



Camping de l'Arche



GENERAL CONDITIONS OF SALES

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

These general terms of sale and/or the reservation contract sent to the Client form a contractual whole, constituting the entire contractual relationship between the Campsite and its Clients.

This contractual whole governs the sales of stays by the Campsite and will be considered valid from the moment the order is placed, to the exclusion of any other conditions.

The Campsite reserves the right to modify its general terms and conditions at any time. However, the version which will apply to the Client is that accepted by him at the time he made his reservation.

2. Acceptance of the General Terms of Sale :

The Client is considered to have unconditionally accepted these General Terms of Sale, in accordance with the provisions of article 1126 of the French Civil Code. The Client is therefore informed that by ticking the box marked "I confirm that I have read the General Terms of Sale" when placing his order via the internet or upon receipt of the reservation contract accompanied by these terms and conditions, he is expressing his specific, free and informed consent, including in particular with regard to the use of his personal data. This unconditional acceptance is valid both for the Client and for any person participating in the stay. These General Terms of Sale are also available on the Campsite's website and at the Campsite's Reception.

3. Pitches :

- From opening to closing of the campsite, the pitches are bookable with free departure and arrival days: arrival from 1 p.m. and departure before 11 a.m.
- Our pitches can only be occupied by a maximum of 6 people from the same family.
- Customers are required to be insured for themselves as well as for their equipment.
- Any deposit must be paid only by bank card type VISA or MASTERCARD

4. Rentals :

- In high season rentals can only be booked from Saturday to Saturday.
- Out of season the arrival and departure days are free (2 night minimum).
- Arrivals from 4 pm and departures before 10 am.
- The amount of the deposit is € 250.00. We remind you that this deposit does not constitute a limit of liability. Any damage or deterioration exceeding the sum paid as the security deposit will be at the Client's cost following the deduction of the security deposit.
- Any deposit must be paid only by bank card type VISA or MASTERCARD
- The rental must be cleaned by the clients just before their departure.
- If the state of cleanliness is not satisfactory, the cleaning fee of € 95 will be retained. If the rental condition is deemed inadmissible, this package will be increased accordingly.
- Animals are prohibited inside the rentals.
- The deposit will be returned within 48 hours after verification of the rental.

5. Booking and payment conditions :

- Any request for an accommodation or pitch reservation must be confirmed by payment of the deposit corresponding to 30% of the amount of the services reserved.
- The reservation will only be effective with our agreement after receipt of the duly completed reservation contract.
- If, at the check in, who show up do not correspond to those mentioned in the contrat, the direction reserves the right to cancel.
- Any stay shortened by you in relation to the dates of the reservation (late arrival, early departure) cannot give rise to a refund.
- The reservation fees are € 15 (non-refundable, non-deductible).
- Payment methods accepted for the deposit payment: Credit card, bank transfer (bank charges payable by the customer)
IBAN: FR76 1350 6100 0005 7470 7400 175 BIC: AGRIFRPP835
- All reservations are personal and cannot be transferred under any circumstances.

If several families follow one another on the same accommodation / pitch, it is essential to make a reservation for each family.

- An unoccupied and postponed accommodation or place will be made available the next day at 12 noon, late arrival or cancellation telephone messages are not accepted.
- For any modification of stay, the same accommodation / location cannot be guaranteed.
- In case of extreme necessity, we reserve the right to change the number of your accommodation or your place.
- On your arrival, the balance of your stay will be requested.
The means of payment accepted on site are: Banking or Credit card, cash

6. Payment terms :

The total price for the stay is payable:

- 10 days before the stay begins.
- Or immediately for any reservation made less than 10 days before the stay begins.

In full is received at the due date, the Campsite may consider that the Client has cancelled his reservation and may then retain any sums already paid.

7. Payment methods :

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

- If payment is made at least 10 days before the arrival date : it can be made by bankcard, by bank transfer.
- If payment is made between 10 days and 1 day before the arrival date : only bankcards are accepted.

Cheques are not accepted at the Campsite.

8. Tourist tax :

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

9. Welcoming minors :

For obvious safety and security reasons (swimming pool, evacuation of the Campsite in an emergency, etc.) and on health grounds (hospitalisation, etc.), minors who are not accompanied by their legal guardians in the terms of article 389 of the Civil Code are not allowed. Furthermore, in accordance with decree 2002-883 of 3 May 2002, the Campsite is not authorised to provide group or individual stays outside the family home for minors aged under 18 who are not accompanied by one of their legal guardians. In the case of minors accompanied by their legal guardians, they are placed under the sole responsibility and liability of the latter and must under no circumstances be left unattended within the Campsite perimeter (including the water park).

10. Rules of procedure :

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

If these rules are being blatantly disregarded, the Manager may take measures up to and including the termination of the contract, especially in the case of a disruptive attitude affecting the peace and quiet of the Campsite or in the case of violent, insulting, racist or threatening behaviour directed at other Clients, the Campsite's staff or those of its partners or suppliers. The Client is informed that access to the accommodation may also be refused.

11. Wearing wristbands :

It is compulsory to wear the Camping de l'Arche wristbands during the stay, which guarantees maximum security for the Clients and avoids any intrusion by unregistered/non-authorised persons from outside.

12. Pets :

2 domestic pets are allowed in the rented accommodation or on the pitches as long as these were announced at the time of reservation or arrival on the site. Domestic pets may not roam freely and must be kept on a lead, including on the rented pitches. They are not allowed in the water park, the children's play area or the toilet/washroom blocks. Animal waste must be picked up by the Client and the animals' behaviour must not disturb the peace and quiet of other clients. Clients are asked not to leave their dog unattended. The acceptance of pets is subject to conditions: - Up-to-date anti-rabies vaccinations - identification by means of a tattoo or chip confirmed by a card issued by the Société Centrale Canine. The Client must bring along the animal's health card. Dangerous or aggressive animals (including dogs in categories 1 or 2) and exotic pets are not accepted

13. Visitors :

The reception must be notified of any visitor invited by the Client, who must register with Reception upon arrival. The Campsite reserves the right to refuse access to the Campsite's services. The Visitor is required to comply with the Campsite's Site Rules and to have the compulsory ticket.

A fee per visitor must be paid, the amount of which is set according to the current rate.

The visitors doesn't have access to the water park. Their vehicle is prohibited inside the campsite and must stay in the common parking lot outside the campsite.

14. Law – Images :

During his stay at the Campsite, the Client may be photographed or filmed. By accepting the General Terms of Sale, the Client authorises the Campsite, its representatives and any person acting with the Campsite's permission to record, reproduce, communicate, circulate, broadcast and use his image. This authorisation also applies to any persons staying with the Client. Nevertheless, the Client may oppose such practices by submitting his opposition in writing to the Campsite's Reception.

The Company expressly agrees not to use the images in any way likely to affect the Client's privacy or reputation and furthermore agrees not to use the images in any media of a pornographic, racist or xenophobic nature or to carry out any other use of the said images likely to cause harm. The Client acknowledges that he may claim no compensation for the use or exploitation of the above-mentioned rights.

15. Law – Language :

These general conditions of sale and the operations which result from them are governed and subject to French law.

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 will have to prevail in the event of a dispute.

16. Right of withdrawal :

The right of withdrawal cannot be exercised in application of Article L.121-21-8 of the Consumer Code.

17. Cancellation of your reservation :

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

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

18. Site under video protection

19. Information technology and individual freedom :

The information you provide when placing your booking will not be passed on to anyone.

This information is considered by SARL Camping de l'Arche to be confidential.

In accordance with the Data Protection Act of January 6, 1978, you have the right to access, rectify, and oppose your personal data. To do this, you just have to make a request by mail to the campsite, indicating your name, first name and address.

20. Partial invalidation of the General Terms of Sale :

In the event that one of the clauses of these General Terms of Sale is found to be null and void as a result of a change in legislation, in the regulations or by a decision of the court, this will in no case affect the validity of or compliance with these general terms of sale.