



In order to benefit from our services, we ask you to read the following terms and conditions carefully. These conditions govern the sale of holidays and are valid at the time the reservation is made. Booking a holiday implies full acceptance of the general conditions. All sums paid to the campsite are retained. For your safety, a wristband **MUST** be worn during the season.

### **Booking conditions:**

Reservations are only confirmed with our agreement and after receipt of a deposit (40% of the total cost of the holiday), booking fees (€25), cancellation insurance (4,90% of the total cost of the holiday) and acceptance of the general terms and conditions of sale. Reservations are made on a strictly personal basis. Dates are fixed and definitive; **postponement of a stay does not justify any reimbursement**. Under no circumstances may you sublet or transfer your booking without the prior consent of the campsite. Minors must be accompanied by their parents or legal guardians. The management reserves the right to change an allocated pitch number. Preferences are not guaranteed.

A maximum of 6 people per pitch is permitted. Rented accommodation is fully equipped. The campsite reserves the right to refuse access to families arriving with a number of participants greater than the capacity of the accommodation rented.

Smoking is not permitted in the accommodation.

In the event of technical intervention, we reserve the right to enter the rental property without your presence.

All customers must comply with the provisions of the house rules. Each tenant is responsible for any disturbance or nuisance caused by anyone staying with him or visiting him. If the rules are not respected, the campsite reserves the right to expel the tenant without refund.

Gas barbecues are accepted, electric barbecues, depending on power, are accepted, charcoal barbecues are forbidden **as we are in a high fire zone**.

### **Terms of payment:**

**All sums paid to the campsite will be retained.**

The balance for a stay of more than 7 days must be paid 60 days before the date of arrival. If the balance is not paid on time, the campsite reserves the right to cancel your booking and retain the deposit previously paid.

### **Animals: ONLY ON PITCHES (except dogs in categories 1<sup>ère</sup> and 2<sup>ème</sup>):**

They must be declared on arrival. Animals are tolerated provided they have an up-to-date vaccination certificate. They must be kept on a lead at all times, even on the pitch, and the owner must leave the pitch to do their business and pick them up. No barking will be tolerated. No unaccompanied animals may remain on the campsite. **Animals are strictly forbidden in the sanitary facilities and at the swimming pool**. Each animal is subject to an additional charge.

### **Cancellation insurance (recommended) :**

**We strongly advise you to take out cancellation insurance.** It is payable ONLY at the time of booking and is optional. Our cancellation insurance, the amount of which [(4.90%) excluding booking fees] is calculated on the total amount of the stay booked. Our partner NEAT Camping undertakes to reimburse you up to 70% of the amounts paid, without proof of stay. In the event of cancellation, inform the campsite of your withdrawal as soon as an event occurs that prevents us from honouring your booking by post or e-mail, and contact the insurance company directly. (see attached flyer).

**Cancellation and change of stay without cancellation insurance :**

All bookings must be cancelled in writing. **No sums paid will be reimbursed** except in the event of cancellation by the campsite, except in cases of force majeure, in which case all sums paid will be reimbursed, with the exception of the booking fee. Under no circumstances may this cancellation give rise to the payment of damages.

**Unused benefits :**

In the absence of a written message from you indicating a change in your arrival date for the pitch or accommodation, it will be available for sale again from 12 noon on the day following the date stated on the contract. You will consequently lose the benefit of your reservation, without any refund.

**Interruption of stay:** any stay that is interrupted or shortened (late arrival, early departure) due to your fault will not give rise to **any reimbursement** (see general terms and conditions of holiday cancellation insurance, if taken out).

**Arrivals:**

- Pitches: from 2.00 pm
- Rental: from 4.00 pm

Reception is open Sunday to Friday from 10.30am to 1pm and from 2pm to 7pm, and on Saturday from 2pm to 7.30pm.

**Departures:**

- Pitches: until 11h noon
- Rental: no later than 10.00 a.m.

**ACCESS TO THE CAMPSITE :**

Access is via an automatic gate. For the sake of peace and quiet, traffic is allowed on the campsite between 10.30pm and 8am. There must be complete silence at night. During the day, it is also requested to make as little noise as possible for the serenity, rest and respect of all customers.

**DEPOSIT - LUXURY LOCATION :**

You will be asked to pay a deposit of €40 for cleaning the private sanitary facilities when you hand over the keys. For this season, following COVID-19, this deposit will not be returned on your departure. A check will be made a few hours later, so please return the property in a "ready to rent" condition. The cleaning deposit will be retained if the sanitary facilities are not returned in a perfectly clean condition on the day of departure. Once this has been checked, the deposit will be returned within 8 days.

**DEPOSIT - MOBILE HOME RENTAL :**

You will be asked to pay two deposits (400 for mobile homes or chalets and €100 for cleaning) when you hand over the keys. For this season, in accordance with COVID-19, the deposit will not be returned on your departure. A check will be carried out a few hours later, and an inventory and cleaning assistance sheet will have been given to you on your arrival, to enable you to return the property to its "ready-to-rent" condition. The **100€ cleaning** deposit will be retained if the accommodation is not returned in a perfectly clean condition on the day of departure. Once this has been checked, the deposit will be returned within 8 days. In the event of breakage, damage or deterioration, a corresponding sum will be retained, and you will be notified by email or post. This deposit does not

constitute a limit of liability. The duly signed form must be returned to us within 12 hours. **Any complaints made after this time will not be taken into account.**

### **Swimming pool :**

The swimming pool is free and reserved for campsite guests only. **BATHING SHORTS (WITH POCKETS) ARE FORBIDDEN.** Bathing trunks or boxer shorts (without pockets) are compulsory. Jumping, diving, ballooning and buoyancy are not permitted. The pool has a "ZEN" atmosphere and the management reserves the right to exclude anyone who does not comply with the instructions on the signs around and at the entrance to the pool. All minors under the age of 12 must be supervised and accompanied by an adult. Parents are responsible for this. The pool is not supervised. Visitors are not permitted access to the pool.

### **Games :**

Children are under the responsibility and supervision of their parents throughout the campsite.

### **Visitors :**

To ensure the peace and safety of campers and residents, **visitors are only permitted from 10.30 am.** They must **leave the campsite by 8pm at the latest.** Each visitor is an additional person and must **pay for entry to the campsite** (or to the receiving camper). Visitors are authorised only with the agreement of the management, their visit and identity must be notified during reception opening hours, and their vehicle must be parked outside the campsite. They are under the responsibility of the campers receiving them. **Visitors are not permitted access to the swimming pool.** The campsite reserves the right to expel any person who does not comply with the campsite rules or who causes a nuisance to other customers, without refund or reduction.

### **Electrical terminals :**

**Recharging of hybrid and electric cars is not permitted on the campsite, as the campsite's** electrical power does not allow it. Several charging points are available near the campsite on the way to the centre of SAINT-JEANNET.

### **Campsite liability :**

The customer expressly acknowledges that the campsite cannot be held responsible for the communication by its partners or by any third party of false information mentioned in their brochure or website, and in particular the presentation photos, descriptions, activities, leisure activities and services. All photos and text used in the brochure or on the websites are non-contractual. They are for information purposes only. Certain activities and facilities indicated in the descriptions in the brochure may be cancelled, particularly for climatic reasons or in the event of force majeure, as defined by the French courts.

### **Important note:**

Our prices are subject to change according to economic and commercial conditions. Only the rental contract confirming the booking is binding.

### **Claims :**

Complaints : For any dispute or dissatisfaction with the campsite's commercial services before, during or after their stay, Customers are invited to put their suggestions and/or complaints in writing: either on dated paper, signed and handed in at the campsite reception, in the box located outside reception or by post; or by email. This letter will be sent to the campsite's Quality Department. In order to be processed efficiently, the document must include the customer's name, address and contact details, as well as the dates of the stay and any details enabling the context to be correctly identified.

In accordance with the law, Camping LES CENT CHENES has signed an agreement with the following approved centre: CM2C - Centre de Médiation à la Consommation de Conciliateur de justice - 14, rue St Jean - 75017 Paris. Web : [www.cm2m.net](http://www.cm2m.net)

For online bookings only, see also the official European website:

[ec.europa.eu/consumers/odr](http://ec.europa.eu/consumers/odr)

Jurisdiction: As a last resort, these general terms and conditions are subject to French law and the Commercial Court of GRASSE (France) has sole jurisdiction. Only the French versions of our conditions and contracts represent the value of our commitments.

Any ambiguities in the translation of foreign versions are not intentional.

**Information technology and civil liberties :**

The information you provide when making your request will not be passed on to any third party. This information will be treated as confidential by the campsite. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and object to any personal data concerning you. To do so, simply send a request by post to the campsite, giving your full name and address.

**Insurance :**

Customers must check with their insurance company that they have a holiday extension as part of their home insurance policy and its terms and conditions of cover. If this is not the case, the tenant must insure against the risks inherent in his occupation. These include accident, theft, loss, fire, bad weather, natural disasters and damage to personal belongings (suitcases, objects, furniture, valuables, vehicles, bicycles, etc.). They must also take out insurance to cover any damage they or those accompanying them may cause to the rented accommodation or the campsite. Customers must provide proof of their insurance cover on first request. The customer accepts the site as is (trees, plantations, vegetation, etc.). In the event of a dispute or disagreement, the GRASSE Commercial Court shall have sole jurisdiction.

**No right of withdrawal :**

In accordance with article L.121-28 of the French Consumer Code, LES CENT CHENES informs its customers 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 cooling-off period.

- I have taken note of the cancellation insurance and would like to take it out
- I declare that I have read the general conditions and the campsite rates and that I am in full agreement with them.

Done at:..... On: ...../...../.....

Signature