

Camping Le Viaduc***

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SALES TERMS AND CONDITIONS

Article 1 - Sales Terms and Conditions

The present sales terms and conditions rule all the stays sold on the website <https://www.camping-viaduc-ardeche.com>. They are included in the contract binding the establishment and the customers. The client agrees to acknowledge these terms and conditions prior to any booking request for a stay concerning himself and any other person enjoying the stay. According to the law in force, the present terms and conditions are available for the client for information only and prior to any contract for holiday purchase. The terms and conditions are available on written request to the establishment office.

Article 2 - Booking conditions

2.1 Reservations

Reservations are accepted only using the booking form returned by letter, e-mail or through our website, upon availability and after agreement of the campsite. Upon receipt of your reservation form and deposit, the campsite will send you a booking confirmation. Camping pitches / rented accommodations booking requests are nominative and non transferable. The reception will issue you a pitch / accommodation nr. trying to take into account your wishes and requirements, without however guaranteeing. Unregistered people will not be allowed in the campsite. Minors must always be accompanied by their parents or legal guardians. The number of people occupying a holiday rental or a pitch may not exceed the maximum capacity allowed (6 persons for a pitch).

The 14-day right of withdrawal does not apply to the Outdoor Hospitality sector.

2.2 Price and payment

A 30% deposit must be paid when booking. The balance is due 30 days before arrival without stimulus and is not returnable. For last minute stays, the full amount will be requested upon booking. The tourist tax will be payable on arrival : 0.45 € / adult / night.

Without payment of the balance within the specified time, we reserve the right to cancel your booking and the deposit previously paid will be kept by the campsite. On site, we accept bank cards and cash.

We do not charge a booking fee when booking, but a € 10 booking fee will be charged in the event of modification or cancellation of the stay.

2.3 Changing your booking request

No discount will be granted for late arrivals and/or early departures. Should you have any delay on the day of arrival and don't warn the establishment, the accommodation will be available 12 hours after the arrival date mentioned on the lease. After this time limit and without written message, the booking will be cancelled and the deposit will remain acquired for the establishment.

2.4 Cancellation

The campsite Le Viaduc offers you optional **Cancellation and Interruption insurance** in your rental contract. Our partner Gritchen Affinity undertakes to reimburse all or part of the stay to our holidaymakers. In the event of cancellation, notify the campsite of your cancellation upon the occurrence of an event preventing your departure, then online on the site www.campez-couvert.com/declarer-un-sinistre or by email sinistres@campez-couvert.com. If the loss is provided for in the general conditions (available on the website www.campez-couvert.com), notify the insurer within 48 hours and provide all the necessary information and supporting documents. Reasons for cancellation supported by the insurer :

- Medical reasons : serious illness (including Covid-19) or accident, death, complications due to pregnancy, contraindication following vaccination
- Personal reasons : summons with a view to adopting a child, a catch-up examination or an organ transplant, separation
- Serious damage to your vehicle within 48 hours before departure

- Professional reasons : removal or modification of the dates of paid leave, redundancy or contractual termination, professional transfer, obtaining a job, etc.
- Serious damage to professional or private premises (fire, explosion, water damage, theft, natural disasters), theft of identity cards, driver's licenses or passports, visa denial.
- **New : Covid-19 disease, contact case confirmed by medical advice or absence of vaccination**, if the country of destination did not impose a vaccine at the time of subscription.

If you have not taken out cancellation insurance, the full deposit will be retained by the campsite in the event of cancellation less than 30 days before your stay. Exceptions :

Cancellation in the event of a pandemic :

- Cancellation in the event of government measures will result in the issuance of a credit note valid 6 months.
- If cancellation insurance is taken out, insurance indemnities will be deducted from the credit note.

The legal dispositions related to withdrawals on on-line sales do not apply to tourist services (article L.121-20-4 from the French Consumer Code). For any on-line booking, customers will have no right of withdrawal.

Article 3 - During your stay

3.1 Arrivals and departures

For rented accommodations and camping pitches, arrivals from 3.00 p.m. and departures before 11.00 a.m (12.00 am for the pitches). Free day of arrival. Guest is to provide a power adapter European plug for the camping pitches. The campsite can provide a fridge, with extra charges : € 5.00 a day, subject to availability.

In the accommodations, all beds are equipped with undersheets, duvets, blankets and pillows. Please provide your own bed linen. Possibility to rent cotton bed linen : €8 for a single bed and €12 for a double bed.

Any delay for giving back the key and leaving the pitch after 11.00 a.m. will be invoiced one extra night. Should your stay be extended, you must warn the establishment at least 24 hours before the departure date set previously.

3.2 Guarantee

A € 150 damage deposit will be required on your arrival and before taking possession of the accommodation. It will be given back on your departure during the reception opening hours and after the check-out. Thank you for posting any observed anomaly, at the earliest upon arrival. The accommodation must be cleaned by guest care. Any damage or failure to respect the internal rules (incivility, disturbance of the peace at night) will be invoiced and added to the price of the stay as well as the € 30 cleaning fees if the accommodation is not left in the best possible state of cleanliness (€ 60 for the accommodations with bathroom). If you cannot attend the check-out, your damage deposit will be cancelled afterwards. The deposit does not constitute a limit of liability.

3.3 Animals

Declared pets are welcome in the campsite or inside the accommodations, except in the accommodations with bathroom. One cat or one dog per accommodation or pitch, kept on a leash at all times, with extra charges : €3 a day. No exotic pet, no dog cat. 1 and 2. Pets are allowed on the beach but they will not harm the peace and the safety of residents. Pets are not to be left alone on a pitch or in an accommodation. The owner respects the basic rules of hygiene and the integrity of the facilities. Hygienic bags will be at disposal at the reception.

3.4 Wifi / Internet

The accommodations have no wifi access. Wifi is accessible in the restaurant and on the terraces of the campsite (free).

3.5 Traffic, noise and nuisances

To enter and stay in the camping, guest will need permission of the reception / staff. The payment of the visitor fee gives access to the campsite, its facilities, the beach and the river, until 8.00 p.m.

Traffic : speed limit 10 km/h. The car must be parked on the pitch/parcel, even if the neighbouring pitch is free. Driving is forbidden between 11.00 p.m and 7.00 a.m. We require peace and tranquillity during the night. Each tenant is responsible for disturbances and nuisances caused by those visiting / staying with him. When a resident causes troubles (day or night) to other

residents, or to the integrity of the facilities, the stay can be brought to an immediate end without compensation and without prejudice to claims for camping and third parties.

3.6 Photos and videos

Photos and videos taken by the camping staff during your stay can be used later (leaflets, publications, website...) without any compensation in return. Photos and videos cannot be used for other reasons. Should you disagree these conditions, please inform the camping by e-mail at your reservation. The camping declines any responsibility for the photos and videos of you and your relatives taken by holidaymakers and for personal use.

3.7 Policies and procedures

In accordance with the law in force, the client agrees to subscribe to the Policies and procedures, available at the reception desk, it will be given on request.

Article 4 - Liability / Responsibility

The establishment is not liable for any damages on the holidaymaker's equipment. Children must be under supervision of their parents at all times. The children's playground, the river and the beach are not supervised. The equipment and facilities of the campsite must be used in accordance with their ordinary destination. Any degradation of premises, loss or destruction of the elements, accommodation or common buildings, is the responsibility of its author. Tenant in title of a rental accommodation or pitch is personally liable for any damage, loss or degradation. Tenant in title will be held responsible also for people visiting and staying with him. Holidaymakers must have subscribed civil liability insurance for their equipment (FFCC, ANWB, ADAC, etc.).

The responsibility of the campsite, beyond its legal responsibility, is not engaged in the case of theft, loss, fire, damage or incident, of any nature whatsoever, during or following a stay, or in case of nuisances caused by natural phenomena (weather, insects, etc...).

Article 5 – Security

It is prohibited to use electric or charcoal barbecues and/or open fires (campfire) on the campsite (pitch, parcel, beach, etc...). Our gas plancha is at your disposal for barbecue purposes, with extra charges €10 a day. On your pitch / location, only gas barbecues are authorized. Law forbids fireworks.

Article 6 – Consumer mediator

The camper can have free recourse to a consumer mediator: CM2C.NET (contract being signed) <https://www.cm2c.net>.

Article 7 - GDPR

The customer has a right of access, rectification, deletion, to data concerning him. The data is kept for 5 years after the end of the contractual relationship, 10 years for accounting purposes.

Article 8 – BLOCTEL

The consumer is informed of his right to register on the list of opposition to cold calling (Bloctel).

Article 9 - Applicable Law

These general conditions are subject to French law and all disputes concerning their application falls under the jurisdiction of the High Court or the Commercial Court of Aubenas (07).