

GENERAL TERMS AND CONDITIONS OF SALE

Camping de l'île ***

SAS BONTEMPS

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Intracommunity VAT no. FR28300010048

Article 1 - Scope of the general terms and conditions of sale These general terms and conditions automatically govern all sales of holidays made on the www.juracampingdelile.fr website. They form an integral part of any contract concluded between the campsite and its customers. All customers acknowledge that they have read and understood these terms and conditions before booking a holiday, for themselves and any other person taking part in the holiday. In accordance with the law in force, these general conditions are made available to all customers for information purposes prior to the conclusion of any contract for the sale of holidays. They may also be obtained on written request sent to the establishment's head office.

Article 2 - Booking conditions

Rentals are personal and it is forbidden to sublet or transfer the pitch to a third party. Reservations only become effective with the agreement of the campsite, after receipt of the deposit and acceptance of the general terms and conditions of sale when the reservation is made online. Camping de l'île offers family holidays, in the traditional sense, and the accommodation is specially designed for this purpose. Camping de l'île reserves the right to refuse any booking which is contrary to this principle, or which seeks to deviate from it. Minors must be accompanied by their parents or legal guardians.

2.1 Camping pitches

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

2.2 Rental accommodation

The rental accommodation is fully equipped: furniture, crockery, pillows and duvet. The basic package is for 2 to 5 people, depending on the type of accommodation. As specified 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 may not be exceeded. Furthermore, a baby is considered to be a person in its 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 greater than the capacity of the rented accommodation. Remember to bring your own sheets, fitted sheets and pillowcases. Animals (dogs, cats, rabbits, etc.) are strictly forbidden in the accommodation, outside and in the cars. We reserve the right to refuse access to the accommodation to families arriving with an animal.

2.3 Group bookings

Any booking of more than 3 accommodations by the same individual or by different individuals who know each other and are travelling together for the same reasons on the same dates is considered to be a group. Our accommodation is exclusively for individuals. For all group booking requests, you must contact us by telephone, e-mail or via our Contact Us section. We reserve the right to examine the booking request before accepting or refusing it.

2.4 Prices and payment

The price of the holiday is quoted in euros, including VAT. Customers should note that the tourist tax is not included in the price. 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 campsite pitch bookings: All rentals are by name and cannot be transferred. The rental only becomes effective with our agreement and after receipt of the deposit (50%). For rental bookings: All rentals are non-transferable. The rental only becomes effective with our agreement and after receipt of the deposit (50%). In the event of an unannounced late arrival, the rental/pitch becomes available 6 hours after the arrival date stated on the booking contract. After this time, and in the absence of a written message, the booking will be cancelled and the deposit will be retained by the campsite management.

2.5 Booking changes

No reduction will be made for late arrivals or early departures.

2.6 Cancellation / Modification

1. Changing your booking

Customers may request a change to their holiday (campsite, date and/or type of accommodation) by writing to the campsite (by post or e-mail), subject to availability. No postponements will be accepted for the following season.

Customers should note that in the event of a change to their stay, they will not be able to benefit from any promotions subsequent to their initial reservation, as the date of the first reservation will apply. In the absence of a modification, the customer must make the stay under the initial booking conditions or cancel it.

- Any request to increase the length of your stay will be subject to availability and the current rates.

- Any request to reduce the length of your stay will be considered as a partial cancellation and will be subject to the cancellation and interruption of stay conditions.

In the absence of a message from you indicating a postponement of your arrival date, the accommodation may become available for sale again 24 hours after the arrival date stated on the contract, and you will consequently lose the benefit of your reservation.

2. Unused services

Any stay that is interrupted or shortened (late arrival, early departure) due to your fault will not be reimbursed for any reason whatsoever.

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 refunded in full. However, such cancellation may not give rise to the payment of damages.

4. Cancellation by the camper

Any booking not paid for in accordance with the general conditions of sale will be cancelled. For cancellations notified at least 30 days before the start of the holiday, the deposit will be refunded.

2.7 Withdrawal

The legal provisions relating to the right of withdrawal in the event of distance selling as set out in the Consumer Code do not apply to tourist services (article L.121-20-4 of the Consumer Code). Therefore, for any order for a stay with the campsite, the customer has no right of withdrawal.

Article 3 - Stay

3.1 Electrical connection

Connection to the electrical terminals must be made using cables and plugs that comply with current legislation. Please allow for a cable length of 50 metres and a European adapter. Electric vehicles may not be connected within the campsite grounds.

3.2 Arrival

Rented accommodation : arrivals take place from 2 p.m. to 7 p.m., departures take place between 9 a.m. and 11 a.m., in low season on any day of the week for a minimum of 2 nights; in high season, mobile homes are available on Saturdays for a one-week stay.

Campsites: arrivals from 2pm to 7pm, departures before 11pm. A supplement of one euro per hour may be charged for early arrivals or late departures. The PARKING pitch is designed for one vehicle only; all other vehicles must park outside the campsite.

Late arrivals must be notified before 6 p.m. so that the campsite can make arrangements. If you wish to arrive in the morning, you will need to book the night before. Any delay in the arrival time must be notified in order to keep the pitch. The manager reserves the right to dispose of the pitch if there is no news within 24 hours of the scheduled arrival date. Payments made will not be refunded.

Any change in the number of people that could lead to a variation in the amount of the fee must be notified on arrival (tourist tax, additional person in relation to the capacity of the accommodation, 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 owner.

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

3.3 Departures

Rented accommodation: departures must take place before 11am. Any keys returned or pitches vacated after 11 a.m. will incur an additional night's charge. Any extension of the stay must be notified at least 24 hours before the planned departure date. The accommodation will be returned in a clean and tidy condition, and the inventory may be checked. Any broken or damaged items will be charged to you, as will the restoration of the site if this proves necessary.

The deposit will be returned to you at the end of your stay, after deduction of any compensation deducted, based on supporting invoices, for any damage found in the inventory at the end of your stay. Withholding the deposit does not preclude additional compensation if the costs exceed the amount of the deposit.

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

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

Campsite: departures must take place before 11am.

An extra charge of one euro per hour worked may be made for early arrivals or late departures.

3.4 Security deposit

A deposit of €200 per accommodation will be required on the day of your arrival. It will be refunded on the day of your departure, during reception opening hours, after an inventory of fixtures. The cost of any damage will be added to the price of the stay, as will the cost of cleaning if you do not leave the accommodation in a perfectly clean condition. If you are unable to attend the inventory, the deposit will be returned to you by post or by cancelling the credit card imprint.

3.5 Pets

Pets are only allowed on campsite pitches, subject to a fee payable at the time of booking, with the exception of 1st and 2nd category dogs. They must be kept on a lead at all times. They must not interfere with the peace and safety of residents and must observe basic rules of hygiene. Vaccination certificates for dogs and cats must be up to date.

3.6 Visitors

For security reasons, visitors must register with reception on arrival before entering the campsite. The management reserves the right to refuse access to the campsite to unregistered persons.

Any undeclared extras (extra person, dog, etc.) discovered during an inspection during the stay will be billed to the

customer from the date of arrival.

3.7 House rules

As required by law, you must adhere to our house rules, which are displayed at reception and a copy of which will be given to you on request.

Article 4 - Liability

The Campsite declines all responsibility for damage to camper-caravanners' equipment caused by their own fault; civil liability insurance for your equipment is compulsory. 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 for which the camper is liable.

All guests must comply with the campsite rules and regulations. Each tenant is responsible for any disturbance or nuisance caused by people staying with them or visiting them.

Responsibility of the contractual customer

The contractual customer of the accommodation or pitch (name given on the booking form) undertakes to use, and to ensure that any persons accompanying him/her use, the park facilities and installations in accordance with their intended purpose and normal 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 in the park will automatically incur the liability of the person responsible. The contractual customer of accommodation or a pitch is considered to be personally liable for all damage, loss, deterioration, disturbance or nuisance caused by persons staying with him or visiting him. The contractual customer of the accommodation or pitch acknowledges having read the campsite rules and undertakes to respect them and to ensure that they are respected by any persons accompanying or visiting him/her.

If a customer disturbs or causes a nuisance to other customers or damages the communal facilities, the campsite reserves the right to immediately terminate the customer's stay without payment of any compensation and without prejudice to any claims for compensation that the campsite or third parties may have against the customer.

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

Campsite liability

Under no circumstances will the campsite be responsible for the safekeeping of personal belongings within the grounds of the park.

The campsite cannot be held liable, beyond its legal responsibility, in the event of :

- theft, loss, damage or deterioration of personal belongings of any kind whatsoever, during or following a stay
- breakdown or outage of technical equipment, breakdown or permanent or temporary closure of certain campsite facilities when these are beyond its control and linked to cases of force majeure.
- occasional measures taken by the campsite management to restrict access to certain facilities, including sanitary facilities, when this is necessary to comply with safety standards or for periodic maintenance work.
- damage caused to or suffered by customers' vehicles parked or travelling on the campsite premises, even if they have been expressly authorised to enter.

Article 5 - Applicable law

These general terms and conditions are governed by French law and any dispute relating to their application shall fall within the jurisdiction of the Tribunal de Grande Instance or the Tribunal de Commerce of Lons le Saunier.

5.1 Image rights

During your stay, you may be photographed and appear in all our publications and in all types of media without any time limit. In the event of refusal, you must notify us by registered letter before your arrival.

5.2 Personal details

In accordance with the French Data Protection Act (Loi Informatique et Libertés) no. 78-17 of 6 January 1978 in its current version and the European Regulation (RGPD) no. 2016/679 known as the RGPD, the parties are hereby informed that personal data may be processed in the context of this contract. The data obtained is necessary for the performance of this contract and is collected in compliance with the obligations arising from law no. 78-17 of 6 January 1978 and the RGPD.

This data may be passed on to the judicial authorities, to any administration with a right of communication and to legal officers in the course of their duties.

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

The parties are informed that they have the right to access and rectify their processed personal data, and that they may request its deletion, limitation and portability under the conditions set out in articles 17, 18 and 20 of the GDPR. They may also exercise their right to object under the conditions set out in article 21.

Any complaint may be made to the CNIL - 8, Rue de Vivienne - 75083 PARIS Cedex 2 - Tel: 01.53.73.22.22 - www.cnil.fr

5.3 Complaints

All complaints relating to the conditions of your stay must be made to the Management on site to enable them to find an immediate solution. If you are not satisfied with the response, you may contact the SAS MEDIATION SOLUTION Mediation Centre by email at contact@sasmediationsolution-conso.fr or by post at: SAS MEDIATION SOLUTION- 222, Chemin de la Bergerie - 01800 SAINT JEAN DE NIOST.