

GENERAL TERMS AND CONDITIONS OF SALE

DEFINITIONS

The Customer is any person who contracted for an accommodation or campsite.

The Professional is the Camping SAS LE CHAMADOU.

ARTICLE 1 – RESERVATIONS/PAYMENT

1. Any reservation requires a down payment of 25% of the total price of the Customer's rental.

The total price of a rented accommodation is due and payable:

- 30 days prior to the beginning of the Customer's stay.
- Immediately for any reservation made less than 30 days before the beginning of the stay.

The total price of a reserved pitch is due and payable:

- On the day of the Customer's arrival.

The down payment and the payment of the total price must be made through a money order, vacation vouchers, a cashier's cheque made to the order of *SAS LE CHAMADOU*, or bank card.

The Customer is informed that cashier's cheques are no longer accepted less than **45 days** prior to the date of arrival. If the Customer fails to make his payment within the specified time, he will be deemed to have cancelled the reserved rental, and the Professional will have the right to apply the terms and conditions related to cancellation of a stay. For reservations made less than 30 days before the beginning of the date of the stay, full payment must be made at the time of the reservation.

2. The Customer's rental of a campsite or accommodation becomes effective only after the Professional's confirmation and after receipt of the rental contract duly signed by the parties, and full payment for the stay. The rental of a campsite or accommodation is in the name of the tenant, and shall not under any circumstance be assigned or sublet.

ARTICLE 2 –TOURIST TAX/ GUARANTEE/ DEPOSIT / APPLICABLE TARIFFS

1. The Customer will pay the tourist tax as it is not included in the Professional's tariffs.
2. With respect to accommodation rentals, the Customer is informed that he will be asked to pay € 200.00 as a deposit of guarantee at the beginning of the stay upon his arrival. This deposit will be refunded to the Customer after the conducting of an inspection of the premises at the time of his departure. The payment of this deposit will be made through an authorization to debit your payment card, without immediate withdrawal from your account, or through a payment in cash. Cheques are not accepted. The total amount of the deposit will be refunded at the end of your stay if there are no additional costs. The Customer is advised that an amount might be withdrawn from the deposit if there is a difference between the condition of the premises upon the Customer's arrival and the condition at the time of the Customer's departure. This withdrawal does not preclude supplementary compensation if the costs exceed the amount of the deposit. The Customer is also advised that he will be asked to pay an ALL-INCLUSIVE FEE of € 85.00 as a deposit. An additional billing of € 85.00 may be charged if the property is returned in an unclean condition (see the terms and conditions of article 7 "Arrival and departure").
3. The tariffs are established as a function of the economic data in effect on the date on which they are determined. Hence, the Customer is advised that any changes in the regulations might modify the prices (VAT). The Customer is advised that, when the reservation is definitive and the sale is concluded, the price will not be modified.

ARTICLE 3 – RENTAL OF A RECREATIONAL MOBILE HOME OR RESIDENCE

1. The rental accommodations are fully equipped.
2. They are for 1 to 6 persons ; this number of persons may change according to the type of accommodation that is rented.
The Customer is advised that a rental accommodation is for persons whose identity has been transmitted to the Professional before the beginning of the stay. Any breach of this obligation might result in expulsion, with it being understood that nobody may enter a property developed for camping and for caravans, and settle there without the agreement of the manager of the property or his employee (article R. 331-10 of the Tourism Code). The Customer is also advised that a failure to comply with the rental accommodation's capacity is strictly prohibited.
3. Minors must be accompanied by their parents or legal guardians; otherwise, a written authorization thereby for their admission will be required.

ARTICLE 4 – RENTAL OF A CAMPSITE

1. The rental of a campsite includes 1 ALL-INCLUSIVE RATE for 2 persons, access to an electrical connection, parking space for one vehicle, and access to the reception bathrooms and infrastructures for listed persons.
The rental of a campsite is for a maximum of 6 persons of the same family, with no more than 2 adults of legal age, whose identity has been transmitted to the Professional before the beginning of the stay.
2. The definitive campsite number will be given by the Camping on the day of arrival.
3. Minors must be accompanied by their parents or legal guardians ; otherwise, a written authorization thereby for their admission will be required.

ARTICLE 5 – MODIFICATION OF A RENTAL

1. The Customer is advised that he may make changes in the arrangements for his stay (dates, type of accommodation or campsite, etc.) by means of a written request sent by email or registered post.
The Professional will extend every effort to satisfy the requests within the limit of its availabilities and means.
The Customer is advised that a modification may entail an increase in the price of the rental accommodation or campsite with regard to the requested dates of stay.
2. If the Professional is unable to satisfy the Customer's request, the latter is informed that it is up to him to arrange for his stay as initially specified at the time of his reservation, or cancel his stay pursuant to the cancellation insurance conditions.

ARTICLE 6 – CANCELLATION OF A RENTAL BY THE CUSTOMER

1. The Customer is advised that any request for cancellation of a rental must be sent to the following address :
CAMPING LE CHAMADOU – 1500 CHEMIN DE CHAUSSY – F 07120 BALAZUC ARDECHE France.
2. The parties agree that the date of receipt of the request determines the date of cancellation of the rental.
3. The Customer is advised that, if he cancels his rental, he will be charged :
rental administrative costs calculated according to the period of stay :
(€ 13.00 € / € 18.00 / € 21.00) (see price list) .
 - As contractual compensation for cancellation:
 - For cancellation more than 30 days before the day of arrival:
 - For the rental of a campsite: € 100 euros per site
 - For the rental of an accommodation : 25% of the total price of stay.
 - For cancellation less than 30 days before the day of arrival: 100% of the amount of stay.
4. The Customer is advised that, if he does not show up at the place of stay, he will be charged the entire price of rental.

5. Optional cancellation insurance may be subscribed in your rental contract:

Cancellation insurance "Campez Couvert" : 2.8% rate including VAT

see: conditions of refunding of "Campez Couvert" in the insurance section, communicated on simple request

ARTICLE 7 – ARRIVAL AND DEPARTURE

1. Arrival time :
 - Rental of pitches : From 1 :00 p.m. to before 8:00 p.m.
 - Rental of accommodations : From 5 :00 p.m. to before 8:00 p.m.
2. Departure time :
 - Rental of pitches: Before 12:00 p.m.
 - Rental of accommodations : Before 10 :00 a.m.

The Customer is advised that any exceeding of the time scheduled might be billed *pro rata* of the additional time that the Customer has rendered the accommodation or campsite unavailable. If the Customer's excess occupancy obviates the actual rental that was initially scheduled, the Professional might charge the Customer for the night of no occupancy.

3. Rental condition :

The Customer is advised that the accommodations are provided in a completely clean condition. At the end of his stay, it is up to the Customer to return the rented property in the same condition. Otherwise, the Customer is informed that the Professional may require the payment of € 85.00 for the cleaning of the rented property.

An inspection of the premises is conducted during the hours that the reception is open.

In the event that an early departure prevents the Chamadou team from inspecting the premises, the deposit of guarantee will be cancelled by the owner after your departure.

ARTICLE 8 – STAY

1. Internal rules
Internal rules are available at the Camping's reception and are displayed at the Camping's entrance. They are also available on the www.camping-le-chamadou.com site. It is up to the Customer to read them and comply therewith..
2. Civil liability insurance
The Customer is informed that he is covered for civil liability during the carrying out of the campsite or property rental contract. Also, the Customer must give the Professional the name of his insurance company and the policy number upon his arrival.
3. Liability
The Customer is advised that a rental campsite or accommodation does not automatically fall within the purview of hotel operators' liability. Hence, the Customer is advised that the Professional's liability shall not be invoked in the event of loss, theft or damage of personal effects on the campsite as well as in the rented property and in communal parking areas and premises, unless the Professional's fault is established in that regard. The Customer must therefore take all necessary precautions to protect his personal possession.
Moreover, the Customer commits to use his rented campsite or accommodation as well as the communal facilities "as a reasonable person".
Any deliberate or involuntary damage will result in invocation of the perpetrator's liability in accordance with the provisions of articles 1240 et seq. of the Civil Code. Everyone is required to abstain from any behaviour that might adversely affect the cleanliness, hygiene and appearance of the campsite and its facilities, particularly the bathrooms. If a resident disturbs the stay of other residents or fails to comply with these rules, the manager or his representative may orally, or in writing if he deems it necessary, give said resident notice to cease and desist from such disturbance.

In the event of serious or repeated breaches of the internal rules, after the manager has given the offending party notice to comply therewith, the manager may rescind the contract. In the event of a criminal offence, the manager may call the police.

ARTICLE 9 – PETS

Pets are accepted subject to the following conditions:

- For rental of an accommodation : Pets are not accepted.
- For rental of a campsite : Pets are accepted in consideration of payment of a fee (see 2020 price list) and upon presentation of an anti-rabies certificate and a certificate attesting to the aptitude for having dogs of a particular category.
The Customer is advised that, in the Camping, pets are not accepted at the pool, in the bathrooms or in the restaurant.
For the safety of all, the Customer is advised that dogs must be kept on a leash outside of the campsite.

ARTICLE 10 – OPINIONS ON THE INTERNET

Le Chamadou is particularly attentive to its customers' opinions, which may be put online on specialized websites and in social networks.

It is to be noted in that regard that public insults and defamations are an offence punishable by a fine of € 12 000. While everyone is entitled to freedom of speech, that freedom must be used in compliance with the law. Hence, the perpetrator of an opinion that is false, erroneous or unjustifiably degrading will be pursued.

ARTICLE 11 – VIDEO PROTECTION

The Customer is advised that, for the security of its facilities, Le Chamadou legitimately uses an internal video protection system. The administrative steps required for such a system have been taken. Images are retained for a period of 21 days.

ARTICLE 12 – RIGHT TO PROTECT ONE'S IMAGE

During his stay, the Customer, the persons in his company, or his successors-in-interest may be filmed or photographed for Le Chamadou's advertising purposes.

Unless specifically unauthorized by the Customer in writing upon his arrival, Le Chamadou is deemed to have been authorized to use these photos and videos for advertising purposes (especially in the social networks) to enhance the camping and its facilities, accommodations, campsites and activities in general.

ARTICLE 13 – TRIAL

1. The Professional makes available to the Customer a motorcycle trial area.
2. A Customer who wants to use the motorcycle trial area must comply with the legislation and regulations applicable to the driving of a motorcycle.

The Customer is advised that he is particularly subject to the obligation to insure the vehicle and hold a specific driving permit.

A Customer who wants to use such equipment is advised that he is responsible for his vehicle and is liable for any harm that might be inflicted on others or himself for reasons imputable to him.

If the Professional is informed that someone is in a dangerous situation following occupancy of the motocross track made available to Customers, it reserves the right to temporarily or definitively refuse access to the trial area.

3. The Professional advises the Customer that he is subject to a general obligation of surveillance in that regard.

ARTICLE 14 – CONSUMER MEDIATION

In accordance with the provisions of article L 612-1 of the Consumer Code, any customer of the camping has a right of recourse, free of charge, to a consumer mediator for amicable resolution of a dispute between him and the operator of the camping.