



GENERAL TERMS OF SALES LODGINGS AND CAMPING PLACES

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Camping Le Petit Liou
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1. CAMPING RULES

Every booking is specified with a name, you may not assign or sublet your accommodation or camping place. Your booking will only be valid with our agreement and after receiving your 30% deposit. The payment can be done by bank transfer.

1-1 Accommodations

The booking includes water, gas, electricity, the place and one car. It includes as well children's games, swimming pool, ping-pong, and activities for kids (some of its with a financial contribution), wifi- 30 mn per day at the reception.

When booking, you must make an advance payment corresponding to 30% of the total price for the stay booked and the balance of the stay must be paid 30 days before your arrival.

The camping reserves the right, in the event of non-compliance with the above-mentioned payment terms, to cancel the stay booked by the client and/or to suspend the performance of its obligations after a formal notice to comply remains ineffective.

No discount will be given in case of late arrival or early departure.

We require a deposit on your arrival date : 270€ for the respect of your accommodation including 50€ for the respect of cleanliness for accommodations without sanitary, 70€ for accommodation with 1 or 2 bedrooms and sanitariums, 80€ for accommodation with 3 bedrooms and sanitariums. You can pay this deposit with an imprint of credit card. It will be given back within 7 days depending on conditions of accommodation at the end of your stay. This deposit does not constitute a limit of liability.

An inventory is in each accommodation and in our camping guide online : You must check it and inform us of missing or broken objects within 48h after your arrival.

The cleaning must be done the morning of your departure : kitchen and sanitariums shall be clean, the floor washed, the refrigerator cleaned and defrosted, the litter bin emptied.

1-2 Camping places

The booking includes the place, one car, sanitariums access and also children's games, swimming pool, ping-pong, activities for kids (some of its with a financial contribution), wifi- 30 mn per day at the reception.

When booking, you must make an advance payment corresponding to 30% of the total price for the stay booked and the balance of the stay must be paid 30 days before your arrival.

The camping reserves the right, in the event of non-compliance with the above-mentioned payment terms, to cancel the stay booked by the client and/or to suspend the performance of its obligations after a formal notice to comply remains ineffective.

No discount will be given in case of late arrival or early departure.

The camping place must be clean at your departure.

2. PRICES

The prices indicated are subject to change. The campsite reserves the right to modify the prices at any time. Stays will be billed on the basis of the rates in effect on the booking's day, depending of availability. We recommend you to check the applicable rate by contacting the campsite directly.

Offers and promotions are non-retroactive and can't be combined with one another.

These prices do not include processing and management fees, which are invoiced separately, up to 9€ per stay.

The tourist tax (0,60€/night/adult) collected on behalf of the municipality is not included in the prices. Its amount is determined per person and per day and varies according to the destination. Its amount is determined per person and per day and varies according to the destination. This tax must be paid when paying for the Service and is shown separately on the invoice.

The Eco contribution of 0,25 € / Night / person is to be paid at the time of the payment of the stay and appears distinctly on the invoice.

3. THE STAY

If the customer doesn't show up without any written notice from his part, the camping place or accommodation become available 24 hours after the previous arrival date mentioned on his contract, and the total price of his stay is still required. The camping accommodations and pitches are made available for rental for a given number of occupants and may not, under any circumstances, be occupied by a greater number of people. We are not responsible for any loss, theft, injury or damage occurs on guest or on personal guest effect during their stay, swimming pool access and children's games must be under parental supervision

3-1 Accommodations

Accommodations are rent from Sunday to Sunday in high season. Outside that period, it's possible to rent any days in the week and the length of the stay could vary.

Arrival in accommodation occurs between 4 pm and 8 pm and must be left CLEAN at the end of the stay between 7,30 am and 10 am. You must take an appointment at the reception the day before leaving for the inventory.

The cleaning of your accommodation is your responsibility, and the accommodation must be returned in the same state as your arrival. If it's not the case, we will charge you cleaning fees (50€ for accommodation without sanitary facilities, 70€ for accommodation with 1 or 2 rooms and sanitary facilities or 80€ for accommodation with 3 rooms and sanitary facilities).

3-2 Camping places

Arrival dates for camping places can be any days in the week and the duration of the stay could be variable.

Camping places are availables from 1.30 pm on arrival and must be released before 12 pm the day of the

departure. These dates are those planned during the reservation.

4. ANIMALS

Dogs from 1st and 2nd category are strictly forbidden. Animals are necessarily kept on a lead and inoculated (please bring their vaccination cards). In accomodation, It's strictly forbidden for animals to go on sofa, beds or blankets.

Animals cannot stay alones in the camping.

5. CANCELLATION

In case of cancellation, only written notices by mail will be considered, telephone messages are not retained for a cancellation demand. The cancellation will be valid only after reception of our confirmation by mail too.

You can see below differents possibilities in case of cancellation of a stay depends on the subscription of cancellation insurance or not :

	More than 30 days before arrival date	Less than 30 days before arrival date	During the stay
With cancellation Insurance * if the reason for the cancellation is supported	- Booking fees and cancellation insurance are due - The deposit is refunded *	- Booking fees and cancellation insurance are due - The total price of the stay is supported *	- Booking fees and cancellation insurance are due - The total price of the stay is supported *
Without cancellation Insurance Whatever the reason	- Booking fees are due - Deposit is due	- Booking fees are due - The total price of the stay is due	- Booking fees are due - The total price of the stay is due

* See general conditions of sale "Campez Couvert"

We draw your attention to the fact that in case of cancellation of a stay without subscription to the cancellation insurance, the deposit (30% of the previous stay) will be kept if the cancellation occurs more than 30 days before the beginning of the stay, and the totality of the stay will be due if the cancellation occurs less than 30 days before the beginning of the stay.

In all cancellations, the processing and management fees (article 2) will remain with the camping.

Every change in your booking must be reported immediately to our services (number of persons, cars, animals). Any request to shorten the duration of a stay will be considered by the camping as a partial cancellation, the consequences of which are governed by this article. Your reservation implies the respect of the camping rules. A liability insurance is necessary, please bring a certificate.

6. CANCELLATION INSURANCE – GUARANTEES

You can subscribe to a cancellation insurance when you make your booking, or you can add it later until one week after the deposit payment.

Before or during your stay, the cancellation insurance will allow you to be reimbursed, according to the conditions provided for in the contract.

Price : 2,7% of base rate and supplements

Our partner Gritchen Affinity undertakes to reimburse all

or part of the stay to our guests. In case of cancellation, please notify the campsite of your withdrawal as soon as the occurrence of an event preventing your departure by mail. If the accident is covered by the terms and conditions (available on the website www.campez-couvert.com), you must inform the insurance within 48h and give all the informations requested and justificative documents.

The complete conditions concerning the contract, the modalities and the limits of these guarantees are available with the insurer on simple demand :

Gritchen Tolède et Associés–Campez couvert

27 Rue Charles Durand –CS70139 18021 Bourges Cedex

7. MEDIATOR

As required by article L 1612-1 from the French consumer code, every camping guest could freely ask to a consumer mediator to resolve a problem which would oppose him to the camping owner.

Here is the contact of the consumer mediator :

- AME CONSO :

- Website : www.mediationconso-ame.com

- Address : AME Conso 11 place Dauphine 75001 PARIS

8. CANCELLATION IN THE EVENT OF A PANDEMIC

8.1. In the event of total or partial closure of the establishment during the booked dates (forbidding total or partial access to guests, insofar as the Client is directly concerned by the enforcement of this measure) decided by the public authorities, and not attributable to the camping, the amounts paid in advance by the Client for the booking will be refunded within 30 days

8.2. However, the camping cannot be held liable for additional compensation beyond this refund of amounts already paid when booking the stay.

Notwithstanding the provisions of article 5. **CANCELLATION**, if the Client is forced to cancel the entire holiday due to government-imposed measures that do not allow citizens to travel (general or local lockdown, travel ban, closing of borders), even though the campsite is able to fulfil its obligation and to welcome clients, the camping will refund the amounts paid in advance, minus the processing and management fees (Article 2) which will be retained the camping, or will issue a credit note corresponding to the amounts paid by the Client, as desired, at the convenience of the customer. This credit note will be valid for 24 months.

8.3. If the Client subscribes to a specific insurance covering the risks listed in Article 8.1. or Article 8.2., the insurance compensation received by the Client will be deducted from the amount of the refund.

9. PROTECTION OF PERSONAL DATA

The camping Sites et Paysages le petit Liou, who drew up these terms and conditions, processes personal data on the following legal basis:

● Legitimate interest by the Service Provider when pursuing:

- prospecting;
- managing the relationship with its clients and prospects;
- organisation, registration and invitation to Service Provider events;
- processing, execution, prospecting, production, management, monitoring of client requests and files;
- the drafting of acts on behalf of its clients.

- Compliance with legal and regulatory obligations when implementing processing for the purpose of:
 - preventing money laundering and terrorist financing and the fight against corruption;
 - invoicing;
 - accounting.

The camping only keeps the data collected for the time necessary to carry out the operations for which they were collected and in compliance with the regulations in force.

In this regard, client data is kept for the duration of contractual relations plus 3 years for the purposes of prospecting, without prejudice to retention obligations or limitation periods.

Regarding the prevention of money laundering and the financing of terrorism, the data is kept for 5 years from the end of the relationship with the camping. In terms of accounting, they are kept for 10 years from the end of the financial year.

Prospect data is kept for 3 years if no participation or registration to the camping's events has taken place.

The data processed is intended for authorised persons of the camping.

Under the terms of the French Data Protection Act and the European Data Protection Regulation, individuals have the right to access, to rectify, to question, to restrict the use of, to transfer and to delete any data concerning them.

The individuals concerned also have the right to object, at any time, on grounds relating to their particular situation, to the processing of personal data on which the legitimate interest of the camping is based, as well as the right to object to sales prospecting.

They also have the right to define general and specific guidelines regulating how they intend to exercise, after their death, the above-mentioned rights

- by email to the following address: info@camping-lepetitliou.com

- or by post to the following address: Camping le petit Liou, Ancienne route de Baratier, 05200 BARATIER, accompanied by a copy of a signed identity document.

The persons concerned have the right to file a complaint with the CNIL [Commission Nationale de l'Informatique et des Libertés].

General Terms and Conditions of Sale and all the information referred to in Articles L 111-1 to L111-7 of the French Consumer Code, in addition to the necessary details in application of the decree of 22 October 2008 regarding the prior consumer information on the characteristics of campsite rental accommodation, and in particular:

- the essential characteristics of the Services, taking into account the communication medium used and the Services concerned;

- the price of the Services and associated fees;

- information on the identity of the camping, its address, telephone number, electronic details and its activities, if not apparent from the context;

- information relating to legal and contractual guarantees and their implementation methods; the functionalities of the digital content and, where applicable, its interoperability;

- the possibility of using conventional mediation in the event of a dispute;

- information on the terms of termination and other important contractual conditions.

Any booking by an individual (or legal entity) on the website www.camping-lepetitliou.com implies full and complete acceptance of these General Terms and Conditions of Sale, which are expressly recognised by the Client, who waives, in particular, to avail itself of any contradictory document, which would be unenforceable against the camping.

10. INTELLECTUAL PROPERTY

The content of the website www.camping-lepetitliou.com belongs to the camping and its partners and is protected by French and international intellectual property laws.

Any reproduction, distribution, total or partial use of this content is strictly prohibited and is likely to constitute a counterfeiting offence.

In addition, the camping retrains all intellectual property rights on the photographs, presentations, studies, drawings, models, prototypes, etc., made (even at the Client's request) for the purpose of providing the Services to the Client. Therefore, the Client refrains from any reproduction or use of said studies, drawings, models and prototypes, etc., without the express, prior written authorisation of the camping who may make it conditional to financial compensation.

The same applies to names, logos or, more broadly, any graphic representation or text belonging to the camping or used and distributed by the camping.

11. PRECONTRACTUAL INFORMATION - CLIENT ACCEPTANCE

The Client acknowledges having received, prior to its Booking, in a readable and understandable manner, these