

GENERAL TERMS AND CONDITIONS OF SALE

These Terms and Conditions of Business set out the rights and obligations of the parties to rental agreements for touring pitches and/or rental accommodation at our campsite. By booking a pitch and/or rental accommodation at our campsite you are acknowledging that you have read and agreed to these Terms and Conditions of Business.

HOW TO BOOK :

The reservation becomes effective solely with the agreement of the campsite, upon receipt of the deposit and either upon receipt of the booking contract duly completed and signed or upon your agreeing to the general conditions of sale when booking online.

Once we have received the contract, deposit and booking fees, we will send you a booking confirmation according to availability.

This amount will be deducted of your invoice.

The booking is made on a strictly personal basis and shall not be transferred to a third party. Minors must be accompanied by their parents or legal guardians. Accommodation and pitch may be modified in accordance with management requirements.

PAYMENT TERMS :

For a pitch 20% of deposit + booking fees of 15,50€. The balance must be paid on the day of arrival before entry to the campsite.

Passing trade : Customers renting a touring pitch without booking will be required to pay for at least the first night of their stay on arrival.

You will also be asked to inform reception of how long you wish to stay. You will then be required to pay the balance of the cost of your stay during reception opening times no later than the day before your departure. If you pay in advance but subsequently decide to leave before the end of the period for which you have paid no refund will be made.

For accommodation : 20% of deposit + booking fees of 15,50€. The balance must be paid not later than 30 days before the date of arrival, no further reminder will be sent. After this period all rentals which have not been paid will be considered cancelled and the deposit will be withheld by the campsite.

For booking of week-end, short stay or less than 30 days, the total amount must be paid at the time the booking is made.

We accept french holiday vouchers, cash, credit cards or international transfer. No cheques.

ARRIVAL & DEPARTURE :

For a pitch : occupation of campsite begins at 12pm and must be vacated **ABSOLUTLY before 12 noon**.

For a rental : rental occupation **begins at 4pm**, accommodation must be vacated **ABSOLUTLY before 10am** from Saturday to Saturday in High season. In low season, you can arrive every day.

CANCELLATION – MODIFICATION – EARLY DEPARTURE :

Any voluntary interrupted for any reason whatsoever or shortened stay (late arrival, early departure) from you, will not give rise to a refund or deduction. The dates shown on your reservation be invoiced. Any delayed departure (after 12 noon) will be invoiced for one extra night.

In case of late arrival of the client, the reservation will be maintained until the 12 noon of the following day. After this time, the booking will be cancelled and the pitch will be allocated to another client from 12 noon the next day. All the sums paid will be retained by the campsite.

Any cancellation must be notified to us by e-mail or registered letter with acknowledgement of receipt; it will take effect on the date of its first presentation by the postal services.

=> **In case of cancellation by the customer** : more than 30 days before the beginning of the stay, the amount paid can only be reimbursed (except booking fees) in case of hospitalisation or death of a close family member and under the presentation of a supporting statement.

Less than 30 days before the beginning of the stay, any amount already paid will not be refunded by the campsite and kept as compensation.

=> **In case of cancellation by Beau Rivage Campsite**: If we have to cancel, for reasons of incumbent or for the clients safety, a reservation that we have confirmed to you, we will inform you as soon as possible by e-mail. The client will obtain a refund of the sums paid (except booking fees of 15.50€). However, this cancellation will not give rise to the payment of damages.

If our cancellation is due to a case of force majeure or by way of derogation, if our cancellation is due to an administrative closure imposed in particular to combat the spread of Covid 19, the sums paid will be retained by us and will be the subject of a credit note to be used on a future stay at the campsite, which must be booked during the same season as the cancelled stay or during the following season.

Beau Rivage campsite offers you an optional Cancellation and Interruption Insurance in your rental contract. Our partner Gritchen Affinity undertakes to reimburse all or part of the stay only to those who have taken out the Campeze Couvert insurance. In case of cancellation, inform the campsite of your cancellation as soon as an event occurs that prevents your departure by mail or e-mail. If the loss is provided for in the general terms and conditions (available on the website www.campeze-couvert.com or from the campsite), notify the insurer within 48 hours and provide all the necessary information and supporting documents.

CAPACITY :

The maximum number of people authorised for a pitch is 6, this also applies to rental for security reasons. The maximum number for the Accommodation can not exceeded and the number includes children and babies. The campsite reserves the right to refuse access to families whose number exceeds the capacity of the accommodation rented.

ABSENCE OF RIGHT TO WITHDRAW :

In accordance with article L.121-19 of the French consumer code, the campsite Beau Rivage informs its customers that the sale of

accommodation services. Provided on a specific date or in line with a specific timeframe is not subject to provisions regarding the 14 days withdrawal period.

SECURITY DEPOSIT :

Upon your arrival, in exchange of your keys of your accommodation, a security deposit will be required **(by cash or bank card imprint) :** 300€ for a mobilhome, 200€ for a gîte without sanitaire, 20€ for a magnetic card of the entry barrier. The deposit will be returned after an inspection and inventory. Rentals should be left in excellence condition, clean and with a full inventory. Any breakages or damage will be invoiced and any cleaning fees if necessary will be deducted from your deposit. Inventory will be made between 8am and 10am.

ACCOMMODATION :

Accommodation includes all kitchen equipment . All beds must have sheets and these are not included. The client must check all the inventory upon arrival and report any anomaly to reception before the next morning. We also reserve the right to deduct the sum of EUR 50 by way of a cleaning charge if your accommodation has not been cleaned or not good Cleaned at the time of your departure.
It is strictly forbidden to smoke inside the rental.

PETS :

Pets are admitted on the pitches. They must be declared at the time of booking. The client is held responsible for the good behaviour of the animal, at all times for the security of other clients. They must wear leashes and their owners are responsible for picking up their poo. They must be microchipped and the book of vaccinations be up to date and presented on your arrival.
They are forbidden in sanitaires and pool. Pets are tolerated in accommodation (20kg maximum). Dogs which are listed in France's 1st and 2nd categories are prohibited.

VISITORS :

Any visitors must report to the reception and pay the rate displayed. The payment does not allow access to the swimming-pool which is strictly reserved for campsite residents.

TOURIST TAX & TAX :

The amount of tourist tax and additionnal tax is 0.65€ per person over the age of 18. It is not included in the prices et must be paid on your arrival. The amount may be modified without advance notice. The campsite reserves the right to change the rate should the TVA rate change.

HOUSE RULE :

The house rule is available on request. The customer agrees to abide by the rules of the campsite. He will agree with the various safety regulations and instructions displayed on the campsite.

He agrees to ensure that all people staying with him also abide the campsite rules failure may result in sanctions such as exclusion of from the campsite if necessary without allowance or compensation.

The children must be watched only by their parents who are exclusively responsible. In particular the use of games at their disposal.

As the barrier is open from 7.00 am to 10.30 pm, vehicles are not allowed to enter or leave the campsite from 10.30 pm to 7.00 am. Therefore, vehicles and mopeds are not allowed to enter or leave the campsite during this period. The playground must be left at 10pm, and the nocturnal calm must be respected.

SWIMMING-POOL : the rules are displayed at the entry of swimming-pool. For hygiene reasons, shower and bath of feet are compulsory.

The pool is strictly reserved for campsite residents.

Underwear, shorts, bermudas are strictly forbidden. Swimming trunks are obligatory.

RIVER : the access at the river is free for residents but **BATHING IS UNSUPERVISED.**

Only gas barbecues are allowed on the campsite. Electric barbecues are prohibited. Open fires and charcoal barbecues are prohibited by prefectural decree.

IMAGE RIGHT :

During your stay at the campsite, you may be photographed or filmed for our advertising brochures or for our Facebook publications. However, you can object to this by informing reception in writing on arrival. Supports are provided free for all countries.

PERSONAL DATA :

The data collected on the site is exclusively intended for Camping Beau Rivage. They are not intended to be sold or transferred to third parties. Their purpose is to identify the customer, to record his request in order to be able to make a commercial follow-up.

Beau Rivage Campsite undertakes to respect the confidentiality of personal data that may be communicated by the user on the website <https://www.camping-beau-rivage.fr> and to treat them in compliance with Regulation EU2016/679 of the European Parliament and Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data.

RESPONSIBILITY :

Beau Rivage campsite disclaims any responsibility in case of theft, loss or damage, bad weather, natural nuisance, closure or putting out of service of technical equipment of campsite. The customer undertakes to insure the protection of his rental and camping pitch throughout his stay on the campsite.

The deposit does not constitute a limitation of liability. All complaints may be sent to the Manager of the campsite Beau Rivage by post or email.

In the event of a dispute and after referring « customer service », the customer of campsite may refer to the mediation center within maximal 1 year from the Date of the written complaint. Please make your submission by post or online to :

CM2C – 14 rue St Jean 75017 PARIS – Tél : 06.09.2048.86 – www.cm2c.net