



## GENERAL TERMS AND CONDITIONS OF SALE CAMPING PARADISE PREAMBLE

These General Terms and Conditions of Sale apply to all services offered on the <https://www.campinglesamarines.com/> website but also to any other communication medium.

The content of the website must inform customers. Depending on the rate of occupancy and/or according to certain dates during the season only, some of the services offered may be subject to change. The rates indicated are given as an indication, valid only for the current season and may be subject to change. The service will take place at the rate in force at the date of the order. The prices are indicated inclusive of tax. Any change in the VAT rate will lead to a change in the price. In accordance with the Tourism Code, Camping Les Amarines reserves the right to make changes to the information on the website or any other communication medium. In the event of significant changes, these will be communicated on the campsite's website through Erratum.

### 1. BOOKING CONDITIONS

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

The reservation is effective only with the agreement of the campsite, after receipt of the deposit and after receipt either of the reservation contract duly completed and signed, or after acceptance of the general terms and conditions of sale when booking online.

- The reservation of a campsite pitch or rental is made on a strictly personal basis. It will therefore be impossible to sublet or even transfer your reservation without the prior consent of the campsite.

- Minors must be accompanied by their parents or legal guardians.

#### Campsite pitch

- The basic package includes the pitch for the tent or caravan or motor home for 1 or 2 people. Included in this package is access to the sanitary facilities and reception facilities. Additional costs (extra person, pets, extra vehicle, etc ) are not included in the basic package and will be added to it. The camping pitches can accommodate a maximum of 2 to 6 people (baby included).

#### Rental

- The accommodation is fully equipped. The basic package is from 2 to 6 people (baby included) depending on the type of accommodation.

- Camping Les Amarines reserves the right to refuse access to the campsite to groups or families with a number of participants greater than the capacity of the rented accommodation.

#### Booking fees :

The application fee is 20 € euros for an accommodation and 20 € euros for a camping pitch (except promotion).

### 2. RATES AND TOURIST TAX

- The prices indicated are valid for the 2023 season. Prices are in euros, VAT included and correspond to the chosen accommodation, number of people and duration. Local taxes and possible supplements are not included.

- Tourist tax will be payable on arrival.

### 3. TERMS OF PAYMENT

-In rental accommodation, for bookings made more than 30 days before the start of the stay, a deposit of 30% of the price of the services booked must be paid at the time of booking. The balance must be paid no later than 30 days before the start of the stay at the campsite.

-On camping pitches, for reservations made more than 30 days before the start of the stay, a deposit of 30% of the price of the services reserved must be paid at the time of reservation. The balance must be paid on the day of arrival at the campsite.

- For bookings made less than 30 days before the start of the stay, full payment must be made at the time of booking for a rental.



#### 4. NO RIGHT OF WITHDRAWAL

Camping Les Amarines informs its customers that there is no 14-day cancellation period in accordance with article L.221-28 of the Consumer Code.

#### 5. RULES OF THE STAY

Accepted methods of payment

Whether it is for the deposit or for the balance, you can honour your reservation or your stay by different methods of payment either :

Bank cheque, French postal cheque, holiday cheque, postal order or cash, credit card (secure site), national or international bank transfer.

Terms and conditions of payment

Either on the campsite's website or by mail,

Any firm reservation request is made in 2 stages as follows:

- Deposit of 30% of the amount of the stay + booking fees + cancellation insurance (optional)
- Balance of the stay at the latest 30 days before arrival for rental stays and on arrival for stays on camping pitches. In the event that the balance is not paid within the time limit, it shall be considered as cancelled and the cancellation conditions described below shall apply.

ATTENTION: the reservation request by post only has contractual value on receipt by the purchaser of a registration confirmation sent by the campsite.

#### 6. CANCELLATION AND MODIFICATIONS

Modification of your reservation

- The Customer may request a modification of his/her stay in the same campsite (dates, type of accommodation). Without prejudice to the fact that full payment of the balance is due before departure, any modification at the request of the customer is possible but may incur costs. Any request for modification on the part of a customer must be made in writing and remains subject to availability and acceptance by Camping Les Amarines. In the event that the contracting party wishes to extend his stay, the tariff in force will be applied. On the other hand, any change from a higher to a lower range will not give rise to any refund.
- Any request to reduce the length of your stay is considered as a partial cancellation and will be subject to the terms and conditions of cancellation and interruption of stay.

• Any request by the CLIENT to modify or cancel the STAY must be sent to the following address to Camping Les Amarines by registered letter with acknowledgement of receipt. The deadlines below are from the date of receipt of this letter, the postmark being proof of the date of receipt. Cancellation or modification of the STAY will result in the collection of at least the following charges:

\* Beyond 30 days before the beginning of the STAY: 30% of the price of the STAY + the costs.

the file fee + the insurance costs (if subscribed) ;

\* Less than 30 days before the beginning of the STAY : 100 % of the STAY price + the fees.

of file + insurance costs (if subscribed).

Benefits not used

In the event that the customer does not show up at the campsite when accommodation was booked or in the event of an interrupted or shortened stay (late arrival, early departure) there will be no refund.

In case of cancellation by the Camping Les Amarines, except in case of force majeure, the stay will be fully refunded. However, this cancellation will not give rise to the payment of damages.

Cancellation insurance

We invite you to take out cancellation or interruption of stay insurance when you make your reservation.

- Comfort Insurance Formula (condition available on the website)
- Premium Insurance Formula (condition available on the website)



## 7. YOUR STAY

Arrival :

o Campsite pitches: arrivals are from 14H00 onwards.

o Rental accommodation: on the day of your arrival, the reception will start from 2pm, and on receipt of the keys to your accommodation, a deposit of 260 € will be required.

During your stay :

The campsite declines all responsibility in the event of any incident falling within the camper's civil liability. All guests must comply with the provisions of the internal regulations. Each tenant in title is responsible for any disturbances and nuisances caused by persons staying with him or visiting him.

Departure :

- Rental accommodation: rental accommodation must be vacated before 10am. The accommodation will be returned in a perfectly clean condition and the inventory can be checked.

Any broken or damaged object will be at the expense of the tenant. Likewise, the tenant will be responsible for repairing the premises if necessary. The deposit will therefore only be returned at the end of the stay, after deduction of any compensation deducted, on a supporting invoice, for any damage noted by the inventory of fixtures on departure. The retention of the deposit does not exclude additional compensation in the event that the costs are higher than the amount of the deposit.

- It is possible to subscribe to a cleaning package of a minimum value of 60 € including tax. This service must be notified on arrival.

- For any delayed departure, you may be charged for an extra day at the current price per night.

## 8. VISITORS

Visitors are admitted to the campsite after presenting themselves at the campsite reception and paying the visitor's fee. Visitors will have access to the campsite's facilities, with the exception of the aquatic areas.

## 9. ANIMALS

Animals are accepted (except 1st and 2nd category dogs) for a fee payable at the time of booking. They must be kept on a lead at all times. They are forbidden in the vicinity of the swimming pools, in the food shops and in the buildings. The vaccination booklet for dogs and cats must be up to date.

## 10. IMAGE

Knowing the reputation of your "Camping Paradis", you may be asked to appear in photo or video shots and you therefore expressly authorise Camping Les Amarines, without compensation, to use photographs and/or films that may be taken during your stay for the communication needs of the Camping Paradis group. Likewise, you authorise their distribution, publication and marketing on all types of media likely to be used.

Any holidaymaker refusing to be photographed or filmed during his stay must inform Camping Les Amarines in advance and in writing.

## 11. DISPUTE

● Any possible complaint concerning the non-conformity of the services in relation to the contractual commitments can be reported by mail or e-mail to Camping Les Amarines.

## 12. MEDIA

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

● Sending a letter by registered letter with acknowledgement of receipt to Camping Les Amarines

In accordance with Article L. 612-1 of the French Consumer Code, within one year from the date of the written complaint, the consumer, subject to Article L. 152-2 of the French Consumer Code, has the option of submitting a request for amicable resolution by way of mediation to **SAS Médiation Solution** -222 chemin de la bergerie 01800 Saint Jean de Niost – website: <https://www.sasmediationsolution-conso.fr> , e mail: [contact@sasmediationsolution-conso.fr](mailto:contact@sasmediationsolution-conso.fr)



### 13. LIABILITY OF THE LES AMARINES CAMPSITE

The customer expressly acknowledges that Camping Les Amarines cannot be held responsible for communication by its partners. All photos and texts used on the website of Camping Les Amarines are non-contractual. They are for information purposes only.

### 14. INFORMATION TECHNOLOGY AND FREEDOM

The information you provide us with when you place your order will not be passed on to any third party. This information will be considered by Camping Les Amarines as confidential. It will only be used by Camping Les Amarines, to process your order and to strengthen and personalise the communication and the offer of services reserved for customers of Camping Les Amarines according to your centres of interest. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose any personal data concerning you. To do so, simply send us a request by post to the following address: Camping Les Amarines, 181 Route de Goudargues, 30630 Cornillon, by giving us your name, first name and address.