

## 1/ Scope of the general terms and conditions of sale

The present general conditions govern by right all the sales of stays made on the site [www.campingdessoources.com](http://www.campingdessoources.com). They are an integral part of any contract concluded between the campsite and its customers.

Each customer acknowledges having read the present general conditions before booking a stay, for himself and any person participating in the stay.

In accordance with the law in force, the present general conditions are made available to all customers for information purposes prior to the conclusion of any contract for the sale of holidays. They can also be obtained on simple written request addressed to the head office of the establishment.

## 2/ Booking conditions

### 2.1 Prices and regulations

The price of the stays is indicated in euros, including VAT. The attention of the customer is drawn to the fact that the tourist tax is not included in the price. Our rates include access to games and sports equipment (swimsuit obligatory in the swimming pool, Bermuda shorts or shorts prohibited) and entertainment (in July and August and according to program). The swimming pool and the paddling pool are open from mid-April to the end of September.

For the reservations of camping site : All the renting of a camping site is nominative and cannot be transferred. The renting becomes effective only with our agreement and after reception of a deposit of 25% of the amount of the stay (+ file fees 10€ + possible insurance costs).

Upon receipt of the deposit and the contract, we will send you a booking confirmation which must be presented at the reception desk on the day of your arrival.

For rental reservations: All accommodation rentals are nominative and cannot be transferred. The rental becomes effective only with our agreement and after reception of a deposit equal to 25% of the stay (+ booking fees + possible insurance costs).

Upon receipt of the deposit and the contract, we will send you a booking confirmation which must be presented at the reception desk on the day of your arrival. The balance of the stay must be paid one month before your arrival at the campsite. Possibility to pay your balance in several installments (contact us directly).

For any unreported delay, the rented accommodation/pitch becomes available 24 hours after the arrival date mentioned on the booking contract. After this time, and in the absence of a written message, the reservation will be null and void and the deposit will be forfeited to the campsite management.

### 2.2 Modification of reservation

No reduction will be made in case of late arrival or early departure before the end of the stay.

## 2.3 Cancellation

In the event of cancellation, you will be retained or will remain liable to pay compensation for breach of contract:

- 25% of the total cost of your stay if you cancel more than 30 days before your scheduled arrival date,
- the entire stay if you cancel less than 30 days before your scheduled arrival date or if you do not show up on the scheduled date.

In the absence of a telephone message, fax or e-mail from the camper stating that he or she had to postpone the date of arrival, the pitch or rental becomes available 24 hours after the date mentioned on the contract and full payment of the services remains required. Any stay interrupted or any service not consumed by the holidaymaker for any reason whatsoever will not give rise to any reimbursement.

Cancellation insurance can be taken out with Entoria.

Summary of the guarantees of the cancellation insurance :

Before or during the stay, the cancellation insurance covers the costs if one of the following events occurs:

- illness, accident or death of a family member
- economic redundancy; obtaining an open-ended contract ;
- significant material damage to your own property and requiring your presence
- accident or theft of your vehicle and/or caravan occurring on the way.

Any reservation cancellation must be made in writing.

## 2.4 Withdrawal

The legal provisions relating to the right of retraction in case of distance selling provided for 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 with the campsite, the customer does not benefit from any right of retraction.

## 2.5 Cancellation insurance

We advise you to take out cancellation insurance. This contract offers you a cancellation guarantee which allows you to obtain the refund of the sums paid in case of cancellation of your stay or early departure under certain conditions (illness, accident...).

Insurance rates : Camping pitch : 15 euros/day - Accommodation rental : 2.50 euros / night

## 2.6 COVID SPECIAL SERENITY OFFER

1-In case of coronavirus at the dates of your vacations, you will be refunded your deposit if :

You or a person registered on the rental contract is affected by the coronavirus.

You are in a containment zone preventing you from going to the campsite.

The campsite is in a containment zone.

2-Shift free of charge

No administrative fees for modifying your reservation will be charged.

You can change your dates at least 30 days before your arrival.

If your new reservation is more expensive, you will be charged the difference in price.

If your new reservation is less expensive, the price difference will be returned to you as a credit note.

From 1 month before arrival and for any stay started, the stay is no longer modifiable.

### 3/ Course of the stay

#### 3.1 Arrivals and Departures

The reception is open from 8:30 am to 7 pm out of season, 8:30 am to 10 pm in July and August. No arrival after 8pm.

Campsite pitch :

Arrival : Pitches available from 12H.

The maximum space per pitch is one car + one caravan or tent or camper. Any additional installation will be charged. Any change during your stay (number of persons) must be immediately reported to the reception. The full amount of the stay is due upon arrival.

Departure: before 12 noon.

Rental :

Handing-over of the keys from 3pm. The number of users may not exceed the capacity of reception.

In case of abuse, this will lead to a breach of contract. The equipment of each rental is subject to an inventory.

In order to avoid any dispute, the tenant will want to check and report to the reception office any anomaly within 24 hours of arrival.

Departure: Before 10 am, by prior appointment (inventory, inventory of fixtures). The final cleaning is to be done by the tenant.

The rentals are NON smoking.

### 3.2 Deposit

A deposit of 150 euros per accommodation will be requested on the day of your arrival (credit card or cash). It will be refunded to you the day of your departure, during the opening hours of the cash desk, after an inventory of fixtures. The invoicing of possible damages will be added 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 inventory of fixtures, the deposit will be returned to you by mail.

### 3.3 Departure

Any return of the key after 10 am for rentals or release of the pitch after 12 noon for camping pitches will result in the invoicing of an additional night. Any extension of stay must be made at least 24 hours before the planned departure date.

### 3.4 Animals

Animals are accepted in the campsite according to the law and regulations in force, on presentation of their updated vaccination book. Dogs of 1st and 2nd category are not allowed. Animals must be kept on a leash in the campsite. Animals are under the responsibility of the camper. Under no circumstances should the animal be left alone in the campsite.

### 3.5 Rules and regulations

As required by law, you must adhere to our internal regulations, filed at the prefecture, posted at our reception and a copy of which will be given to you upon request.

## 4/ Responsibility

The campsite declines all responsibility for damage to the camper-caravaner's equipment in the event of theft, fire, bad weather, etc. ... and in the event of an incident for which the camper is responsible.

A civil liability insurance is mandatory for any accident or damage that may occur to you or your family on your rental or on the domain.

## 5/ Applicable law

The present general conditions are subject to French law and any dispute relating to their application falls under the jurisdiction of the Tribunal de grande instance or the Commercial Court of Avignon.