



Camping de l'Arche



General Terms and Conditions of Sale

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

These general terms and conditions and/or the reservation contract transmitted to the Client form a contractual whole and constitute the entirety of the contractual relationship between the Campsite and its Clients.

This document governs the sales 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 accepted at the time of booking.

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

The Client is deemed to accept these General Terms and Conditions of Sale without reservation, in accordance with the provisions of Article 1126 of the Civil Code. The Client is thus informed that by ticking the box "I confirm that I have 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, they express their specific, free, and informed consent, particularly regarding the use of personal data. This unconditional acceptance applies both to the Client and to all participants in the stay. The current General Terms and Conditions of Sale are also available on the Campsite's website and at the Reception of the Campsite.

3. Pitches:

- From the opening to the closing of the campsite, pitches can be booked with flexible arrival and departure days: arrival from 1:00 p.m. and departure before 11:00 a.m.
- Our pitches can only be occupied by a maximum of 6 persons from the same family.
- Clients must be insured for themselves and their equipment.
- Any deposit must be made exclusively by a VISA or MASTERCARD.
- The charging of electric cars on the pitches is strictly prohibited.

4. Accommodations:

- During the high season, accommodations can be booked every day except Sunday.
- Outside the high season, arrival and departure days are flexible (minimum of 2 nights).
- Arrivals from 4:00 p.m. and departures before 10:00 a.m.
- The amount of the security deposit is €250. We remind you that this deposit does not constitute a limit of liability. Damage exceeding the amount of the deposit will be charged to the Client after deduction of the deposit.
- Any deposit must be made exclusively by a VISA or MASTERCARD.
- The accommodation must be cleaned by the tenant just before their departure. If the cleanliness is not satisfactory, the cleaning fee of €110 will be deducted. If the condition of the accommodation is deemed unacceptable, this fee will be increased accordingly.
- Pets are not allowed inside the accommodations.
- The charging of electric cars in the accommodations is strictly prohibited.
- The deposit will be refunded within 48 hours after the accommodation has been checked.
- It is the tenant's responsibility to thoroughly check the inventory upon arrival (available on the website and in the accommodation). Any discrepancies noted by the tenant must be reported within 12 hours via the CoolnCAMP application of Camping de l'Arche. During cleaning, any missing items will be charged. In case of breakage, the tenant is required to report it at the reception.

5. Booking Conditions:

- Any request for accommodation or pitch reservation must be confirmed by the payment of a deposit corresponding to 30% of the amount of the reserved services.
- The reservation will only be effective with our agreement after receipt of the duly completed reservation contract.
- If, upon arrival, the people who present themselves do not match those mentioned in the contract, the management reserves the right to cancel the reservation.
- Any stay shortened by you compared to the booking dates (late arrival, early departure) will not be subject to a refund.
- The administrative fees are €17 (non-refundable, non-deductible).
- Accepted payment methods for deposit payments: Credit card, bank transfer (bank charges at the client's expense).

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- Any reservation is personal and cannot be transferred under any circumstances.
- If several families are to succeed one another on the same accommodation/pitch, it is essential to make a reservation for each family.
- A reserved accommodation/pitch that is not occupied and postponed will be made available the next day at 12:00 p.m. Telephone messages about late arrivals or cancellations are not accepted.
 - In the event of a change in the 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 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 event of non-payment of the balance by the agreed date, the Campsite has the right to consider that the Client has canceled their reservation and will retain the sums already paid.

7. Payment Methods:

The payment methods for the deposit and/or the totality 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 credit card is accepted. Checks are not accepted.

Holiday vouchers:

Amounts paid with holiday vouchers are not refundable, in accordance with Article L.112-14-1 of the Monetary and Financial Code.

8. Tourist Tax:

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

9. Important Information:

Reception of Minors:

For obvious safety reasons (swimming pool, evacuation of the Campsite in case of emergency...) and health reasons (hospitalization...), minors who are not accompanied by their legal guardians, as defined in Article 389 of the Civil Code, are not admitted. Furthermore, the Campsite is not authorized, within the meaning of Decree 2002-883 of May 3, 2002, to organize collective or individual stays outside the family home for minors under 18 who are not accompanied by one of their legal guardians. Regarding minors accompanied by their legal guardians, they are placed under the sole responsibility of these guardians and must not, under any circumstances, be left unsupervised on the Campsite (including the aquatic park).

10. Internal Regulations:

Every person is required to comply with the internal regulations of the Campsite. In case of a clear violation of these rules, the Site Manager may impose sanctions up to the termination of the contract, especially in case of disruptive behavior contrary to the calm and serenity of the campsite or in case of violent behavior, insulting, racist, or threatening remarks towards other Clients, the Campsite staff, or its partners or suppliers. The Client is informed that access to the accommodation may also be refused.

Each main tenant is responsible for disturbances and nuisances caused by people who stay with him or visit him.

11. Wearing the Bracelet:

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

12. Pets:

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

Pets may not roam freely and must be kept on a leash, including on the rented pitch. They are not allowed in the aquatic area, the children's playground, and the sanitary blocks.

The pet's droppings must be picked up by the Client, and their behavior must not disturb the tranquility of other clients.

Pets are admitted under two conditions:

- Valid rabies vaccination;
- Identification by tattoo or chip attested by a card issued by the Central Canine Society. The client must bring the animal's health record.
Dangerous or aggressive animals (including category 1 and 2 dogs) and 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 comply with the Campsite Rules and keep the mandatory ticket.

A fee must be paid for each visitor. The amount is set according to the current rate.

Visitors do not have access to the aquatic park. Their vehicle is not allowed inside the campsite and must remain in the common parking lot outside.

14. Right to Image:

During the stay, the Client may be photographed or filmed on site. By accepting the General Terms and Conditions of Sale, the Client authorizes the Campsite, its representatives, and anyone acting with the Campsite's permission to capture, reproduce, communicate, broadcast, and exploit their image. This authorization also applies to all persons accommodated with the Client. However, the Client may object to this practice in writing at the Reception of the Campsite.

The Company expressly undertakes not to exploit images that could infringe on privacy or reputation, nor to use the images on any medium of a pornographic, racist, xenophobic nature, or any other detrimental use. The Client acknowledges that they cannot claim any remuneration for the exploitation of the aforementioned rights.

15. Law - Language:

These general terms and conditions of sale and the resulting operations are governed by and subject to French law.

Any dispute relating to the interpretation or execution of these GTCs will be submitted to the jurisdiction of the courts of the location of the campsite.

These general terms and conditions of sale are written in French. In case they are translated into one or more foreign languages, only the French text will prevail in case 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 determined date, or according to a determined periodicity, is not subject to the 14-day withdrawal period.

17. Cancellation of Your Reservation:

Any stay shortened by you compared to the booking dates (late arrival, early departure) will not be refunded.

The deposit paid at the time of booking remains the property of the campsite.

The rented period will be charged even in case of a canceled or shortened stay: late arrival and/or early departure.

18. Site Under Video Surveillance

19. Computing and Liberties:

The information you provide when placing your order will not be transmitted to any third party. This information is 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 send a request by mail to the campsite, indicating your name, first name, and address.

20. Campsite's Responsibility:

The client expressly acknowledges that the campsite cannot be held responsible for false information communicated by its partners or by any third party mentioned in their brochure or website, including presentation photos, descriptions, activities, leisure, services, and operating dates. All photos and texts used in the brochure or on the websites are non-contractual. They are for informational purposes only.

It may happen that certain activities and facilities proposed and indicated in the description in the brochure are removed, notably for climatic reasons or in case of force majeure, as defined by the French courts.

21. Partial Invalidity 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 court decision, this shall in no way affect the validity and compliance of these General Terms and Conditions of Sale.

22. Eco-participation:

An eco-participation fee is requested for your stay at a rate of €0.35 per night and per person. The entire amount is reinvested for use in an environmental approach as part of our CSR policy.

23. Charging of Electric or Hybrid Cars:

Charging electric or hybrid vehicles is strictly prohibited throughout the campsite, including pitches and accommodations.

Charging is only allowed at the 4 spots provided for this purpose at the entrance of the campsite.

The rates are displayed on the terminals and are available at the reception upon request.

The pricing is based on 2 parameters: consumption (in kWh) and presence time (in minutes).

Each started kWh is due.

Upon departure, the client must return the RFID badge and will be billed based on actual consumption according to the rates in effect.