

GENERAL TERMS AND CONDITIONS OF SALE

Camping des Forges **
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Article 1 - Scope of application of the general terms and conditions of sale.

These general terms and conditions automatically govern all sales of stays made on the website www.juracampingdesforges.fr. They form an integral part of any contract concluded between the campsite and its customers. Each customer acknowledges having read these general terms and conditions prior to booking a holiday, both for themselves and for any other person participating in the holiday. In accordance with the law in force, these general terms and conditions are made available to all customers for information purposes prior to the conclusion of any holiday sales contract. They can also be obtained by sending a written request to the establishment's head office.

Article 2 - Booking conditions

The rental is personal; it is forbidden to sublet or transfer the pitch to a third party. The booking only becomes effective with the campsite's agreement, after receipt of the deposit and after acceptance of the general terms and conditions of sale when booking online. The island campsite offers family-oriented stays in the traditional sense, with accommodation specially designed for this purpose. The island campsite reserves the right to refuse any booking that contravenes this principle or seeks to circumvent it. Minors must be accompanied by their parents or legal guardians.

2.1 Camping pitch

The basic package includes a pitch for a tent, caravan or motorhome for 1 or 2 people, access to sanitary facilities and reception facilities.

2.2 Group Bookings

Any booking of more than 3 pitches by the same individual or by different individuals who know each other and are travelling together for the same reasons on the same dates is considered a group booking. Our accommodation is intended exclusively for individual guests. For all group booking requests, you must contact us by telephone, email or via our Contact Us section. We reserve the right to review the booking request before accepting or refusing it.

2.3 Prices and payment

The price of stays is indicated in euros, including VAT. Customers should note that the price includes tourist tax. For camping pitch bookings: All rentals are nominative and cannot be transferred. The rental only becomes effective with our agreement. For any unreported delays, the pitch becomes available 6 hours after the arrival date mentioned on the booking contract. After this period, and in the absence of a written message, the booking will be cancelled.

2.4 Booking changes

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

2.5 Cancellation/Changes

1. Changes to your booking

Customers may request changes to their stay (date and/or number of people and/or extras) by sending a written request to the campsite (by post or email), subject to availability and feasibility. No postponements will be accepted for the following season. Guests are advised that in the event of a change to their stay, they will not be able to benefit from any promotions offered after their initial booking, as the date of the first booking will be taken as the reference date. If no changes are made, guests must either stay under the initial booking conditions or cancel their booking.

- Any request to extend the length of your stay will be made subject to availability and current rates.

- Any request to shorten the length of your stay will be considered a partial cancellation and will be subject to the terms and conditions for cancellation and interruption of stay.

If we do not receive a message from you indicating a postponement of your arrival date, the pitch may be made available for sale again 24 hours after the arrival date mentioned in the contract, and you will therefore lose the benefit of your booking.

2. Unused services

Any stay that is interrupted or shortened (late arrival, early departure) due to your own actions will not be eligible for a refund, regardless of the reason given.

3. Cancellation by Camping des Forges

In the event of cancellation by Camping des Forges, except in cases of force majeure, the stay will be fully refunded. However, this cancellation shall not give rise to the payment of damages.

4. Cancellation by the camper

Any booking not paid for in accordance with the general terms and conditions of sale will be cancelled. For any cancellation notified and received at least 30 days before the start date of the stay, the deposit will be refunded.

2.6 Withdrawal

The legal provisions relating to the right of withdrawal in the case of distance selling provided for in the Consumer Code do not apply to tourist services (Article L.121-20-4 of the Consumer Code). Therefore, for any booking of a stay at the campsite, the customer does not have the right of withdrawal.

Article 3 - Stay

3.1 Electrical connection

The connection to the electrical terminals must be made using cables and plugs that comply with current legislation. Please bring a 50-metre cable and a European adapter. Electric vehicles may not be connected to the electrical supply within the campsite.

3.2 Arrival

Check-in is from 2pm to 7pm, check-out is before 11am. An additional charge of one euro per hour may be applied for early check-in or late check-out. The rental property's 'PARKING' space is designed for a single vehicle; any other vehicles must be parked outside the campsite.

Any late arrivals must be reported before 6 p.m. so that the campsite can make the necessary arrangements.

If you wish to arrive in the morning, you must book the previous night. Any delay in arrival must be reported in order to retain the rental. The manager reserves the right to dispose of the allocated pitch if no news is received within 24 hours of the scheduled arrival date. Payments made will not be refunded.

Any change in the number of people that may result in a change in the amount of the fee, either up or down, must be reported on arrival (tourist tax, additional person beyond the capacity of the pitch, etc.). In the event of an inaccurate declaration by the customer, this contract will be terminated automatically and the sums paid will be retained by the lessor.

The campsite reserves the right to refuse access to persons arriving with a number of participants exceeding the package offered and if the names do not correspond on arrival.

3.3 Departure

Departures must be made before 11 a.m.

An additional charge of one euro per hour may be applied for early arrivals or late departures.

3.4 Animals

Animals are accepted on camping pitches for a fee payable at the time of booking, except for category 1 and 2 dogs. They must be kept on a leash at all times. They must not disturb the peace and security of residents and must comply with basic hygiene rules. Vaccination records for dogs and cats must be up to date.

3.5 Visitors

For security reasons, visitors must register at reception upon arrival before entering the campsite. Management reserves the right to refuse access to the campsite to anyone who has not registered.

Any undeclared extras (additional guests, dogs, etc.) discovered during a check during your stay will be charged to the customer from the date of arrival.

3.6 Internal rules

As required by law, you must adhere to our internal rules, which are displayed at our reception desk and a copy of which will be provided to you upon request.

Article 4 - Liability

The Campsite declines all responsibility for damage to campers' and caravanners' equipment caused by their own actions; civil liability insurance for your equipment is compulsory. It is the camper's responsibility to take out insurance: campers are responsible for looking after their personal belongings (bicycles, etc.). The campsite declines all responsibility in the event of an incident falling under the civil liability of the camper.

All customers must comply with the provisions of the internal regulations. Each tenant is responsible for any disturbances or nuisances caused by people staying with them or visiting them.

Responsibility of the contracting customer

The contractual customer for the pitch (name indicated on the booking form) undertakes to use and ensure that the people accompanying them use the park's equipment and facilities in accordance with their intended purpose and normal use. In particular, they undertake to leave their pitch in good condition when they leave at the end of their stay. Any damage to the premises

or loss or destruction of park property shall automatically render the perpetrator liable. The contractual customer of a pitch shall be held personally liable for any damage, loss, deterioration, disturbance or nuisance caused by persons staying with them or visiting them. The contractual customer of the pitch acknowledges having read the campsite's internal regulations and undertakes to comply with them and to ensure that they are complied with by the persons accompanying or visiting him/her. Where a customer disturbs or causes nuisance to other customers or damages the communal facilities, the campsite reserves the right to terminate their stay immediately without payment of any compensation and without prejudice to any claims for compensation that the campsite and third parties may assert against them.

The customer certifies that they have a civil liability insurance policy with their insurer covering damage caused to rented or entrusted property (provide certificate).

Campsite liability

Under no circumstances is the campsite responsible for the safekeeping of personal belongings and items within the grounds of the park.

Beyond its legal liability, the campsite cannot be held liable in the event of:

- theft, loss, damage or deterioration of personal belongings of any kind, during or following a stay
- breakdown or failure of technical equipment, breakdown or permanent or temporary closure of certain campsite facilities when these are beyond its control and related to cases of force majeure.
- specific measures taken by the campsite management to restrict access to certain facilities, including sanitary facilities, when these are necessary to comply with safety standards or periodic maintenance work.
- damage caused to or suffered by customers' vehicles parked and circulating within the campsite, even if they have been expressly authorised to enter.

Article 5 - Applicable law

These general terms and conditions are subject to French law and any dispute relating to their application falls within the jurisdiction of the High Court or Commercial Court of Lons le Saunier.

5.1 Image rights

During your stay, you may be photographed and appear in all our publications and any type of media without any time limitation. If you do not wish to be photographed, you must notify us by registered letter before your arrival.

5.2 Personal data

In accordance with the French Data Protection Act No. 78-17 of 6 January 1978, as amended, and European Regulation (GDPR) No. 2016/679, known as the GDPR, the parties are informed that personal data may be processed within the framework of this contract. The data obtained is necessary for the performance of this contract and is collected in accordance with the obligations arising from Law No. 78-17 of 6 January 1978 and the GDPR.

This data may be transmitted to the judicial authorities, to any administration vested with a right of communication and to ministerial officers in the course of their duties.

It will be kept for the duration of the contractual relationship and for a maximum period of 5 years from the end of the contractual relationship in accordance with Article 2224 of the Civil Code.

The parties are informed that they have the right to access and rectify their personal data that is processed, and that they may request its erasure, restriction and portability under the conditions set out in Articles 17, 18 and 20 of the GDPR. They may also exercise their right to object under the conditions set out in Article 21.

Any complaints may be lodged with the CNIL (French Data Protection Authority) – 8, Rue de Vivienne – 75083 PARIS Cedex 2 – Tel: 01.53.73.22.22 – www.cnil.fr

5.3 Complaints

All complaints relating to the conditions of the stay must be made on site to the Management so that they can find an immediate solution. If you are not satisfied with the response, you can refer the matter to the Mediation Center SAS MEDIATION, 222 chemin de la Bergerie 01800 Saint Jean de Niois, 04.82.53.93.06. contact@sasmediationsolution-conso.fr