

## GENERAL TERMS AND CONDITIONS OF SALE

**Camping de l'île \*\*\***

**SAS BONTEMPS**

**1, impasse de l'île**

**39700 RANCHOT**

**03.84.71.13.56**

**[campingdelile39@orange.fr](mailto:campingdelile39@orange.fr)**

**RCS Lons le Saunier 750 652 695**

**N° TVA Intracommunautaire FR28300010048**

### **Article 1 - Scope of application of the general terms and conditions of sale**

These general terms and conditions automatically govern all sales of stays made on the website [www.juracampingdelile.fr](http://www.juracampingdelile.fr). They form an integral part of any contract concluded between the campsite and its customers. Each customer acknowledges having read these general terms and conditions prior to booking a stay, for themselves and any other person participating in the stay. In accordance with the law in force, these general terms and conditions are made available to all customers for information purposes prior to the conclusion of any contract for the sale of stays. They can also be obtained by sending a written request to the establishment's head office.

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

The rental is personal; it is forbidden to sublet or transfer the pitch to a third party. The booking only becomes effective with the agreement of the campsite, after receipt of the deposit and after acceptance of the general terms and conditions of sale when booking online. The island campsite offers family-oriented stays in the traditional sense, and the accommodation is specially designed for this purpose. The island campsite reserves the right to refuse any reservation that would be contrary to this principle or that would seek to circumvent it. Minors must be accompanied by their parents or legal guardians.

#### **2.1 Camping pitch**

The basic package includes a pitch for a tent, caravan, or motorhome for 1 or 2 people, access to sanitary facilities, and reception facilities.

#### **2.2 Rental**

Rental accommodation is fully equipped with furniture, crockery, pillows, and duvets. The basic package is for 2 to 5 people, depending on the type of rental. As stated on our website, each accommodation or camping pitch is designed for a specific number of people. For safety and insurance reasons, the maximum number of occupants cannot be exceeded. Furthermore, a baby is considered as a person in their own right. Camping de l'Île reserves the right to refuse access to the campsite to groups or families arriving with a number of participants exceeding the capacity of the rented accommodation. Please remember to bring your own sheets, fitted sheets, and pillowcases. Animals (dogs, cats, rabbits, etc.) are strictly prohibited in the rentals, as well as outside and in cars. We reserve the right to refuse access to the rental to families arriving with an animal.

#### **2.3 Group Reservations**

Any reservation of more than 3 accommodations by the same individual or by different individuals who know each other and are traveling together for the same reasons on the same dates is considered a group. Our accommodations are intended exclusively for individual customers. For all group reservation requests, you must contact us by phone, email, or via our Contact Us section. We reserve the right to review the reservation request before accepting or refusing it.

## **2.4 Prices and payment**

The price of stays is indicated in euros, including VAT. Customers should note that the price includes tourist tax. A tourist tax collected for the municipality of Ranchot is payable at the end of the stay, per night and per person over 18 years of age (€0.50/person/night). For camping pitch reservations: All rentals are non-transferable. The rental only becomes effective with our agreement and after receipt of the deposit (50%). For rental reservations: All rentals are non-transferable. The rental only becomes effective with our agreement and after receipt of the deposit (50%). For any unreported delay, the rental/pitch becomes available 6 hours after the arrival date mentioned on the booking contract. After this period, and in the absence of a written message, the booking will be canceled and the deposit will be retained by the campsite management.

## **2.5 Changes to reservations**

No reduction will be made in the event of late arrival or early departure.

## **2.6 Cancellation/Changes**

### **1. Changes to your reservation**

Customers may request changes to their stay (campsite, date, and/or type of accommodation) by sending a written request to the campsite (by mail or email), subject to availability and feasibility. No postponements will be accepted for the following season. Guests are advised that in the event of a change to their stay, they will not be able to benefit from any promotions offered after their initial booking, as the date of the first booking will be taken as proof. If no changes are made, guests must either stay under the initial booking conditions or cancel their booking.

- Any request to extend the length of your stay will be made subject to availability and current rates.
- Any request to shorten the length of your stay is considered a partial cancellation and will be subject to the terms and conditions for cancellation and interruption of stay.

If we do not receive a message from you indicating a postponement of your arrival date, the accommodation may be made available for sale again 24 hours after the arrival date mentioned in the contract, and you will therefore lose the benefit of your reservation.

### **2. Unused services**

Any stay that is interrupted or shortened (late arrival, early departure) due to your own actions will not be eligible for a refund, regardless of the reason given.

### **3. Cancellation by Camping de l'île**

In the event of cancellation by Camping de l'île, except in cases of force majeure, the stay will be fully refunded. However, this cancellation will not give rise to the payment of damages.

### **4. Cancellation by the camper**

Any reservation not paid for in accordance with the general terms and conditions of sale will be canceled. For any cancellation notified and received at least 30 days before the start date of the stay, the deposit will be refunded.

## **2.7 Cancellation**

The legal provisions relating to the right of cancellation in the case of distance selling provided for in the Consumer Code do not apply to tourist services (Article L.121-20-4 of the Consumer Code). Therefore, for any booking of a stay at the campsite, the customer does not have the right to cancel.

## **Article 3 - Stay**

### **3.1 Electrical connection**

Connection to electrical terminals must be made using cables and plugs that comply with current legislation. Please bring a 50-meter cable and a European adapter. Electric vehicles may not be connected to the electrical supply within the campground.

### **3.2 Arrival**

For rentals: arrivals are from 2 p.m. to 7 p.m., departures are between 9 a.m. and 11 a.m., in low season any day of the week for a minimum of 2 nights (except for cyclo tents); in high season, Saturdays for a week for mobile homes.

Camping: arrivals are from 2 p.m. to 7 p.m., departures are before 11 a.m. A supplement of one euro per hour may be charged for early arrivals or late departures. The rental "PARKING" space is designed for a single vehicle; any other vehicles must be parked outside the campsite.

Any late arrivals must be notified before 6:00 p.m. so that the campsite can make the necessary arrangements.

If you wish to arrive in the morning, you must book the previous night. Any delay in arrival must be reported in order to retain the rental. The manager reserves the right to dispose of the reserved location if no news is received within 24 hours after the scheduled arrival date. Payments made will not be refunded.

Any change in the number of people that may result in an increase or decrease in the amount of the fee must be reported on arrival (tourist tax, additional person beyond the capacity of the rental, etc.). In the event of an inaccurate declaration by the customer, this contract will be terminated automatically and the sums paid will be retained by the lessor.

The campsite reserves the right to refuse access to persons arriving with a number of participants exceeding the package offered, the capacity of the rented accommodation, and if the names do not match on arrival.

### **3.3 Departure**

For rentals: departures must take place before 11 a.m. Any keys returned or pitches vacated after 11 a.m. will result in an additional night being charged. Any extension of stay must be requested at least 24 hours before the scheduled departure date. The accommodation must be left in a perfectly clean condition, and the inventory may be checked. You will be charged for any broken or damaged items, as well as for any repairs to the premises if necessary.

The €200 deposit will be returned to you at the end of your stay, less any compensation retained, based on supporting invoices, for any damage noted during the exit inventory. The retention of the deposit does not exclude additional compensation in the event that the costs exceed the amount of the deposit.

If the accommodation has not been cleaned before your departure, you will be charged a cleaning fee of at least €50.

For any late departure, you may be charged an additional day at the current nightly rate.

Camping: departures are before 11 a.m.

A supplement of €1 per hour may be charged for early arrivals or late departures.

### **3.4 Deposit**

A deposit of €200 per accommodation will be requested on the day of your arrival. It will be refunded on the day of your departure, during reception opening hours, after an inventory check. Any damage will be added to the price of your stay, as will cleaning costs if you do not leave the accommodation in a perfectly clean condition. If you are

unable to be present during the inventory, the deposit will be returned to you by mail or by canceling your credit card imprint.

### **3.5 Pets**

Pets are only accepted on camping pitches for a fee payable at the time of booking, except for dogs of the 1st and 2nd categories. They must be kept on a leash at all times. They must not disturb the peace and security of residents and must comply with basic hygiene rules. Vaccination records for dogs and cats must be up to date.

### **3.6 Visitors**

For security reasons, visitors must register at reception upon arrival before entering the campsite. Management reserves the right to refuse access to the campsite to anyone who has not registered.

Any undeclared extras (additional guests, dogs, etc.) discovered during a check during your stay will be charged to the customer from the date of arrival.

### **3.7 Internal rules**

As required by law, you must adhere to our internal rules, which are displayed at our reception desk and a copy of which will be provided to you upon request.

## **Article 4 - Liability**

The Campsite declines all responsibility for damage to campers' and caravanners' equipment caused by their own actions; civil liability insurance for your equipment is mandatory. It is the camper's responsibility to take out insurance: campers are responsible for looking after their personal belongings (bicycles, etc.). The campsite declines all responsibility in the event of an incident falling under the civil liability of the camper.

All customers must comply with the provisions of the internal regulations. Each tenant is responsible for any disturbances or nuisances caused by people staying with them or visiting them.

#### **Responsibility of the contractual customer**

The contractual customer for the accommodation or pitch (name indicated on the booking form) undertakes to use, and to ensure that the persons accompanying them use, the park's equipment and facilities in accordance with their normal purpose and use. In particular, they undertake to leave their accommodation or pitch in good condition when they leave at the end of their stay. Any damage to the premises, loss or destruction of the furnishings in the mobile homes or public buildings of the park shall automatically render the perpetrator liable. The contractual customer for accommodation or a pitch shall be held personally liable for any damage, loss, deterioration, disturbance or nuisance caused by persons staying with them or visiting them. The customer who has contracted the accommodation or pitch acknowledges that they have read the campsite's internal rules and regulations and undertakes to comply with them and to ensure that the persons accompanying them or visiting them also comply with them. If a customer disturbs or causes nuisance to other customers or damages the communal facilities, the campsite reserves the right to terminate their stay immediately without compensation and without prejudice to any claims for compensation that the campsite and third parties may assert against them.

The same would apply if the campsite were to find that the accommodation was being used improperly (number of occupants exceeding the authorized capacity of the rental). The customer certifies that he/she has a civil liability insurance policy with his/her insurer covering damage caused to rented or entrusted property (provide certificate).

#### **Campsite liability**

Under no circumstances does the campsite assume any obligation to safeguard personal effects and objects within the park.

The campsite's liability, beyond its legal responsibility, cannot be invoked in the event of:

- theft, loss, damage, or deterioration of personal effects of any kind, during or following a stay
- breakdown or failure of technical equipment, breakdown or permanent or temporary closure of certain campsite facilities when these are beyond its control and related to cases of force majeure.
- specific measures taken by the campsite management to restrict access to certain facilities, including sanitary facilities, when these are necessary to comply with safety standards or periodic maintenance work.
- damage caused to or suffered by customers' vehicles parked and circulating within the campsite, even if they have been expressly authorized to enter.

## **Article 5 - Applicable law**

These general terms and conditions are subject to French law and any dispute relating to their application falls within the jurisdiction of the District Court or Commercial Court of Lons le Saunier.

### **5.1 Image rights**

During your stay, you may be photographed and appear in all our publications and any type of media without any time limitation. If you do not agree to this, you must notify us by registered letter before your arrival.

### **5.2 Personal data**

In accordance with the French Data Protection Act No. 78-17 of January 6, 1978, as amended, and European Regulation (GDPR) No. 2016/679, known as the GDPR, the parties are informed that personal data may be processed within the framework of this contract. The data obtained is necessary for the performance of this contract and is collected in accordance with the obligations arising from Law No. 78-17 of January 6, 1978, and the GDPR.

This data may be transmitted to the judicial authorities, to any administration vested with a right of communication, and to ministerial officers in the course of their duties.

It will be kept for the entire duration of the contractual relationship and for a maximum period of 5 years from the end of the contractual relationship in accordance with Article 2224 of the Civil Code.

The parties are informed that they have the right to access and rectify their personal data that is processed, and that they may request its erasure, restriction, and portability under the conditions provided for in Articles 17, 18, and 20 of the GDPR. They may also exercise their right to object under the conditions provided for in Article 21.

Any complaints may be lodged with the CNIL (French Data Protection Authority) – 8, Rue de Vivienne – 75083 PARIS Cedex 2 – Tel: 01.53.73.22.22 – [www.cnil.fr](http://www.cnil.fr)

### **5.3 Complaints**

All complaints relating to the conditions of the stay must be made on site to the Management so that they can find an immediate solution. If you are not satisfied with the response, you can refer the matter to the Mediation Center SAS MEDIATION, 222 chemin de la Bergerie 01800 Saint Jean de Niois, 04.82.53.93.06. [contact@sasmediationsolution-conso.fr](mailto:contact@sasmediationsolution-conso.fr)