

# 2020 GENERAL SALES CONDITIONS



**The rental of a pitch, accommodation or any additional services implies full acceptance of the General Sales Conditions by the contracting parties.**

## **+ Camping pitch hire:**

We provide you with a **bare pitch, for up to 6 people, where you can install your tent, your caravan or motorhome.** Double-axle caravans and triple-axle motorhomes cannot be accepted on the pitches because of the surface area and the technical constraints inherent to our campsite. An additional tent may be added on the same pitch. Vans and construction-site vehicles are permitted on the site only if it is authorized by management (if not, they must be parked in the car park outside the campground). Connecting to the drinking water system at the pitches is strictly prohibited.

## **Camping pitch fee:**

- Rates are calculated per overnight stay. Pitches are available from 3:00 pm on arrival day and must be vacated by 12:00 noon on departure day (in low and mid season, these conditions may be relaxed on request, to the extent possible). Any lateness in vacating will be billed an additional night at the same rate at the preceding night.

- The fee covers the pitch, one vehicle, a tent or a caravan or a campervan. The fixed fee permits free access to the sanitary facilities, reception area, swimming pool (when it is open), playgrounds and the waste-dump site for campervans.

**Supplements:** Additional people (adults or children) or additional items on the pitch (tent, 6amp electricity, dog, visitor, etc.) are charged a daily fee and **must be mentioned on arrival as the campground at time of booking.**

**Note:** Pitches are allocated indiscriminately, in the order in which they were booked. Management reserves the right to change the camper's site allocation upon arrival.

## **+ Accommodation rental:**

**Definition of rental seasons:** Please refer to the price lists.

**Rental periods and duration:** Please refer to the price lists.

**The rental price for mobile homes or the Cottage** covers rental of the accommodation, a single vehicle on the site (free parking for a second vehicle in front of the campground), utility charges (water, gas, electricity), access to the reception services, playgrounds and the swimming pool (when it is open).

**All rentals:** Mobile homes, Cottage, "Duo Camp'Etoiles", "Kota Nature" and Lodge Tents are available from 3:00 pm on arrival day and must be vacated by 10:00 am on departure day (in low and mid season, these conditions may be relaxed on request, to the extent possible).

**Any lateness in vacating will be billed an additional night** at the same rate as the preceding night. Any rental is with the signing person only and may not be transferred or sub-let.

**Bedding:** All mobile homes and the Cottage are rented with mattresses, duvets, pillows and mattress covers. Bath towels, bedsheets, duvet covers and pillowcases are not included. Tenant is responsible for providing them. Disposable bedding sets are on sale at the reception on request. Tenant can also use a sleeping bag instead of a duvet.

**Sleeping with uncovered duvets is strictly prohibited, as is sleeping on the bench seats in the lounge. If the tenant is found to have done so, a laundry fee can be charged, and, depending on the circumstances, the tenant may be expelled from the campground.**

Only cats and small to mid-sized dogs that are calm, tattooed and vaccinated are tolerated in the mobile homes and the Cottage provided they respect basic health and safety rules (no climbing on beds or furniture, for example).

**A single pet is permitted per accommodation (a supplement is applied as shown in the pitch price list) and the owners must mention the fact at time of booking.**

Dogs and cats must never be left alone in the accommodations. They are not allowed in the "Duo Camp'Etoiles" and "Kota Nature".

### **Hire of additional services:**

**Definition of rental seasons:** Please refer to the price lists.

**Rental periods and duration:** Please refer to the price lists.

**The reception tent is available for hire for camping customers only.**

Prices are listed on our price list "Additional service". Pets are prohibited.

All requests to hire additional services must be made at reception no later than the day before, and are subject to availability.

**To hire the following additional services: reception tent or mountain bike, a rental contract must be completed, signed by the customer "agreed", and a guarantee deposit will be requested (see below).** Other equipment for hire or loan, and sales of services offered by the campground, are clearly displayed at reception along with details and prices.

### **Security deposit / damage deposit – Inventory:**

On arrival, customers must provide a **security or damage deposit**. In return, they will receive a **full inventory of the accommodation**. The customer must check the inventory, fill in the "Observations / Comments" section at the bottom of the page if necessary, and return it to reception the next day with his "agreed" tenant signature. Any observations made by the customer will be handled by the campground as quickly as possible, and the inventory updated accordingly so that it remains a reference for when the customer leaves at the end of his stay. If the inventory is not returned to reception by the end of the day after arrival day, the customer is deemed to have agreed that the inventory is accurate, i.e., that the accommodation contains all the objects listed on it and is in good general condition and clean at the time that the customer entered the accommodation.

**Mobile homes "Loggia Classique" or "Classique avec terrasse/patio" or "Grand Confort" Lodge tent: €250 security deposit** (€200 property damage and €50 cleaning deposit),

**Mobile homes "Grand Confort with terrace/patio" or "Loggia Grand Confort": €280 security deposit** (€230 property damage and €50 cleaning deposit),

**Mobile homes "Grand Confort Plus with terrace/patio": €300 security deposit** (€240 property damage and €60 cleaning deposit),

**Cottage: €350 security deposit** (€280 property damage and €70 cleaning deposit).

**"Duo Camp'Etoiles", "Kota Nature", "Nature" Lodge Tent and reception tent: €200 security deposit** (€150 property damage and €50 cleaning deposit).

Deposits can be paid by cash or bank/credit card. The deposit will be returned on the day of departure after a satisfactory outgoing inventory.

If not satisfactory, the following amounts will be deducted from the deposit:

- The value of the missing items, as stated in the agreed inventory on arrival at the campground and signed and returned by the customer,
- A fixed sum of €50, €60 or €70 for premises considered not to have been properly cleaned,
- The cost of any repairs for damage for which the customer is responsible,
- If the cost of repairs is higher than the deposit, the campground will retain the deposit and bill the customer for the excess.

**For mountain bikes, a €250 security deposit is required per bike** (see rental contract).

### **Payment for a booking:**

- **For bookings more than 2 nights:** The booking becomes effective only once it has been confirmed by our booking services and the customer has paid a **50% downpayment and €10 booking fee (per pitch or accommodation)**.

**Bookings from 5<sup>th</sup> June to 4<sup>th</sup> September 2020:** The balance of the booking must be paid at the arrival on the campsite.

**From 5<sup>th</sup> September 2020 and after:** The balance of the booking must be paid 30 days before the arrival on the campsite.

- **For bookings of 1 or 2 nights:** The full price of the stay must be paid at time of booking (plus €10 booking fee per pitch or accommodation).

**If the customer arrives without having booked, the entire price of the stay must be paid on arrival day.**

**Accepted payment methods for foreign customers:** Payment in cash, bank/credit card (minimum of 12€ at the reception of the campsite) or bank transfer.

**Camping l'Ecrin Nature - Etang de Jonas - 87240 Ambazac - France**

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### **✚ Change to a booking:**

**Bookings can be changed subject to availability. The change request must be submitted in writing to the campground.**

Late arrival / early departure: If the customer has not notified the campground in writing that he had to defer his arrival date, his booked site or accommodation will be available for other customer the day after the arrival date mentioned on the booking contract and the booked services will remain payable in full.

**No reduction will be considered in the event of late arrival or early departure.**

### **✚ Special Offers - Last-minute sales:**

In such cases, some customers may have paid a different price for the same stay. The difference between the price actually paid and the special offer price will not be refunded to a higher-paying customer in any way. Reductions ("last minute offers") cannot be combined with any other promotional offers.

### **✚ Cancellation:**

**If the cancellation is due to Camping L'Ecrin Nature**, only the amount already paid by the customer will be refunded unless the cancellation was forced by act of god such like natural disaster, terrorism, strikes... ("cas de force majeure" - article 1218 of french "Code civil"). In this case, Direction of the campsite cannot be responsible and any refund or damages and interests can be asked.

**If the cancellation is due to the customer, he must notify Camping L'Ecrin Nature in writing as promptly as possible** (by letter or email with acknowledgement of receipt) and cancellation charges written bellow will be applied. Should he fail to do so, the customer will remain liable for the full amount stated in the contract.

**The campground does not propose cancellation insurance for pitch or accommodation bookings.**

### **✚ Cancellation charges for written cancellation by the customer:**

- **More than 120 days before the intended arrival date:** the 50% downpayment (for bookings more than 2 nights) or full payment of the stay (for 1 or 2 night bookings) are refunded. The €10 booking fees is retained by the campground.

- **Between 30 and 120 days before the intended arrival date:** the 50% downpayment (for bookings more than 2 nights) or full payment of the stay (for 1 or 2 night bookings) and the €10 booking fees are retained by the campground and constitute full payment of the cancellation charges.

- **Less than 30 days before the intended arrival date or if the customer fails to appear at the campground:** the total amount of the booking must be paid and no refund is possible.

### **✚ Insurance:**

All campground customers should have Private Third-Party Liability Insurance, and if renting campground accommodation should have Private Third-Party Liability Insurance for tenants of temporarily rented property ("resort insurance").

**Camping L'Ecrin Nature rejects all liability in the event of theft, fire, bad weather, etc. ... and in the event of an accident involving the tenant's civil liability.**

### **✚ Internet Sales, Right of Withdrawal:**

The right to withdraw does not apply to online contracts for accommodation or leisure services that have to be provided on a stated date.

### **✚ Campground Rules:**

**For the proper operation of the campground and to ensure observance of the health and safety rules, all campground users must comply with the campground rules which are displayed at reception.**

**Failure to do so may entail a penalty which may extend to the cancellation of the contract without refund and exclusion from the campground.**

## **Complaining:**

**In case of complaint, the customer can send a letter with acknowledgement of receipt to the manager of the campsite.** If the answer doesn't satisfy him, he can contact a **mediator of consumption one month after** his mailing: Medicys – 73, bd de Clichy – 75009 Paris.

Jurisdiction clause: If the parties cannot resolve their differences amicably, the French law will be applied and competent jurisdiction will be Limoges District Court as “Tribunal d'Instance”.

## **\*\*\* RESPECT FOR PRIVACY AND PERSONAL DATA \*\*\***

1. The campsite L'Ecrin Nature implements processing of personal data for which it is responsible. This information is stored on a dedicated software for security reasons (mandatory information requested by the Police in case of control) and in the context of customer sales monitoring.

2. The customer is informed, on each of the forms of collection of personal data, the mandatory or optional nature of the answers by the presence of an asterisk.

**There are several types of documents**

### **2.1 At the reception of the campsite:**

- As part of the rental of a pitch or accommodation: a booking contract is to be completed upon arrival at the reception of the campsite for a customer who has not booked in advance.

This booking contract can also be sent by post or email as an attachment along with the General Terms of Sale as part of a reservation outside the online booking system on the campsite's website.

- A questionnaire is available at the reception and the information provided by the client will only be processed internally for the improvement of the campsite services.

### **2.2 Online on the campsite website [www.campinglecrinature.com](http://www.campinglecrinature.com):**

- The Contact Form allows the user to ask for information directly on the website of the campsite.

- Online booking system via the “Secureholiday.net” system of “Ctoutvert”, which generally distributes the commercial offer of tourist establishments.

3. In the absence of information identified as mandatory, L'Ecrin Nature may not register the booking, manage the client's request and his claims.

4. The information processed is intended for L'Ecrin Nature and its providers (including online payment providers).

5. When paying online on the campsite website, the client's bank details must be sent by the payment provider “Ctoutvert” to the campsite bank for the execution of the booking contract. The customer consents to this transfer necessary for the execution of his reservation.

“Ctoutvert” as a professional, has committed to L'Ecrin Nature to take all measures of security and confidentiality of data for these data transfers and also making available to the customer an unsubscribe link at the bottom of each online booking.

## **General Information:**

**Only cats and small to mid-sized dogs are tolerated at the campground.**

**They must be calm, tattooed and vaccinated. Only one pet is allowed per site or accommodation** (these conditions can be relaxed on request and only with the authorization given by the Direction).

Pets must never be left free to roam and must be kept on a leash within the bounds of the campground. Pets must relieve themselves outside the bounds of the campground, or their excrement collected by the owner and discarded in appropriate rubbish containers. They are not permitted on children's playgrounds, within the pool enclosure or in the washroom and sanitary facilities.

They must under no circumstances be left unattended by their owners within the campground, even if in an enclosed space, and their owners remain civilly liable for them.

**For security reasons, all attack dogs (1st category) and defence and guard dogs (2nd category) are forbidden in the campsite. In all circumstances, the campground Management remains the sole judge of the acceptability of a pet to ensure the cleanliness of the site, and the peaceful and safe enjoyment of the site by the other campers.**

**Private and unguarded pool: Opening and closing dates are updated every year (ask reception of the campsite or see website).**

Direction of the campsite cannot be responsible for closing the pool during a customer stay and any refund can be asked for this reason. Schedules and all the health and safety rules are clearly posted at the entrance and inside the pool enclosure (See Campground rules – 12/ Facilities and infrastructure for more details).

Each year, the opening dates of the swimming pool are declared beforehand to the competent authority ("Agence Régionale de la Santé") for additional water controls during the season.

**The manager is the only one to decide the opening or the closing of the pool to ensure the safety of the customers. Visitors do not have access to the swimming-pool.**

**We hope that you are happy with your stay at the campground. To ensure this, we operate a continuous improvement policy for the facilities at our establishment.**

However, despite making every effort to ensure the accuracy of the information in these documents, they cannot be considered an infallible guide to the specifications in our commercial offer, and are always subject to the uncertainties of weather.

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