



Camping de l'Arche



Terms and Conditions of Sale

1. Scope of the General Terms and Conditions of Sale:

The present general terms and conditions and/or the reservation contract sent to the Client form a contractual whole and constitute the entirety of the contractual relations between the Campsite and its Clients. This unit set governs the sale of stays by the Campsite and is valid at the time the order is placed, to the exclusion of all other conditions. The Campsite reserves the right to modify its general terms and conditions at any time. However, the version applicable to the Client is the one he accepted at the time of reservation.

2. Acceptance of the General Terms and Conditions of Sale:

The Client is deemed to accept these General Terms and Conditions of Sale unreservedly in accordance with the provisions of Article 1126 of the Civil Code. The Client is therefore well informed that, by checking the box "I attest to having read the General Terms and Conditions of Sale" when placing the order online or by receiving the reservation contract to which these conditions are attached, he manifests his specific, free, and informed consent, particularly in terms of the use of personal data. This unreserved acceptance is valid both for the Client and for any person participating in the stay. These General Terms and Conditions of Sale are also available on the Campsite's website and at the Campsite's Reception.

3. Pitches:

- From the opening to the closing of the campsite, pitches are bookable with free arrival and departure days: arrival from 1 Pm and departure before 11 Am.
- Our pitches can only be occupied by a maximum of 6 people from the same family.
- Clients must be insured for themselves and their equipment.
- Any deposit must be paid exclusively by VISA or MASTERCARD credit card.

4. Accommodations:

- In high season, rentals are bookable every day except Sunday.
- Off-season, arrival and departure days are free (minimum 2 nights).
- Arrivals from 4 pm and departures before 10 am.
- The amount of the deposit is €250.00. It is reminded that this deposit does not constitute a limit of liability. Damages exceeding the amount paid as a security deposit will be charged to the Client after deduction of the deposit.
- Any deposit must be paid exclusively by VISA or MASTERCARD credit card.
- The cleaning of the rental must be carried out by the tenant just before departure. If the cleanliness is not satisfactory, a cleaning fee of €120 will be retained. If the state of the rental is deemed unacceptable, this fee will be increased accordingly.
- Animals are not allowed inside the rentals.
- The connection of electric cars in the rentals is strictly prohibited.
- The deposit will be returned within 48 hours after checking the rental.
- It is the responsibility of the tenant to check his inventory upon arrival (available on the website and in the rental). Any shortfall noted by the tenant must be reported within 12 hours on the CoolnCamp application of the Campsite de l'Arche. During cleaning, any missing item will be charged. In case of breakage, the tenant is required to report it to the reception.

5. Reservation Conditions:

- Any request for a reservation of accommodation or pitch must be confirmed by the payment of a deposit corresponding to 30% of the amount of the services reserved.
- The reservation will only be effective with our agreement after receiving the duly completed reservation contract.
- If, upon arrival, the persons present do not correspond to those mentioned in the contract, the management reserves the right to cancel it.
- Any stay shortened by the customer compared to the reservation dates (late arrival, early departure) will not be refunded.

- Booking fees are €17 (non-refundable, non-deductible).
- Accepted payment methods for the payment of the deposit: Credit card, bank transfer (bank charges at the client's expense)
IBAN: FR76 1350 6100 0005 7470 7400 175 / BIC: AGRIFRPP835
- Any reservation is nominative and cannot under any circumstances be transferred. If several families are to succeed each other in the same accommodation/pitch, it is essential to make a reservation for each family.
- A reserved pitch/accommodation, not occupied and postponed, will be made available the next day at 12 pm, telephone messages of late arrival or cancellation are not accepted.
- For any modification of stay, the same accommodation /pitch cannot be guaranteed.
- In case of extreme necessity, we reserve the right to change the number of your accommodation or your pitch.

6. Payment Conditions:

The balance of the stay is due:

- 30 days before the start of the stay;
- Or immediately for any reservation made less than 30 days before the start of the stay.

In the absence of payment of the balance on the agreed date, the Campsite is entitled to consider that the Client has cancelled his reservation and retains the sums already paid.

7. Payment Methods:

The methods of payment for the deposit and/or the total amount of the stay accepted by the Campsite vary according to the date of payment:

- If payment is made at least 30 days before the arrival date: it can be made by credit card or bank transfer.
- If payment is made between 30 days and the day before arrival: only the credit card is accepted

8. Tourist Tax:

The tourist tax, collected on behalf of the community of communes, is not included in the rates. Its amount is determined per adult and per day.

9. Important Information:

Reception of Minors

For obvious safety reasons (pool, evacuation of the Campsite in case of alert...) and health (hospitalisation...), minors not accompanied by their legal guardians, in the sense of Article 389 of the Civil Code, are not admitted. Furthermore, the Campsite is not authorized, in the sense of the decree of May 3, 2002, to ensure collective or individual stays outside the family home of minors under 18 years old, not accompanied by one of their legal guardians. As for minors accompanied by their legal guardians, they are placed under the sole responsibility of the latter and must in no case be left unsupervised within the Campsite (including the aquatic park).

10. Internal Regulations:

Everyone is required to comply with the Campsite's internal regulations.

In the case of patent non-compliance with these regulations, the site Manager may take sanctions up to the termination of the contract, especially in case of disruptive behavior contrary to the calm and serenity of the reception or in case of violent behavior, insulting, racist or threatening remarks made against other Clients, the staff of the Campsite, or its partners or suppliers.

The Client is informed that access to the accommodation may also be refused. Each titular tenant is responsible for the disturbances and nuisances caused by the people staying with them or visiting them.

11. Wearing a Bracelet:

Wearing the Camping de L'Arche bracelet is mandatory during the stay to ensure maximum security for the Clients and to avoid the intrusion of unregistered/unauthorized external persons.

12. Animals:

Two domestic animals are allowed per pitch, provided they are declared at the time of booking or upon arrival on site.

Domestic animals cannot roam freely and must be kept on a leash, including on the rented pitch.

They are not allowed in the aquatic space, children's playground area, and sanitary blocks. Animal waste must be picked up by the Client and their behavior must not disturb the tranquility of other clients. The Client is asked not to leave their dog alone.

The acceptance of animals is subject to two conditions: - valid rabies vaccination - identification by tattoo or chip as attested by a card issued by the Central Canine Society.

The client must bring the animal's health record. Dangerous or aggressive animals (including 1st and 2nd category dogs) as well as exotic animals are not accepted.

13. Visitors:

Any visitor invited by the Client must be reported and registered at the Reception of the Campsite. The Campsite reserves the right to refuse them access to the Campsite's services. The Visitor must respect the Campsite's Regulations and keep the mandatory ticket. For every visitor, a fee must be paid. Its amount is set according to the current rate. Visitors do not have access to the aquatic park. Their vehicle is prohibited inside the campsite and must remain in the common parking area outside the campsite.

14. Right to Image:

During the stay, the Client may be photographed or filmed on the site. By accepting the General Terms and Conditions of Sale, the Client authorizes the Campsite, its representatives, and any person acting with the permission of the Campsite to capture, reproduce, communicate, broadcast, and exploit his image. This authorization also applies to all persons staying with the Client.

However, the Client may oppose this practice, in writing, at the Reception of the Campsite.

The Company expressly prohibits the exploitation of images that may infringe on privacy or reputation and the use of images in any medium that is pornographic, racist, xenophobic, or any other harmful exploitation. The Client acknowledges that he cannot claim any compensation for the exploitation of the rights mentioned.

15. Right - Language:

These general terms and conditions of sale and the operations that result from them are governed and subject to French law. Any dispute relating to the interpretation or execution of these GTC will be subject to the jurisdiction of the courts of the location of the campsite's establishment.

These general terms and conditions of sale are written in French. In the event that they are translated into one or more foreign languages, only the French text shall prevail in the event of a dispute.

16. Right of Withdrawal:

The right of withdrawal cannot be exercised in accordance with Article L.221-28 of the Consumer Code. The campsite informs its clients that the sale of accommodation services provided on a specified date, or according to a specified periodicity, is not subject to the provisions relating to the 14-day withdrawal period.

17. Cancellation of Your Reservation:

Any stay shortened by your actions compared to the reservation dates (late arrival, early departure) will not be eligible for a refund. The deposit paid at the time of reservation remains acquired by the campsite. The rented period will be charged even in case of a canceled or shortened stay: late arrival and/or early departure.

18. Video Protection on Site:

The site is under video surveillance.

19. Data Protection and Liberties:

The information you provide when placing your order will not be transmitted to any third party. These details are considered confidential by SARL Camping de l'Arche. In accordance with the Data Protection Act of January 6, 1978, you have the right to access, rectify, and oppose personal data concerning you. To do this, simply make a request by mail to the campsite, indicating your name, first name, and address.

20. Campsite's Liability:

The client expressly acknowledges that the campsite cannot be held responsible for any false information communicated by its partners or any third party, which may be mentioned in their brochure or website, including presentation photos, descriptions, activities, leisure services, and operational dates. All photos and texts used in the brochure or on websites are non-contractual and are only indicative. It may happen that some activities and facilities proposed and indicated in the description in the brochure are removed, especially due to climatic reasons or in case of force majeure, as defined by French courts.

21. Partial Non-Validation of the General Terms and Conditions of Sale:

In the event that one of the clauses of these General Terms and Conditions of Sale is null and void due to a change in legislation, regulation, or a court decision, this shall in no way affect the validity and respect of these General Terms and Conditions of Sale.

22. Eco-Participation:

An eco-participation fee is requested for your stay at a rate of €0.25 per night and per person. The entirety of this sum is reinvested to be used in an environmental approach as part of our CSR (Corporate Social Responsibility) strategy.

