



SAS camping de la colline  
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## General conditions of sale

### **Article 1 - Scope of the general conditions of sale**

These General Terms and Conditions govern all sales of stays made through the website or directly with the camping office. They are an integral part of any contract between the campsite and its customers.

Each customer acknowledges that he has read these General Conditions prior to any reservation of a stay, for himself and any person participating in the stay. Occupying a rental or location confirms that the customer accepts these terms and conditions.

In accordance with the law in force, these general conditions are made available to any customer for information prior to the conclusion of any contract of sale of stays. They may also be obtained upon a simple written request addressed to the establishment's head office.

These clauses apply to rentals of any kind or camping site that will be called globally rental. For furnished rentals, the term rental will be used

### **Article 2 - Booking conditions**

#### **2.1 Pricing and Settlement**

All reservations are registered and cannot be transferred. The reservation becomes effective only with our agreement and after receipt of the deposit of the stay.

The balance of the rental is to be paid:

- \* within 30 days prior to arrival if you have taken out cancellation insurance
- \* or until the day of arrival in other cases.

For any delay not indicated in writing, the rental becomes available after the arrival date mentioned on the booking contract. After this period, and in the absence of a written message, the reservation will be void and in all cases, the cancellation conditions described below apply, the customer remains liable for the entire stay.

**In rentals, a contribution to the electricity consumption will be requested at the end of the stay, for electric heating and air conditioning mainly (according to meter) at the rate of 0.20€/kwh**

#### **2.2 Modification of the reservation**

No reduction will be made in case of delayed arrival or early departure except for cancellation or interruption of stay insurance clauses.

#### **2.3 Cancellation**

Any cancellation by the customer must be confirmed in writing. In case of need of cancellation:

- \* More than 60 days before the arrival date, the deposit is refunded but a management fee is withheld up to 15% of the deposit with a maximum of 20€.
- \* Between 60 and 30 days before the arrival date, the rental price will be due up to 50%.
- \* Between 30 days and the day of arrival, the rental price will be due in full.

From the 2nd day after the expected date of arrival, unless the customer has announced his delay, the tenant will be subject to the aforementioned decision, the rental will be considered cancelled and management reserves the right to dispose of the rental.

For its part, the campsite reserves the right to cancel any reservation for technical reasons without being required to compensate the tenant. The deposit paid is refunded in full by bank transfer and the customer informed as far upstream as possible.

#### **2.4 Retraction**

The legal provisions relating to the right of withdrawal in the case of distance selling provided by the

Consumer Code are not applicable to tourist services (Article L.121-20-4 of the Consumer Code). Thus, for any order of a stay at the campsite, the customer does not benefit from any right of withdrawal

## **2.5 Cancellation Insurance**

We advise you to take out cancellation insurance. Such insurance offers you a cancellation guarantee that allows you to obtain a refund of the sums paid in case of cancellation of your stay or early departure under certain conditions (sickness, accident, etc.). We offer you (payable at the time of booking) an optional cancellation and interruption insurance in your rental contract. Our partner Gritchen Affinity undertakes to reimburse all or part of the stay only to customers who have taken out Campeze-Couvert insurance.

In case of cancellation, notify the campsite of your cancellation as soon as an event occurs preventing your departure by mail or email. Check that the campsite acknowledges receipt.

If the claim is foreseen in the general conditions (available at [www.campez-couvert.com](http://www.campez-couvert.com) or at the campsite), notify the insurer within 48 hours and provide all necessary information and supporting documents

## **Article 3 - Course of stay**

### **3.1 Arrivals and Departures**

For rent and camping: Arrivals take place between 3pm and 7pm. Other schedules are possible (before 21h obligatory) subject to appointment 48h before arrival.

Departures are made before 10:00 am on the scheduled day. Check-in appointments are to be made by the tenant the day before departure. They are possible between 8 and 10 in the morning.

Any delay in the return of the key or release of the location results in the billing of an additional overnight stay. Any request for an extension of stay must be made before the scheduled departure date.

All possible sums due by customers must be settled the day before departure

### **3.2 Security deposit**

In the rentals, 2 checks of deposit (not cashed) will be requested on the day of your arrival: one of 250 € for the rental and one of 50 € for the guarantee of the household. It is also possible to make a deposit by debit card or cash. They will be returned to you on the day of your departure, during the opening hours of the cash register, after an inventory. The invoicing of any damages will add to the price of the stay as well as the cleaning if you do not leave the accommodation in a state of perfect cleanliness. If you cannot be present during the inspection, the deposit will be returned to you by post.

### **3.3 During the stay**

**NUMBER OF OCCUPANTS/VISITORS :** Under no circumstances may the number of occupants exceed the capacity of the rental. All visitors must be declared at the reception before entering the campsite. **Visitors are only allowed between 9am and 10pm. They do not have access to the pool.**

**ACCESS:** Access is by automatic gate. Double-axle caravans are not accepted due to the narrow access; For tranquility, the traffic in the campsite is prohibited from 10PM to 7AM. The silence must be total during the night. During the day, it is asked to make as little noise as possible for everyone's serenity.

**BARBECUES:** Wood barbecues are prohibited throughout the campsite. gas barbecues are commendable at the reception.

**USE:** The tenant enjoys the rental in a peaceful way and will make good use of it, according to its destination. It is required to comply with the rules of the campsite (available at the reception and on the website of the campsite). In particular, he has an obligation to ensure that the tranquility of the neighbourhood is not disturbed by his fact, his family, or his relatives (no music or strong discussions after 10 p.m.). If he stays more than 15 days he will not be able to oppose the visit of the site, on request of the campsite.

**CLEANLINESS** At the time of departure, the rental must be returned in a perfect state of cleanliness. The Landlord shall provide a rental in accordance with the Landlord's description and shall maintain it in good

condition to serve.

**INSURANCE IN THE EVENT OF LOSS:** The lessee undertakes to run his liability insurance in the event of an accident (fire, water damage, ice break, etc.). Failure to insure will result in damages.

**RENTAL IN WINTER:** In case of a period of heavy frost, the campsite reserves the possibility to cut off the water in the rentals during the frost and to keep the sanitary block open, heated and operational.

### **3.4 Swimming pool**

In addition to the free camping pool, guests can benefit from preferential prices at the ST-PAUL-TROIS-CHATEAUX municipal summer pool. The amount of these entries can be refunded upon presentation of cash tickets so that access to the municipal summer pool becomes free for residents.

**The camping swimming pool is prohibited for persons not staying on the campsite.**  
**Bermuda shorts are not allowed in the pool. Swimwear is mandatory**

### **3.5 Animals**

"Kind" animals (maximum 10 kg) after declaration at the reception are accepted (except for certain rental units) on presentation of the vaccination booklet. Their leash is mandatory. They have an obligation to make sure they don't bark. They must not remain alone in or near the rental. Internal regulations must be respected (mandatory tattooing, etc.).

### **Article 4 - Liability**

The Camping declines any liability for damage or theft suffered by the customer's equipment which would be of its own doing; insurance for your equipment in matters of civil liability is mandatory (FFCC, ANWB, ADAC...).

### **Article 5 - Applicable law**

The present general conditions are subject to French law and all disputes relating to their application falls under the jurisdiction of the Tribunal de grande instance de Montelimar or the Tribunal de commerce de Romans.

**RESOLUTORY CLAUSE** All conditions of this lease are in force. This contract will be terminated automatically in default of payment of the sums due on their expiration, in case of non-performance of one of the clauses stipulated therein and in case of non-compliance with one of the requirements of the rules of procedure, failure to comply with prefectural standards, subject to the following procedure: a formal notice will be sent to the lessee by registered letter with acknowledgement of receipt at the address specified or by hand, it shall clearly specify the breaches invoked in support of this resolatory clause and the willingness to use the benefit of this clause. 8 days after that date, this contract will be terminated as of right without the need to complete any judicial formalities and without the effect of the termination thus incurred being prevented or suspended by any subsequent offer of consignment. If, despite this essential condition of the contract, the lessee refuses to evacuate the rental 8 days after the formal notice stated above and remains unsuccessful, the lessor will be able to move the equipment stored on site at his convenience and/or suspend the water and electricity service. In this case, no compensation may be claimed from the lessor for any damage to the displaced equipment.

### **Article 6: Mediation of disputes**

Mediation of consumer disputes: In accordance with the Consumer Code concerning the "mediation process for consumer disputes", the client has the right to use the MEDICYS mediation service free of charge. This mediation mechanism can be reached by:- electronic: [www.medicys.fr](http://www.medicys.fr);- or by post: MEDICYS - Center of mediation and amicable settlement of judicial officers- 73, Boulevard de Clichy, 75009 - Paris»

I Undersigned ....., accept these General Conditions of Sale.

Done at ..... le .....