

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 www.camping-beau-rivage.fr

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 20€ for a classic reservation, and €30/stay for a reservation with creation of an assisted file. 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 20€ for a classic reservation, and €30/stay for a reservation with creation of an assisted file. The balance of the stay can be spread in installments and 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 ANCV holiday vouchers, cash, bank cards or international transfer. No checks.

ARRIVAL & DEPARTURE :

For a pitch : occupation of campsite begins at **12pm** and must be vacated **before 12 noon** to facilitate the arrival of the new camper. For any departure after 12 pm, the day started will be due. Do not change your pitch without the agreement of the reception. The guest is responsible of his pitch cleaning and must leave it clean upon departure.

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. On your departure, we do not carry out an inventory, the mobile home will be checked by our housekeepers at the time of cleaning. The accommodation must be left clean. If this is not the case, a cleaning charge of €50 will be deducted from your deposit. If we find any material damage, we will deduct the amount relating to this damage.

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 :

For greater serenity, it is possible to take out cancellation and interruption insurance, at the time of booking for 4% of the price of the stay. Our partner Gritchen Affinity will be refunded (excluding booking fees and insurance costs) all or part of the stay only to customers that have purchased Campez Couvert insurance. (General conditions available on website www.campez-couvert.com)

In case of cancellation, please notify the campsite as soon as possible by letter or email and notify the insurer within 48 hours and provide all the necessary information and supporting documents.

Any voluntary interruption for any reason whatsoever or shortened stay (late arrival, early departure) from you will not give rise to a refund or deduction by way of compensation.

The dates shown on your reservation be invoiced even if your stay is cancelled or shortened. 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 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 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 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 20€). 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.

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 requested by pre-authorization in the form of a bank card imprint (Visa or Mastercard) or Cash : €300 for a mobilhome, €200 for a gîte without sanitaire. It guarantees breakage, damage or breach. It will be canceled within 10 days of departure, after exit inventory, less any damage noted. This deposit also serves as a cleaning deposit and does not constitute a guaranteed limit. Damages greater than the amount paid will be the responsibility of the customer.

For a camping pitch, a deposit of €20 for a magnetic card of the entry barrier will be requested or more if you booked material (fridge, table etc. ...)

ACCOMMODATION :

Accommodation includes all kitchen equipment **except sheets, bathroom linen and cleaning products**. For hygienic bedding, sheets are compulsory. **Duvets are not provided when pets are staying in the allocated accommodation**. Reservations with pets (1 per accommodation, max. 10kg) are subject to a compulsory cleaning charge. The client must check all the inventory upon arrival and report any anomaly to reception before the next morning.

The rental must be returned to us in perfect clean condition. Maintenance equipment is included in your rental, cleaning products are not. If the cleanliness of the rental is not satisfactory, the amount of the cleaning fee (€50) will be retained. If the condition of the rental is deemed inadmissible, this package may be increased. The "end of stay cleaning" option subscribed and paid when booking or at the latest 72 hours before your departure, does not include cleaning of the dishes, to empty the trash cans and fridge and clear the terrace of all objects. The rental must be returned in respectable condition, otherwise a deduction from the deposit will be made.

PETS:

Pets are admitted on the pitches and in certain accommodations (only 1 and max 10kg for accommodations with compulsory cleaning fees) on condition that they must be declared at the time of booking and not disturbing the peace of other residents. 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 to be up to date and presented on your arrival. **They are not allowed in sanitary and pool.** Small pets are tolerated in certain accommodation (only 1 and 10kg maximum). Dogs which are listed in France's 1st and 2nd categories are prohibited.

VISITORS :

Any person outside the campsite is considered a visitor and under the responsibility of its host. Each visitor must be notified and authorized by reception to enter the campsite. Any visitors must pay the rate displayed. For insurance reasons, the visitor package does not give access to the pool that is strictly reserved for campsite residents. Visitors' vehicles must be parked in the outdoor parking lot of the campsite.

BATHING :

Swimming pool: The swimming pool is reserved for campers. All minors must be accompanied by an adult to enter. For reasons of safety and hygiene, drinking, eating, and smoking are prohibited. Access is only possible in a swimming costume. Shorts, pants or any other garment covering the body and large buoys are not permitted. Anyone who cannot swim must be equipped with a flotation device (armbands, life jacket) not supplied by the campsite. Babies must wear swim diapers to enter the pool. Anyone who does not comply with the rules posted at the entrance will be denied access or expelled for the remainder of their stay.

River: Access to the river is free for campers, but swimming is NOT SUPERVISED. This is a natural site protected under NATURA 2000, so please respect it.

PLAYGROUND:

The campsite's playgrounds are accessible during the day and until 10.30 p.m to respect the calm of the night. They are not supervised, and animals are not allowed. Minors are, as for the rest of the campsite, the full responsibility of their parents. The management declines all responsibility in the event of an accident.

USE OF TOBACCO :

The use of tobacco is authorized in open places, except for pool area. Out of respect for the environment and the high risk of fire, please do not throw your cigarette butts into campsite.

The rentals are non-smoking. The use of electronic cigarettes is also prohibited in rentals and swimming-pool. In the event of non-compliance with this rule and if your rental smells of tobacco after your departure, a deodorization package will be withheld from your deposit.

TOURIST TAX AND TAX :

The amount of tourist tax and additional tax is 0.65€ per person over the age of 18 and per night.

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 barrier is open from 7am to 10.30 pm. Vehicles are not allowed to enter or leave the campsite between 10.30pm and 7am. Vehicles and mopeds are therefore strictly prohibited from entering or leaving the campsite during this period.

Only gas barbecues and planchas are permitted on the campsite.

OPEN FIRE, BARBECUES (wood, charcoal) ARE STRICKLY PROHIBITED due to the high risk of fire.

Electric barbecue or electric planchas prohibited due their power.

For electric car owners, it is strictly forbidden to recharge in your rental accommodation, on your campsite, in the sanitary blocks or any other installation not provided for this purpose.

For your safety, the campsite is placed under video surveillance.

Parking of vehicles, trailers, and other rolling objects is prohibited on driveways and access roads. It must be carried out on the rented plot and not on neighboring plots even if they are not rented.

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, our website or Facebook posts. 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