

GENERAL TERMS AND CONDITIONS OF SALE

The purpose of these GTCS is to define the rights and obligations of the parties in relation to the rental of camping pitches and/or rental accommodation within our campsite:

AU TOUR DE L'AVEYRON**

558 Chemin Ferré – D809

12230 L'HOSPITALET-DU-LARZAC

SIRET: 940 972 284 00019 at the Rodez Trade and Companies Register

Telephone: 05 65 62 70 53 / 06 74 10 14 32

Email: camping.autourdelaveyron@gmail.com

Website www.camping-larzac.com

All bookings imply unconditional acceptance of these Terms and Conditions.

1. Services - Rates

The campsite was awarded a 2 (two) star rating in July 2022 by Atout France.

It offers:

- Pitches:

This is a bare pitch for your tent, caravan or motorhome.

The price of your stay is calculated on the basis of a flat rate which necessarily includes the rental of the pitch, the possibility for 1 or 2 people to stay there, the possibility of setting up 1 tent with 1 vehicle, OR 1 caravan with an additional vehicle OR 1 motorhome; and access to the reception facilities, entertainment and sanitary facilities.

The following extras are not included: connection to the electricity network, or other options (additional person, additional vehicle, pets, etc.).

- Mobile home/chalet rentals

Our prices include accommodation rental based on the number of people (depending on the capacity of the accommodation), water, gas and electricity charges (excluding electric or hybrid vehicle battery charging), parking for one vehicle, access to reception facilities, entertainment and sanitary facilities.

The following extras are not included: pets, additional vehicles, cleaning, bed linen hire, etc.

- On-site restaurant open every evening **except Mondays** from May to September

Restaurant prices are separate from accommodation prices.

- Family facilities and communal areas

Prices are quoted in euros, including VAT and tourist tax (collected on behalf of the local council).

The contractual price payable by you is the price stated on your booking confirmation.

2. Deposit

A deposit of €50 or €100, depending on the rental, is required on arrival for rentals.

It will be returned to you at the end of your stay and no later than eight days after your departure.

However, we reserve the right to retain part or all of the deposit in the event of:

- Damage to the accommodation and/or its contents and/or equipment on the campsite.
 - Cleaning not carried out if this option has not been taken out (€50 deduction).
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3. Booking

3.1 Terms and conditions

The booking only becomes effective after:

- Payment of a deposit of 30% of the total amount of the stay.
- Acceptance of these GTC.
- Confirmation of the campsite by email.

The balance of the price of the stay must be paid no later than 8 days before the start of the stay. If the balance is not paid within the above-mentioned period, the stay is considered cancelled and our cancellation conditions described below apply.

Any booking made less than 8 days before the arrival date must be paid in full at the time of booking.

3.2 Maximum capacity

For safety and insurance reasons, the number of occupants may not exceed the capacity specified for the type of accommodation or pitch booked (1 to 6 persons maximum, depending on the capacity of the accommodation or pitch), including newborns.

If, upon your arrival, we observe that the maximum capacity of the accommodation or pitch reserved has been exceeded, we reserve the right to refuse you access to the accommodation or pitch reserved, without refunding the price of your stay.

3.3 No right of withdrawal

According to Article L. 221-28 12° of the Consumer Code, the right of withdrawal does not apply to accommodation, transport, catering and leisure services that must be provided on a specific date or during a specific period.

3.4 Minors

For safety reasons, minors who are not accompanied by their parents or grandparents for the entire duration of their stay are not accepted at our campsite, unless we have given prior authorisation by email upon request from you before arrival.

3.5 Payment

You can pay for your booking or your stay in euros using the following payment methods:

Credit card, bank transfer, cash, cheques, ANCV holiday vouchers.

3.6 Walk-in customers

For stays on pitches without a booking (walk-in), you must pay for at least the first night upon arrival. You are also responsible for informing reception of the desired or extended length of your stay. The balance is to be paid no later than the day before departure; you must therefore take into account the reception opening hours.

No refund will be made in the event of early departure on your part.

4. Changes to your stay

You may request to change the dates and/or terms (type of accommodation) of your stay at our campsite, provided that your request is sent to us by email at least 21 days before the original arrival date.

However, you must book a new stay at our campsite during the same season as the initial stay, subject to availability and current rates. Your initial stay may not be changed more than once. If you are unable to honour the stay replacing the initial stay, it will be considered cancelled and the amounts paid will not be refunded.

If the price of the replacement stay is higher than that of the initial stay, you must pay the difference no later than 8 days before the new arrival date. Otherwise, the replacement stay will be considered cancelled and our cancellation conditions described below will apply.

If the price of the replacement holiday is lower than the price of the original holiday, we will retain the difference in price as compensation for the loss resulting from the change of holiday.

5. Arrival and departure

Rentals

- Arrival: from 4 p.m. to 8.30 p.m.
- Departure: before 10 a.m.

Pitches

- Arrival: from 2 p.m. to 9.30 p.m.
- Departure: before 12 noon

Requests for a specific pitch or accommodation on the campsite can only be met depending on availability upon your arrival.

Any dissatisfaction with the cleanliness and/or general condition of the rental accommodation must be reported no later than 10 a.m. after arrival so that it can be remedied.

No complaints will be accepted more than 10 hours after the day of arrival.

Your accommodation must be left in the same condition as it was on arrival; in particular, you must have cleaned it yourself. If this is not the case, the campsite reserves the right to charge the cleaning costs to your security deposit in accordance with Article 2 of these Terms and Conditions.

In the event of late arrival or early departure from the dates mentioned on your booking confirmation, the entire stay will remain payable. You will not be entitled to any refund for the part of the stay not taken.

6. Cancellation

6.1 Cancellation by the Customer

All cancellations must be notified in writing.

- More than 30 days before arrival: deposit retained
- Between 30 and 8 days: 50% of the stay due
- Less than 8 days: 100% of the stay due

In the event of a no-show, the full amount of the stay is due.

Cancellation insurance is recommended.

6.2 Cancellation by the campsite

If we are forced to cancel a booking that we have confirmed to you, we will notify you as soon as possible by email; any sums paid will be refunded in full within 30 days of notification of cancellation.

6.3 Termination of the booking contract in the event of fault on your part

The booking contract will be terminated automatically in the event of any of the following occurrences:

- In the event of repeated non-compliance, i.e. a further breach of our internal rules by you and/or your companions after you have been formally notified to comply.

In this case, you must leave your accommodation or pitch within 4 hours of the termination of your contract, which will be notified to you by email. No refund will be made by us.

- In the event of a no-show at the campsite within 24 hours of the start of your stay and without justification and/or notification of your arrival.

We will dispose of your accommodation at the end of the aforementioned 24-hour period if we have been unable to contact you using the contact details provided when booking your stay. We will retain all sums paid to us and no refund will be made.

7. Campsite rules

The campsite rules and regulations are displayed at reception. We are happy to send you a copy by email on request.

As this is a family campsite, guests are required to respect the peace and quiet of other holidaymakers.

Any disruptive behaviour may result in expulsion without refund.

8. Animals

Dogs and cats – except for category 1 dogs known as ‘attack dogs’ and category 2 dogs known as ‘guard and defence dogs’, as defined by Law No. 99-5 of 6 January 1999 – are allowed on our campsite under certain conditions:

- Kept on a leash
- Up-to-date vaccination record
- Additional fee applies

Please respect the hygiene and environment of the campsite.

9. Restaurant

The campsite restaurant is open every evening except Mondays from May to September.

Catering services:

- Are separate from the accommodation contract
 - Require advance booking
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10. Liability

The campsite accepts no liability in the event of:

- Theft or loss of personal belongings
- Damage caused by the Customer
- Force majeure

All customers must have civil liability insurance.

11. Mediation

In accordance with Articles L.612-1 et seq. of the French Consumer Code, in the event of a dispute and in the absence of an amicable solution, you may seek the assistance of a consumer ombudsman free of charge.

By default, we suggest you contact the following consumer ombudsman:

- Mediator's organisation: Centre de la Médiation et de la Consommation des Conciliateurs de justice (CM2C),
 - Mediator's address: 49 rue de Ponthieu 75008 PARIS,
 - Mediator's website: <https://www.cm2c.net/>
 - Mediator's contact details: cm2c@cm2c.net
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12. Personal data

When making a reservation, or during your stay, some of your personal data may be collected and processed by us.

When a booking is made via our website, the terms and conditions for processing data collected prior to or at the time of booking are subject to the privacy policy or general terms and conditions of sale that you accept before confirming your booking.

This data is collected and processed on the following grounds:

- Your consent,
- The performance of a booking contract concluded between us;
- The management of any complaints you may have;
- The maintenance of our customer database;
- The carrying out of commercial prospecting activities;
- The management of our accounts.

The data collected is kept for the entire duration necessary for the execution of the booking contract and will be kept for 5 years after the end date of the stay, except in the event of a dispute that remains unresolved at the end of this period, in which case the data will be kept until the dispute is resolved.

In accordance with the French Data Protection Act No. 78-17 of 6 January 1978, it is specified that each person has the following rights over their data: right of access, right of rectification, right to erasure (right to be forgotten), right to object, right to restriction of processing, right to portability.

Each person may also define guidelines for the storage, erasure and communication of their personal data after their death. Each person may, for reasons relating to their particular situation, object to the processing of data concerning them. To exercise these rights, letters must be sent by registered post with acknowledgement of receipt to the following address:

Camping Au Tour de l'Aveyron, 558 Chemin Ferré 12230 L'HOSPITALET-DU-LARZAC

or to the following email address: camping.autourdelaveyron@gmail.com.

Any person who is the victim of a breach of any of the above rights may lodge a complaint with the CNIL (<https://www.cnil.fr/>).

13. Applicable law

These Terms and Conditions are subject to French law.

Any dispute shall fall under the jurisdiction of the courts of the campsite's registered office.