

# GENERAL TERMS AND CONDITIONS OF SALE

## CAMPING LE GARRIGON

### **Article 1 - Scope of application of the general terms and conditions of sale**

The present general terms and conditions govern by right all sales of stays made on the [www.camping-garrigon.com](http://www.camping-garrigon.com) website. They form an integral part of any contract concluded between the campsite and its customers. Each customer acknowledges having read these general conditions prior to any reservation of a holiday, for himself and any person participating in the holiday.

In accordance with the law in force, the present general conditions are made available to all clients for information purposes prior to the conclusion of any contract for the sale of holidays. They can also be obtained by written request addressed to the head office of the establishment.

### **Article 2 - Booking conditions**

#### **2.1 Prices and regulations**

The price of the stay is indicated in euros, including VAT. The customer's attention is drawn to the fact that the tourist tax is not included in the price. For campsite pitch reservations: All rentals are nominative and cannot be transferred. The rental becomes effective only with our agreement and after receipt of the total amount of the stay and the reservation fees. A deposit of 25 % will be asked at the time of booking. The balance is to be paid at the latest on the day of your arrival.

For rental reservations: All rentals are nominative and cannot be transferred. The rental only becomes effective with our agreement and after reception of the total amount of the stay and the booking fees. A deposit of 25% will be requested at the time of booking. The balance must be paid at least 1 month before your arrival.

For any delay not reported, the rented accommodation/pitch becomes available 12 hours after the arrival date mentioned on the booking contract. After this time, and in the absence of a written message, the reservation will be null and void and the deposit will be forfeited to the campsite management.

#### **2.2 100% serenity pack**

##### Booking modification

The customer can ask for the modification of his stay (dates and type of accommodation), it must be formulated in writing to the campsite (mail or e-mail) at least 14 days before the date of arrival.

- Any request to reduce the length of your stay is not considered as a modification.
  - Any request for an increase in the length of your stay will be made according to availability and current rates.
  - Any request for a complete modification of the dates of stay is possible, depending on availability.
- It will be free of charge and the full amount will be added to the new stay.

A postponement to the following year is subject to the campsite's acceptance and cannot be taken for granted.

##### Cancellation without subscription to our cancellation guarantee

For the following reasons that would prevent your stay :

- The campsite is located in a containment area
- Administrative closure of the campsite
- Closing borders
- Travel restrictions preventing you from coming to the campsite
- You or a person registered on the rental contract has the COVID or is case contact.

A voucher will be issued, it will correspond to the totality of the sums paid and will be valid for two years, in case of refusal, this voucher will be refunded, upon written request (email or post).

#### **2.3 Withdrawal**

The legal provisions relating to the right of withdrawal in the case of distance selling provided for by the Consumer Code are not applicable to tourist services (article L.121-20-4 of the Consumer Code).

Thus, for any order for a stay with the campsite, the customer does not benefit from any right of retraction.

#### **2.4 Cancellation guarantee**

We advise you to take out cancellation insurance. This contract offers you a cancellation guarantee which allows you to obtain a refund of the sums paid in the event of cancellation of your stay or early departure under certain conditions (illness, accident, change in your holidays...). Your file will be treated as a priority.

Rates of the guarantee: (with a minimum amount of 12€)

- Camping pitch: **3% of the total cost of the stay**
- Mobile-homes rental : **3% of the amount of the stay**

### **Article 3 - Course of the stay**

#### **3.1 Arrivals and Departures**

For rentals: arrivals are from 3pm to 6pm, departures are before 10am, any day of the week (except high season: Saturday and Wednesday).

In camping : arrivals are from 12 noon to 6pm, departures are before 12 noon, any day of the week.

In case of late arrivals, please inform the reception : +33 4 90 28 72 94 . Arrivals after 9.30pm are not accepted.

#### **3.2 Deposit**

A deposit of 200 euros per accommodation will be required on the day of arrival. It will be refunded on the day of your departure, during the opening hours of the cash desk, after an inventory of fixtures. Any damage will be invoiced in addition to the price of the stay as well as the cleaning if you do not leave the accommodation in a perfectly clean state. If you cannot be present during the inventory of fixtures, the deposit will be returned to you by post.

#### **3.3 Departure**

Any return of the key or release of the pitch after 10:00 a.m. will result in the invoicing of an additional night. Any extension of stay must be made at least 24 hours before the planned departure date.

#### **3.4 Pets**

Animals are allowed (less than 10kg in rentals) and must be kept on a leash.

#### **3.5 Internal rules**

As required by law, you must adhere to our internal regulations, filed at the prefecture, posted at our reception and a copy of which will be given to you on request.

### **Article 4 - Liability**

The Campsite declines all responsibility for any damage to the camper-caravaner's equipment which would be of its own making; insurance for your equipment in terms of civil liability is compulsory (FFCC, ANWB, ADAC...).

### **Article 5 - Applicable law**

The present general conditions are subject to French law and any dispute relating to their application falls within the jurisdiction of the Tribunal de grande instance or the Tribunal de commerce d'Avignon.