

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 Beau Rivage 30500 St Ambroix. By booking a camping 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 TERM :

For a pitch : 30% of deposit + booking fees of 18€. 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 a rental : 20% of deposit + booking fees of 18€. 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 weekend, 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 before 12 noon. For any departure after 10 am, the day started will be due. Do not change your pitch without the agreement of the reception.

For a rental : rental occupation begins at 3pm, accommodation must be vacated before 10am from Saturday to Saturday in High season.

For any departure after 10 am, the day started will be due. In low season, you can arrive every day.

CAPACITY :

The maximum number of people authorized for a pitch is 6, this also applies to rental for security reasons. The maximum number for the Accommodation cannot exceed 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.

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 hospitalization 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 must cancel, for reasons of incumbent or for the client 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 18€). 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. To be admissible, the cancellation guarantee must be notified at the same time as the reservation. This guarantee ceases to have effect the day before your arrival. Our partner Gritchen Affinity undertakes to reimburse all or part of the stay only to those who have taken out the Campez Couvert insurance (except booking fees). 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.campez-couvert.com or from the campsite), notify the insurer within 48 hours and provide all the necessary information and supporting documents.

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.

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 including electronic cigarettes.

PETS:

Pets are admitted on the pitches. They must be declared at the time of booking. The client is held responsible for the good behavior of the animal 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 sanitary and pool. Small 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 AND TAX :

The amount of tourist tax and additional 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 RULES :

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.

The barrier is open from 7am to 10pm. 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 **SWIMMING IS UNSUPERVISED.**

OPEN FIRE, BARBECUES (wood, charcoal) and electric barbecues ARE PROHIBITED. Only gas barbecues are allowed on the campsite.

IMAGES RIGHTS :

During your stay at the campsite, you are likely to be taken on pictures or filmed for the design and implementation of our advertising brochures and website, unless you report in writing to the reception at your arrival, your opposition to this practice. 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 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 regarding 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 :

Médicys 73 boulevard de Clichy 75009 PARIS – Tél : 01.49.7015.93 – email : contact@medicys.fr – website : www.medicys.fr