



# Camping de l'Arche



## **General sales terms and conditions:**

### **1. Scope of the General Sales Terms and Conditions:**

These general conditions and/or the reservation contract sent to the Client form a contractual unit and constitute the entirety of the contractual relations between the Camping and its Clients.

This unit regulates the sales of stays by the Camping and is valid at the time the order is placed to the exclusion of all other conditions.

The Camping reserves the right to modify its general conditions at any time. However, the version applicable to the Client is the one he will have accepted at the time of booking.

### **2. Acceptance of the General Sales Terms and Conditions:**

The Client is deemed to accept these General Sales Terms and Conditions without reservation and in accordance with the provisions of Article 1126 of the Civil Code. The Client is therefore well informed that, by checking the box "I certify that I have read the General Sales Terms and Conditions" when placing the order on the internet or by receiving the reservation contract to which these conditions are attached, he is expressing his specific, free and informed consent, particularly with regard to the use of personal data. This unconditional acceptance is valid for both the Client and any person participating in the stay. These General Sales Terms and Conditions are also available on the Camping's website and at the Camping Reception.

### **3. Campsite:**

- From the opening to the closing of the campsite, pitches are available with free departure and arrival 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 are required to be insured for themselves and their equipment.
- Any deposit must be paid only by VISA or MASTERCARD credit card.

### **4. Accommodation:**

- In high season, rentals are available every day except Sunday..
- Off-season, arrival and departure days are free (2 nights minimum).
- Arrival from 4 pm and departure before 10 am.
- The amount of the deposit is 250.00€. We remind you 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 the security deposit has been deducted.
- Any deposit must be paid only by VISA or MASTERCARD credit card
- The cleaning of the accommodation must be done by the tenant just before his departure.  
If the cleanliness is not satisfactory, the cleaning package of €120 will be retained. If the condition of the accommodation is deemed unacceptable, this package will be increased accordingly.
- Animals are not allowed inside the accommodation.
- The connection of electric cars in the accommodation is strictly prohibited.
- The deposit will be refunded within 48 hours after checking the accommodation.
- It is the responsibility of the tenant to take stock of his inventory upon arrival (available on the website as well as in the accommodation). Any shortfall noted by the tenant must be notified within 12 hours on the CoolnCamp application of the Camping de l'Arche. During cleaning, any missing item will be invoiced. In case of breakage, the tenant is obliged to declare it to the reception.

### **5. Booking conditions:**

- Any request for accommodation or pitch reservation must be confirmed by 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 completed reservation contract.
- If, upon arrival, the persons who present themselves do not correspond to those mentioned in the contract, the management reserves the right to cancel it.
- Any stay shortened by you compared to the reservation dates (late arrival, early departure) cannot give rise to a refund.
- The booking fee is €17 (non-refundable, non-deductible).

- The accepted payment methods for the payment of the deposit: Credit card, bank transfer (bank charges to be borne by the client)

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- Any reservation is nominative and cannot be transferred under any circumstances.  
If several families must succeed each other in the same accommodation/pitch, it is essential to make a reservation for each family.
- A reserved, unoccupied, and postponed accommodation/pitch will be available the next day at 12 noon, late arrival or cancellation telephone messages are not accepted.
- For any modification of 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 on the agreed date, the Camping is entitled to consider that the Client has cancelled his reservation and retains the sums already paid.

## **7. Payment methods:**

The accepted payment methods for the deposit and/or the entire stay 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.

Checks are not accepted.

Holiday vouchers:

The amounts paid by holiday vouchers cannot be refunded.

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 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 (swimming pool, evacuation of the campsite in case of alert...) and health reasons (hospitalisation...), minors not accompanied by their legal representatives, within the meaning of Article 389 of the Civil Code, are not admitted. Furthermore, the Camping is not authorised, within the meaning of Decree 2002-883 of 3 May 2002, to provide collective or individual stays outside the family home for minors under 18 years of age, not accompanied by one of their legal representatives. As for minors accompanied by their legal representatives, they are placed under the sole responsibility of these latter and must not be left unsupervised on the campsite (including the water park).

## **10. Internal regulations:**

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

In the event of patent non-compliance with these regulations, the site manager may take sanctions that may go as far as the termination of the contract, especially in the event of a disruptive attitude contrary to the calm and serenity of the welcome or in the event of violent behavior, insulting, racist or threatening remarks made against other Clients, Camping staff or its partners or suppliers. The Client is informed that access to the accommodation may also be refused to him. Each tenant in title is responsible for the disturbances and nuisances caused by the people who stay with him or visit him.

## **11. Wearing of the bracelet:**

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

## **12. Animals:**

Two domestic animals are allowed per pitch, subject to being reported at the time of booking or on arrival at the site.

Domestic animals cannot move freely and must be kept on a leash, including on the rented pitch. They are not allowed in the water park, children's playground, or sanitary blocks. The Client must pick up the animal's droppings and its behavior must not disturb the tranquility of other clients. The Client is asked not to leave his dog alone. The reception of animals is subject to two conditions: valid rabies vaccination - identification by tattoo or chip attested by a card issued by the Société Centrale Canine. The client must provide the animal's health record.

Dangerous or aggressive animals (including dogs of the 1st and 2nd category) as well as exotic animals are not accepted.

### **13. Visitors:**

Any visitor invited by the Client must be reported and registered at the Camping Reception. The Camping reserves the right to refuse him/her access to the Camping services. The Visitor is required to respect the Camping Regulations and to keep the mandatory ticket. For any visitor, a fee must be paid. Its amount is fixed according to the current rate. Visitors do not have access to the water park. Their vehicle is prohibited inside the campsite and must remain in the common parking lot outside.

### **14. Right - Image:**

During the stay, the Client may be photographed or filmed on the site. By accepting the General Sales Terms and Conditions, the Client authorises the Camping, its representatives and any person acting with the Camping's permission to capture, reproduce, communicate, distribute and exploit his image. This authorisation also applies to all persons staying with the Client. Nevertheless, the Client may object to this practice, in writing, at the Camping Reception. The Company expressly prohibits the use of images that could infringe on privacy or reputation, and to use images, in any medium of a pornographic, racist, xenophobic or any other harmful nature. The Client acknowledges that he cannot claim any remuneration for the exploitation of the rights in question.

### **15. Law - Language:**

These general conditions of sale and the operations resulting from them are governed and subject to French law. Any dispute relating to the interpretation or execution of these GTC shall be submitted to the jurisdiction of the courts of the place of establishment of the campsite.

These general 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 specific date or at a specific frequency is not subject to the provisions relating to the 14-day withdrawal period.

### **17. Cancellation of your reservation:**

Any stay shortened by you compared to the reservation dates (late arrival, early departure) cannot give rise to a refund.

The deposit paid at the time of the reservation remains with the campsite.

The rented period will be invoiced even in the event of cancelled or shortened stay: late arrival and/or early departure.

#### **18. Site placed under video protection.**

#### **19. Computer and Freedom:**

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

#### **20. Responsibility of the campsite:**

The client expressly acknowledges that the campsite cannot be held responsible for the communication by its partners or any third party of false information that would be mentioned in their brochure or website, and in particular the presentation photos, qualifications, activities, leisure activities, services and operating dates. All photos and texts used in the brochure or on the websites are non-contractual. They are only indicative. It may happen that certain activities and installations proposed and indicated in the description in the brochure are cancelled, notably for climatic reasons or in case of force majeure, as defined by the French courts.

#### **21. Partial validation of the General Sales Terms and Conditions:**

In the event that one of the clauses of these General Sales Terms and Conditions is null and void due to a change in legislation, regulation or a court decision, this shall not in any way affect the validity and respect of these General Sales Terms and Conditions.

#### **22. Eco-participation:**

An eco-participation tax of €0.25 per night and per person is required for your stay. The entire amount is reinvested to be used in an environmental approach as part of our CSR approach.