



LES CRUSES
CAMPING ***

TERMS OF SALES

In order to be eligible to use the services provided by Camping Les Cruses*** and that your holidays are carried out in good conditions we ask you to take note of the general conditions of sale. These conditions govern the sale of holidays and take effect from the moment your booking is placed. By booking a holiday, you agree to fully comply with our general conditions as well as the rules of the campsite available

The fact of booking a stay implies complete adherence to our general terms and conditions as well as to the house rules.

1 -Booking conditions

- The campsite offers family-oriented holidays, in the traditional sense, the accommodations are specially designed for this purpose.
- The campsite reserves the right to refuse any reservation that would be contrary to this principle, or that would seek to divert it.
- The campsite is free to accept or refuse any reservation request, depending on availability or any other legitimate reason. The reservation becomes effective solely with the agreement of the Camping Les Cruses***, 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.
- The booking of a camping pitch or rental is strictly personal. Under no circumstances may you sublet or assign your booking without the prior consent of the campsite.
- The contractor must be present for the duration of the stay.
- All contractors must be at least 18 years of age. Minors must be accompanied by their parents or legal guardians.
- On the whole campsite, children are under the responsibility and supervision of their parents or legal guardians. Minors must be accompanied by their parents or legal guardians.

Camping pitches

- The “COMFORT” pitch includes the location for 2 people the vehicle, access to sanitary, a caravan a tent or camper and electricity.
- The “GREAT COMFORT” pitch includes the COMFORT pitch + water and evacuation. The capacity is 6 people. The campsite reserves the right to refuse access to incoming holidaymakers with a number of people exceeding the indicated capacity, it being specified that a child counts for one person. It is imperative to communicate to us at the reservation the detail of all the equipment to be installed during the stay

Rental

- The campsite offers a wide choice of rental range from 2 to 6 people. The first number corresponds to the capacity recommended by the campsite and the second to the maximum capacity. The campsite will be obliged to refuse access to the campsite to incoming holidaymakers with a number of people exceeding the maximum capacity indicated. Failure to comply with this rule will automatically result in additional billing by the campsite. No installation (tent), vehicle or additional person is accepted on the location of rentals without agreement of the campsite.
- Booking fees : Free for stays in April, May, June and September, October and € 16,50 for stays July-August.

2-Prices and Tourist tax

- Prices shown are effective for the 2023 season. They are quoted in euros, including VAT.
- The tourist tax varies according to the local council and from year to year. For the 2023 season it is 61-euro cents for stays and 90 cents for gîtes per adult per day

3-Conditions of payment.

- For bookings made more than 30 days before the start of the holiday, the deposit of 30% of the total price of the facilities booked to which are added the booking fees must be paid to the Campsite at the time of booking. The balance must be paid to the campsite no later than 30 days before the start of a holiday. The deposit, deductible from the amount of the stay, and non-deductible booking fees.
- A deposit of 100€ will be required for pitch reservations.
- The payment of the deposit can be made by means of : CB, bank check (except euro-cheque EC), postal order, Vacation vouchers or bank transfer to LCL Aubenas **Camping Les Cruses Account N° FR84 3000 2042 5400 0007 1280 H92 Code B.I.C CRLYFRPP**
- For bookings made less than 30 days before the holiday start date, payment must be made in full at the time of booking with the campsite.
- We remind you that you have 8 days to send us your deposit, after this period cancellation will be systematic
- The balance of the stay will be payable 30 days before arrival. After this time, the cancellation will be systematic and the 30% of the amount of the stay, paid as a deposit, as well as the costs will be definitively acquired

4- Method of payment

- More than 30 days before arrival, campers and renters will be able to use the following payment methods: credit card (Visa & Mastercard, bank transfer. For payment by bank transfer, please contact the campsite.
- Less than 30 days before arrival, the entire stay must be paid before arrival. Campers and renters can use the following payment methods: credit card (Visa & Mastercard), holiday vouchers, bank transfer

5-Modification & cancellation

- Any changes to the contract must be reported on arrival. Only persons whose name and age appear on the contract will be accepted. In case of misrepresentation by the lessee, the present contract will be terminated automatically and the sums paid will remain the property of the lessor.
- Any modification must give rise to a written confirmation from the client and remains subject to availability and acceptance by the campsite. Customers may request for stays to be altered in the same campsite (dates and/or types of accommodation) by writing to the campsite (by post or email) subject to availability and options. Postponements until the following season are not permitted. If no alterations are made, customers

must spend their holidays as they were agreed when initially booked, or cancel them in line with the conditions pertaining to the cancellation insurance.

- Requests to extend the duration of stays will be dealt with subject to availability and in line with applicable prices.
- Requests to reduce the duration of stays are deemed to be partial cancellations and will be subject to the terms and conditions which apply to cancellation and termination of stays.
- You must notify us of any delay in your arrival to keep your rental.

The manager reserves the possibility of having the rental provided if there were no news 48 hours after the date of arrival.

- Cancellation insurance: the campsite offers you to subscribe to a cancellation insurance (3% of the amount of the stay).
- Cancellation insurance is strongly recommended, the subscription to the cancellation insurance is obligatorily carried out and paid for the reservation or at the latest within 48 hours.
- Any stay that is interrupted or cut short (late arrival, early departure) by you shall not give rise to any reimbursement. When the stay is started, there is no longer a refund due to early departure, whatever the reason.
- The full balance is payable 30 days before your arrival. In the absence of payment of this balance within the above deadlines, the rental can be considered canceled and all sums paid will remain acquired.

In case of cancellation

- If you cancel your booking without taking out the cancellation insurance, the total amount paid will be retained and no refunds paid. If you have taken out cancellation insurance, amounts paid are covered by the insurance under the terms & conditions of cancellation.
- Confirmation of the cancellation request by registered mail or by e-mail.
- In case of withdrawal 30 days before the arrival date, the deposit will be kept ; after this period, all of the sums paid remain acquired. In all cases, management fees will remain. When the stay is paid in full, there is no refund possible.

Absence of retraction

- In accordance with Article L 221-28 of the Consumer Code, the campsite informs its customers that the sale of accommodation services provided on a specific date or during a specific period is not subject to the provisions relating to the 14-day withdrawal period.

6-Stay

- The camping pitch is available from 2 p.m.
- The rental is at your disposal from 3.30 p.m.

Deposit

- Camping pitches : No deposit
- Rental : A deposit of 300€ for the rental and one of 65€ for the cleaning is required on arrival by bank imprint, cheque or cash. It will be canceled within 7 days after verification of the rental, less the deductions and / or missing. Deposits will be withheld if the mobile home and its accessories are not left as clean as you found them on arrival.

Liability

• The campsite is not liable in the event of: theft, loss or damage of any kind during or following the stay / breakdown or disablement of the technical equipment. It is the camper's responsibility to take out insurance: the camper is responsible for the surveillance of his/her personal belongings (bicycles, etc.). The campsite declines all responsibility in the event of any incident falling under the camper's civil liability.

Rules of procedure

• All guests must comply with the provisions of the house rules. Each tenant is responsible for any disturbance or nuisance caused by persons staying with or visiting him/her.

Visitors

• After having been authorized by the manager or his representative and having paid the current rate, visitors will be allowed on the campsite. Visitors' cars are forbidden on the campsite.

7-Right to the image

• You authorize the campsite to use the photos and videos of you and all the participants of this stay, which could be taken during the latter for the advertising needs of the campsite (brochure, website, insert) and this without limitation of duration.

• If not, please fill in the box below :

I, the undersigned.....do not allow camping, to reproduce, publish , edit or represent my image and that of all participants in this contract, for these advertising needs, on any media whatsoever (paper, internet, audio)

8- Data protection

• We do not pass on any information to third parties. In accordance with article L 223.2 of the French Consumer Code, you have the right to register on the list of opposition to telephone solicitation (Bloctel). In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose any personal data concerning you.

9-Mediation of consumer disputes

In accordance with the provisions of the Consumer Code concerning «process of mediation of consumer disputes», the customer has the right to make free use of the mediation service proposed by the campsite. The mediator «law of consumption» thus proposed is MEDICYS. This device can be contacted by:

- ✓ Electronically <https://cm2c.net/>
- ✓ Postal : CM2C 14 Rue Saint Jean 75017 Paris

The Eloise and Xavier management