

# General Conditions 2022 for the booking of camping pitches, studios, mobile-homes and cottages

The purpose of these general conditions of reservation is to govern the contractual relations relating to the sale of the individual stays between the Camping La Ferme and its customers and to fix their respective obligations. Any booking implies the unreserved application by the customer and his full approval to those general conditions prevailing over any other document. These terms and conditions apply to all customers. The customer acknowledges being informed that his agreement regarding the content of these terms and conditions do not require a handwritten or electronic signature of this document, the sending of a contract and a deposit implies acceptance of these conditions.

**PRICES FOR SEASON 2022** All our prices are fixed in Euros (€) for the season 2022 and are available on our website <https://www.campinglaferme.com/en>. The customer gets all the information online and determines himself the choice of the services while booking. The prices are fixed by category and type of accommodations, and include VAT. The tourist tax is additional to the prices for persons over 18 years old.

**BOOKING CONDITIONS 2022** Through this contract, you can make a reservation request. This becomes effective only with the agreement of the campsite after reception of the deposit and after acceptance of these conditions of sale at the time of booking. The reservation is deemed accepted by the customer at the end of the booking process. Customer himself decide on the services he want when booking : he acknowledge that he's aware of the content of services, the destination and booking procedures, and all the characteristics of stays and accommodation. The customer is responsible for his choice of booking and its suitability for his needs, and Camping La Ferme may thus not be held responsible. The names and birth dates of all persons occupying the rental must be specified. If the booking is accepted, it will be for registered persons and in no case replaced by others. Failure to comply with this clause will result in cancellation of the contract and loss of the deposit. All rentals are in the name of a given person and may not be transferred or sub-let under any circumstances. A baby is considered as a person and must be counted as a participant.

The booking only becomes effective with our agreement and after receiving a deposit of 25% of the total rental price (with a minimum of €100) + a €15 booking fee + the settlement of cancellation insurance if you want to contract it. **The balance must be settled at least 30 days before the arrival date. If we didn't receive the payment before this date, the booking will be cancelled, and we will not refund the advance.** If the reservation is made less than one month before the scheduled arrival date, the amount of the deposit will correspond to the total price of the stay.

Payment possible on the website (Distance Selling) by Debit Card, MasterCard, Visa or IBAN transfer.

Possibility of payment of the balance in several times without expenses.

**ABSENCE OF RIGHT OF WITHDRAWAL.** In accordance with Article L.221-28 12° of the French Consumer Code, Camping La Ferme informs his customers that the sale of accommodation services provided on a given date, is not subject to the provisions relating to 14 day withdrawal period.

**RESERVATION FOR GROUPS** The accommodations are exclusively for individual clientele : any reservation of more than 2 accommodations by the same person or by different persons but knowing each other and moving together for the same motivations in the same dates of stay is considered as a group, so it will be refused.

**ARRIVALS - DEPARTURES** **Camping pitches:** For the period from July 13<sup>rd</sup> to August 16<sup>th</sup>, bookings are only taken for a minimum of 14 nights. The reservation of a camping pitch for a tent, a caravan or a motorhome may begin and end on any day of the week. **Arriving time:** 2pm - 7pm **Departure time:** 8am - 11.30am. For any check-out after 11.30am, additional charge will apply. Only one vehicle is allowed to park on the pitch (a 2<sup>nd</sup> car is free but must remain at the outdoor private parking) **Deposit:** €10 will be requested for garbage's key. **Are included in the price :** water and hot showers, access to swimming pools and jacuzzi. **Mobile-homes / Studios / Cottages :** In July and August: rental is weekly, from saturday to saturday. **Arriving time:** 4pm - 7pm **Departure time:** 8am - 10am. In May, June and September: the rental may begin and end on any day of the week **Arriving time:** 4pm - 7pm **Departure time:** 8.30am - 10am. Only one vehicle is allowed to park on the pitch (a 2<sup>nd</sup> car is free but must remain at the outdoor private parking) **Deposit:** A security deposit of €250 will be required upon arrival (Visa/Mastercard/Cash) which will be returned to you after the final inventory on the condition that no missing items or damage is found and if the rental is returned in the cleaning condition you found it. A cleaning service is proposed on request at a price of €90 for rentals with 1 and 2 bedrooms or €100 for rentals with 3 bedrooms and/or 2 bathrooms. The diagrams and photographs of the rental accommodations are not contractual; the exterior appearance and the interior layout may vary according to the various models that we have, but the number of rooms and the equipment are identical. Household linen is not supplied: possibility to rent bed sheets and shower towels on request. **Are included in the price:** gas, electricity, water, access to swimming pools and jacuzzi. The rental includes the supply of the following items: crockery, cutlery, utensils, kitchenware, refrigerator, electric coffee machine, microwave, television, and duvets and pillows.

**DURING YOUR STAY** The customer is responsible of the supervision of his personal items. It is his responsibility to subscribe to an insurance of his choice, the Camping cannot be held responsible in case of incident under the civil responsibility of the client. All customers must comply with the rules of procedure. Each customer is responsible for disturbances and nuisances caused by people staying with him or visiting him. On the day of arrival, an identification bracelet will be given to each customer.

**Swimming-pools** In accordance with the health regulations, shorts, Bermudas and swimming trunks are prohibited for swimming. Only speedos and boxers' swimwear are allowed. Anyone entering the pools must comply with the prohibition / obligation's signs at the entrance. Our pools are not supervised. Access to the swimming-pools is strictly reserved for the campsite's customers.

**Animals** **Camping pitches:** dogs are allowed (up to 2 per pitch), with extra charge.

**Classic Mobile-homes:** 1 dog or 1 cat is accepted with extra fee, except for the period from July, 2<sup>nd</sup> to August, 27<sup>th</sup>, where they are prohibited.

**Premium Mobile-homes and Cottages:** all animals are forbidden. **Studios:** all animals are forbidden. **An animal should never be left alone on a pitch or in a rental:** this reason, or any lack of hygiene or safety caused by an animal, may be punished by the expulsion of its owners. The animals must be constantly supervised and kept on a leash by their owner during the stay. The vaccination book must be up to date. Access to 1<sup>st</sup> and 2<sup>nd</sup> category dogs is prohibited in the campsite. **Visitors** All visitors are required to declare themselves at reception to pay entrance fees to the campsite. Any undeclared visitor will be charged to his host's account.

**Occupation of the pitches** We do not allow the installation of a tent on the spot of Mobile-homes and Cottages. The number of vehicles per location is limited to 1 (except the "Cottage 6 persons" which includes 2 cars). Any additional vehicle must be declared and parked on our private parking at the campsite's entrance.

**Barbecues** Charcoal and gas barbecues are allowed under supervision. Electric planchas/barbecues are forbidden.

**Noise - Disturbances - Litigations** An emergency call requiring intervention of the guardian for noise or litigation will be charged € 50 to the person responsible for the disturbances. A second call for the same reasons will be charged € 100 and will lead to the immediate expulsion of customers. The management will immediately terminate the stay without compensation in the event of non-compliance with the rules of procedure, breaches of good-neighborly rules, incivilities and any other event likely to harm the harmony into the campsite.

## CANCELLATION AND CHANGES TERMS

**IN CASE OF CANCELLATION** the following will be withheld or remain payable :

1°/ the booking fees

2°/ as compensation for breach of contract:

> An amount equal to the deposit paid for the stay if you cancel more than 30 days before the arrival date

> An amount equal to the total of the stay if you cancel less than 31 days before the scheduled arrival date, or if you do not come on this date

**Cancellation by the customer** It is highly recommended to subscribe for cancellation insurance suggested in the booking form at the cost of 3% of the total amount of your stay: it will allow you to ask a reimbursement directly to the insurer for a compensation for breach of the contract detailed above in case of cancellation or interruption of the stay.

Conditions and guarantees available on <https://www.campinglaferme.com/images/pdf/assurance.pdf>.

**No refund will be made if cancellation insurance is not subscribed at the moment of booking.**

**Unused services:** Any shortened stay (delayed arrival or early departure) or service not consumed will not be refunded by the campsite. The insurance can cover this indemnity under conditions (see above).

**Booking changes :** If the customer requests the modification of his stay, it will be only by writing to the campsite (no phone calls accepted for this purpose): depending on possibilities and availabilities, a favorable response could be granted. If there is no modification, the customer must make his stay in the initial conditions of reservation. In the absence of a written message from the client asking to postpone the date of his arrival, his reservation becomes available 24 hours after the scheduled date and full payment of the services remains required.

**Cancellation by the camping :** In case of cancellation due to the camping except in case of force majeure, without proposal for equivalent substitution solution, the customer will obtain a full refund of the sums paid. However, this cancellation cannot give rise to a payment of damages and/or interest.

**CLAIMS** To make a complaint, the customer can express himself by post mail. During the stay, our team is available at the reception from 8:30am to 11:30am and from 2pm to 6pm. Management is committed to respond in a detailed manner to any claim as long as it is not anonymous. Any possible complaint concerning the non-conformity of the services in relation to contractual commitments must be indicated in writing by registered letter with receipt of acknowledgment. If management's response does not satisfy you, you have the possibility to contact a mediator in accordance with Article L.616-1 of French Consumptions Code, by letter: CM2C - 14, rue Saint Jean - 75 017 PARIS or on the website [cm2c.net](http://cm2c.net)

**PRIVACY STATEMENT - DATA PROTECTION** «By validating my booking, I accept that the information that I registered myself will be used to contact me» The data that you voluntarily transmit to us during a reservation will be used, exploited, processed, in order to be able to realize your request or manage your reservation. In accordance with the Data Protection Act of 6 January 1978 as amended, and the General European Data Protection Regulation 2016/679, you have the rights of access, rectification and deletion of personal data concerning you that you can exercise by contacting us directly on this specific address: [postmaster@campinglaferme.com](mailto:postmaster@campinglaferme.com)