the general terms and conditions of sale

CAMPING LE VAUGRAIS***

‘The luxury of simplicity in the heart of nature’

Establishment: Camping Le Vaugrais – 2 Chemin le Vaugrais, 01510 Artemare

Siret: 498 096 486 000 10 –

Rating: Tourism (Atout France 20/06/2022)

Contact: +33 (0)4 79 87 37 34 / contact@camping-le-vaugrais.fr

ARTICLE 1 – BOOKING AND PAYMENT

• Contract: The booking is made in a specific name and is personal. It becomes binding upon our written confirmation and receipt of the deposit.

• Payment: A deposit of 30% of the total cost of the stay plus a €20 booking fee is due at the time of booking.

• The balance: This must be paid no later than 30 days before your arrival. For any booking made less than 30 days before departure, the full cost of the stay is due immediately.

• Tourist tax: This is not included in the contract price. It is payable on site at reception upon your arrival.

• Electricity: In holiday accommodation, electricity is included in the rate throughout the season.

ARTICLE 2 – CANCELLATION AND REFUND

1. Booking and payment terms

Any booking made with the campsite constitutes a firm commitment on the part of the customer.

To confirm their booking, the customer must pay a deposit equivalent to 30 per cent of the total cost of the stay.

The balance must be paid no later than 30 days before the scheduled arrival date.

For any booking made less than 30 days before the arrival date, the full cost of the stay is payable immediately upon booking.

2. Cancellation of a pitch booking

In the event of cancellation by the customer, regardless of the date of the cancellation request, any sums paid to the campsite are non-refundable, subject to applicable legal provisions.

However, the campsite offers the option to reschedule the stay, subject exclusively to the following conditions:

Rescheduling is only possible for the months of April, May, June or September, during the campsite's opening periods.

The rescheduling must take place within the same calendar year as the original booking. No rescheduling will be accepted for the following year or any subsequent year.

The postponement is subject to availability and requires the campsite's prior consent.

The postponement applies only to pitches and cannot under any circumstances be converted into a booking for rental accommodation.

Once the stay has been rescheduled, no further refund requests will be accepted should the customer withdraw, subject to the applicable legal provisions.
This option to reschedule constitutes a commercial offer from the campsite and does not give rise to any refund, credit note or financial compensation.

3. *Cancellation of a stay in holiday accommodation*
   In the event of cancellation at the customer's initiative, regardless of the date of the request, no sums paid will be refunded, subject to the applicable legal provisions.
   No postponement of the stay nor any credit note will be granted.
   The sums paid remain the property of the campsite in accordance with the applicable contractual terms and conditions.

4. Cancellation insurance
We strongly recommend that our customers take out cancellation insurance at the time of booking. In the event of unforeseen circumstances preventing the customer from taking their holiday,

cancellation insurance may provide a refund of the sums paid, subject to the cover provided, the grounds for cancellation covered and the terms set out in the insurance policy.
It is the guest's responsibility to contact their insurer directly and take the necessary steps to claim compensation.
The campsite will not make any refunds in the event of a cancellation initiated by the guest, except where required by applicable law.
The campsite will not make any refunds in the event of a cancellation initiated by the guest, except where required by applicable law.

5. *Cancellation by the campsite*
   Should the campsite be unable to provide the booked stay, any sums paid by the customer will be refunded in accordance with the applicable legal provisions.

6. Requests for cancellation or postponement
All requests for cancellation or postponement must be made in writing, either by email or post.
The date on which the campsite receives the written request shall be taken as proof.
No requests made solely by telephone will be accepted.

'Quatuor' Cancellation Insurance: This option is offered to you at the time of booking. It is optional but strongly recommended as it covers you against unforeseen circumstances up to the day before your arrival and throughout your stay.

ARTICLE 3 – WATER PARK (SWIMMING POOL)

• Hygiene: The wearing of swimming shorts is strictly prohibited. Only swimming briefs and fabric swimwear are permitted.

• Safety: Children must be supervised at all times by a responsible adult.
An adult must be present for minors to gain access.

• Rules: Pictograms at the entrance set out the prohibitions: no smoking, no eating, and shoes must be removed within the premises.

ARTICLE 4 – FORCE MAJEURE AND EXCEPTIONAL CIRCUMSTANCES

In the event of force majeure (an administrative decision to close the site, mandatory travel restrictions,
or natural disasters rendering access impossible), the campsite undertakes to offer a postponement of the stay in the form of a credit note.

ARTICLE 5 – RIGHT OF CANCELLATION BY THE CAMPSITE

Right of cancellation by the campsite: The campsite reserves the right to cancel the stay immediately, without refund, in the following cases:

1. Overcrowding: Number of occupants exceeding the capacity specified in the contract. The number of people must not exceed the capacity specified in the contract. In the event of this limit being exceeded (unforeseen additional people), the contract shall be deemed null and void and cancelled immediately for failure to comply with safety provisions.

2. Misrepresentation: Incorrect information provided at the time of booking.

3. Breach of the rules: In particular, failure to comply with rules relating to noise, cleanliness or safety.

ARTICLE 6 – CHECK-IN AND CHECK-OUT

• Times:
• Holiday accommodation: Check-in 4 pm–7 pm / Check-out by 10 am.
• Pitches: Check-in 2 pm–7 pm / Check-out before 12 noon.
• Security deposit (applicable to holiday accommodation only): For holiday accommodation, a total security deposit of €500 by credit card must be paid on the day of arrival. This is broken down as follows:

• €120 to cover cleaning costs if the accommodation is not left clean.
• €380 to cover any damage to the rental property or equipment.

• Refund: This deposit will be released after the rental property has been inspected on your departure, subject to the deduction of any repair or cleaning costs, if necessary.

ARTICLE 7 – ENVIRONMENTAL COMMITMENT AND LIVING IN NATURE

In keeping with our motto, “The luxury of simplicity in the heart of nature”, the guest undertakes to:

• Follow the guidelines on waste sorting.

• Use water and energy sensibly.

• Respect the peace and quiet of the premises, particularly between 10.00 pm and 8.00 am.

ARTICLE 8 – PETS AND SMOKING

• Holiday accommodation: Pets are strictly PROHIBITED for reasons
of hygiene. Smoking is also strictly prohibited indoors.

• Bare pitches: Pets permitted (max. 2), must be kept on a lead; a vaccination certificate
is compulsory.

• Permanent ban: Category 1 and 2 dogs are strictly prohibited
throughout the entire site.

ARTICLE 9 – LIABILITY AND CLAIMS

The campsite accepts no liability in the event of:

• Theft, loss or damage to your personal belongings (vehicles, tents, equipment).
• Damage caused by natural or weather-related events (storms, hail, falling
branches).
• Guests must hold third-party liability insurance.

ARTICLE 10 – IMAGE RIGHTS

The campsite may use photographs or videos taken on the site for promotional purposes. If you do not
wish to appear in such material, simply inform reception
upon arrival.

ARTICLE 11 – DISPUTES AND MEDIATION

In the event of an unresolved dispute with the management, you may refer the matter free of charge to the

consumer ombudsman: CM2C (www.cm2c.net). Any dispute shall be brought before the courts of the defendant.

Competent court: Bourg-en-Bresse