

# GENERAL CONDITIONS of CAMPING LE VERGER DE JASTRES

## 1-RESERVATION:

Reservations are made with the reservation form either online or on paper, after agreement from the Campsite and within the limits of availability.

Upon receipt of your reservation and your deposit, you will receive, depending on the places available, a reservation confirmation. All rentals are personal and cannot be transferred or rented under any circumstances. Minors must be accompanied by their parents or adults (a certificate of parental consent will be requested).

The number of people occupying a rental cannot exceed the maximum authorized capacity.

## 2-TERMS OF PAYMENT:

1 - Camping pitch, deposit of 30% of the total stay, to be paid when booking.

2 - Rental accommodation and private sanitary facilities, deposit of 30% of the entire stay, to be paid when booking. The balance is to be paid one month before arrival. When making a reservation, less than 30 days before the start of the stay, full payment.

## 3-CHANGES AND CANCELLATIONS:

Arrivals are from 3 p.m. to 7 p.m., a late arrival package of 30 € between 7 p.m. and 9 p.m. and 50 € between 9 p.m. and 10.30 p.m. will be applied. No arrivals will be made after 10:30 p.m. DELAYED ARRIVAL - EARLY DEPARTURE: In the event of late arrival or early departure in relation to the dates mentioned on your reservation, no refund will be made. In the case of renting a site, you must notify us of your delayed arrival IN WRITING or the same day by telephone. If no information reaches us on this subject, the location will then be assigned to another client, the next day at 2:00 p.m.

## 4-CANCELLATIONS:

1 - Due to Camping Le Verger de Jastres: In the event of cancellation of a stay for reasons within our control, with the exception of cases of force majeure leading us to cancel for reasons of safety of holidaymakers, the customer will obtain reimbursement of all monies paid.

2 - Due to the customer: you have the option of taking out CANCELLATION INSURANCE or INTERRUPTION OF STAY. If no insurance is taken out, no reimbursement will be made by the campsite.

## 5-CANCELLATION IN CASE OF PANDEMIC

5.1 In the event of total or partial closure of the establishment during the dates of the reserved stay (which is assimilated to a measure of total or partial prohibition of reception of the public, insofar as the Customer is directly concerned by the application of this measure) decided by the public authorities, and which is not attributable to the Service Provider, the sums paid in advance by the Customer for the reservation of the stay will be reimbursed within 6 months. The Service Provider cannot, however, be held to additional compensation beyond this reimbursement of the sums already paid for the reservation of the stay. Any processing and management fees as provided for in the general conditions will remain with the Service Provider. In all cases, the Customer must imperatively justify the event making him eligible for this right to cancellation.

5.2. By way of derogation from the provisions of article 5. CANCELLATION, any cancellation of the stay duly justified by the fact that the Customer would be affected by COVID 19 (infection) or another infection considered as falling within a pandemic, or would be identified as a contact case, and that this situation would call into question his participation in the stay on the scheduled dates will be without severance pay. Covid extension cancellation insurance can be taken out for this type of cancellation.

5.3 By way of derogation from the provisions of article 5 CANCELLATION, in the event that the Customer is forced to cancel the entire stay due to government measures that do not allow participants to travel (general or local confinement, travel ban, closure of borders), even though the campsite is able to perform its obligation and to welcome Customers, the Service Provider - will issue a credit note corresponding to the sums paid by the Customer, after deduction of the processing and management costs (article 3) which will remain acquired by the Service Provider. This non-refundable and non-transferable credit will be valid for 18 months.

- In the event of subscription, by the Customer, of specific insurance covering the risks listed in article 6.4.2 or in article 6.4.3, the insurance indemnities received by the Customer will be deducted from the amount of the credit note referred to in Articles 6.4.2 or 6.4.3.

## 6- DAMAGES:

The equipment and facilities of the campsite must be used in accordance with their ordinary destination. Any degradation of the premises, loss or destruction of the movable elements which furnish the accommodation or the common access buildings automatically engages the responsibility of its author. The client tenant in title of a rental accommodation or a pitch is personally responsible for all damage, loss or damage, both to the accommodation and to all the campsite facilities, committed by the people who stay with him. or who visit him. He must be insured for Civil Liability.

7-INVENTORY: on your arrival, you will check the contents of the rental and sign the check sheet. Without comment before the end of your day of arrival and within office hours, the inventory will be considered ACCURATE.

8-RENTAL DEPOSIT and PRIVATE SANITARY: a deposit of 400 Euros, and one of 90€ by check deposited by the tenant on arrival and before taking possession of the accommodation. These deposits will be returned after the departure inventory. Any breakage or damage will be invoiced according to our tariff. The rental will be cleaned by you.

## 9-PET:

Your animal (except 1st and 2nd category dogs) is allowed on the site and in the rentals, provided it has been declared when booking, does not harm the tranquility and safety of the residents, respects the elementary rules of hygiene and the integrity of the installations. He must be kept on a leash and his up-to-date vaccination record must be presented. Pets are prohibited in sanitary facilities and swimming pool.

## 10-INTERNAL RULES TROUBLE AND NUISANCES:

The opening of the barrier is managed by Digicode.

The payment of visiting rights to be paid on the visitor's arrival (visitor rate: 2.00 or 3.00 Euros per person and per day) does not give access to the swimming pool which is strictly reserved for residents. camping. Nocturnal calm: Residents of the campsite are required to comply with the internal regulations available from reception, in particular with regard to nocturnal calm. Disturbances and nuisances: Each tenant in title is responsible for the disturbances and nuisances caused by the people who stay with him. When a resident disturbs or causes nuisance to other residents or damages facilities, his stay may be terminated immediately and without compensation, without prejudice to any claims for compensation that the Campsite and third parties may assert against him.

## 11-LIABILITY:

The responsibility of the Campsite, beyond its legal responsibility, is not engaged in the event of:

- breakdown or decommissioning of technical equipment, breakdown or closure of campsite facilities. Occasional measures, taken by the management of the campsite, to limit access to certain facilities, including the swimming pool, required by compliance with safety standards or periodic maintenance work. The campsite expressly reserves the right to modify the design and construction of the campsite. In view of the configuration of the land and for safety, double axle caravans are not authorized. The deposit does not constitute a limit of liability, the tenant must be insured for civil liability. Any dispute over the interpretation or execution of this contract or its consequences will be brought before the Court.

## 12-MEDIATION OF CONSUMER DISPUTES:

In accordance with the provisions of the Consumer Code concerning "the consumer dispute mediation process", the customer has the right to use the mediation service offered by SAS JMBSM (Le Verger De Jastres campsite) free of charge. The proposed consumer law mediator is MEDICYS.

This mediation mechanism can be reached by:

- electronically: <https://sasmediationsolution-conso.fr/processus-mediation/saisir-le-mediateur>

- or by post: Mediation Solution 222, chemin de la bergerie 01800 SAINT JEAN DE NIOST

## REMINDER OF THE MAIN CLAUSES:

Visitors MUST report to reception upon arrival and pay the fee.

Traffic is prohibited from 11 p.m. to 7 a.m.

SWIMWEAR MANDATORY FOR ACCESS TO THE POOL (SWIMSHORTS PROHIBITED).

In rental and private sanitary facilities, the number of people cannot exceed the maximum authorized capacity.

A baby in his personal bed is considered a full person.

Do not arrive before 3 p.m. No night departure. Your stay will be settled and cashed one month before your arrival.