommodation or pitch without refund.

➤ **Guests Under 18**

For safety reasons, minors not accompanied by their parents or grandparents for the entire duration of their stay are not allowed in our campsite, unless prior authorization has been granted by us via email before their arrival.

3/ Payment Terms

➤ **Accepted Payment Methods**

You may pay for your reservation or stay in euros using the following methods:

- Credit card,
- Bank transfer,
- Cash.

However, as an exception, reservations made less than **30 days** before the start of the stay must be paid exclusively by credit card.

➤ **Walk-In Guests**

For stays on pitches without prior reservation (walk-in), you must pay at least for the first night upon arrival. Additionally, you are required to inform reception of the desired or extended duration of your stay. The balance must be paid no later than the day before departure; please take into account reception opening hours.

No refunds will be made in the event of early departure.

4/ Stay

➤ **Key Handover**

Arrivals take place from **4:00 PM**, and departures must occur before **10:00 AM**.

Requests for specific pitches or accommodations cannot be guaranteed and will depend on availability upon your arrival.

Any dissatisfaction concerning the cleanliness and/or general condition of the accommodation must be reported in writing within **24 hours of arrival** to allow for rectification. Complaints made after this time will not be accepted.

Your accommodation must be returned in its original condition upon departure, including cleaning performed by you. If not, the campsite reserves the right to deduct cleaning fees from your security deposit in accordance with Article 1 of these GTC.

➤ **Late Arrival or Early Departure**

In the event of a delayed arrival or early departure compared to the dates mentioned in your booking confirmation, the total cost of the stay remains due. No refunds will be granted for the unused portion of the stay.

➤ **Pets**

Dogs and cats are allowed in the campsite, except for **Category 1 dogs ("attack dogs")** and **Category 2 dogs ("guard and defense dogs")**, as defined by French law n°99-5 of January 6, 1999. Dogs must be kept on a leash within the campsite.

You are responsible for maintaining the hygiene and cleanliness of the campsite.

Each animal's health booklet, including proof of rabies vaccination, must be up to date. You must also present proof of tattoo or microchip identification, as well as a copy of liability insurance for the animal. You remain fully responsible for your pet.

➤ **Campsite Rules**

You must comply with the campsite's internal rules throughout your stay. A copy is displayed at reception and can be sent to you by email upon request.

➤ **Photographs and Videos**

During your stay, we may take photographs and/or videos within the campsite for animation and/or communication purposes across all media. You and your companions may appear in these materials. By confirming your booking, you are presumed to authorize their use for a period of **10 years** for the aforementioned purposes. You also guarantee this authorization for the individuals accompanying you. Any specific refusal must be notified to us in writing on a durable medium.

➤ **Service Unavailability**

Certain services and facilities (restaurant, activities, entertainment, etc.) may not be available year-round due to weather conditions, force majeure, or seasonal variations. These services may be temporarily unavailable during part or all of your stay. The campsite will make every effort to inform you of any ongoing work or changes affecting your stay.

➤ **Termination of the Booking Contract Due to Your Fault**

The booking contract will be automatically terminated if:

- You and/or your companions repeatedly fail to comply with the campsite's internal rules, even after formal notice by email to comply. In such cases, you must vacate your accommodation or pitch within **2 hours** of notification of contract termination. No refund will be issued.
- You fail to arrive at the campsite within **24 hours** of the start of your stay without justification or notification.

We reserve the right to reallocate your accommodation after this 24-hour period and will retain all amounts paid by you. No refund will be made.

5/ Modifications of your stay

You may request to change the dates and/or type of accommodation of your stay at our campsite, provided that your request is received by e-mail at least 30 days before the original date of arrival. However, you will have to book a new stay at our campsite during the same season as the one in which the initial stay was planned, subject to availability and current prices. Your initial stay may not be changed more than once. If you are unable to honour the holiday substituted for the initial holiday, it will be considered cancelled; the sums paid will not be refunded.

If the price of the substituted holiday is higher than that of the initial holiday, you must pay the difference no later than 30 days before the new arrival date. If you fail to do so, the substituted holiday will be considered cancelled and our cancellation conditions described below will apply. If the price of

the substituted holiday is lower than the price of the original holiday, we will retain the difference in price as compensation for the loss resulting from the change to the holiday.

6/ Cancellation

➤ Cancellation

Any cancellation must be notified to us by any written means on a durable medium (by e-mail, registered post with acknowledgement of receipt, etc.).

Please note that in accordance with the provisions of article L221-28 et seq. of the French Consumer Code, none of the services offered by Camping Le Hameau des Champs are subject to the right of withdrawal. Consequently, any cancellation by the customer after booking and before departure will result in :

- In the event of cancellation more than 30 days before the planned date of arrival, the Camping will retain the deposit paid by the customer.
- In the event of cancellation less than 30 days before the scheduled arrival date, the customer must pay the full price of the stay.

In order to obtain any compensation, we advise you to take out insurance to cover cancellation or interruption of your stay when you make your reservation.

This policy provides you with cancellation cover so that you can be reimbursed in the event of cancellation of your holiday or early departure under certain conditions (illness, accident, etc.). The premium for this option is payable in full at the time of booking (4% of the total cost of the stay, excluding booking fees and tourist tax)

➤ By the Campsite

In case of exceptional circumstances or force majeure (e.g., natural disasters, administrative closures), making it impossible to honor the booking, we will propose an equivalent alternative or refund the amounts paid, excluding any other compensation.

7/ Privacy Policy

We collect and process your personal data in accordance with applicable data protection laws, including the French "Data Protection Act" (Loi Informatique et Libertés) and the General Data Protection Regulation (GDPR).

- **Purpose of Data Processing:** Management of bookings and services, communication with clients, and promotional campaigns.
- **Data Retention:** Your data will be retained for the duration required for its intended purpose and, where applicable, to comply with legal obligations.

You have the right to access, rectify, and delete your personal data by writing to: contact@le-hameau-des-champs.com.

8/ Applicable Law and Jurisdiction

These terms and conditions are subject to French law. Any dispute related to their interpretation or execution falls under the jurisdiction of the competent courts of the location of the campsite.

Only the French GTC will be authentic, the English translation will only serve to help you.