

## GENERAL CONDITIONS OF SALE GLAMPING SAINTE SUZANNE (SARL BLANC LIBELLULE) IN EFFECT AS OF 01/01/2023

Renting a pitch or rental accommodation implies full acceptance of the conditions of sale by the contracting parties. As such, the customer declares to have read these general conditions of sale before validating his rental.

### OUR SERVICES AND PRICES

**Bare pitch rental:** We provide you with a bare pitch, which can accommodate up to 6 people, for your tent, your caravan, your van or your motorhome. The price of the location: This is a price per night of occupancy. Pitches are available from 12 p.m. on the day of arrival and must be vacated before 11 a.m. on the day of departure. It includes an installation, 2 people and a vehicle. This package gives free access to health and reception infrastructures. Additional people (adults or children) or additional items present on the pitch (second vehicle, animal, electricity, additional tent, etc.) are subject to an additional daily cost.

**Rental of rental accommodation:** The description of the accommodation appears in our documentation and on the website. The rental price includes: rental of accommodation, people (depending on capacity), charges depending on the type of accommodation (water, gas, electricity), a vehicle, access to reception services. Fully equipped, depending on the type of accommodation, only sheets are not provided; rental of sheets and towels possible. Your accommodation upon your departure if you do not take the cleaning option must be restored, clean and the furniture put back in its place. A cleaning service is offered, the price appears in our documentation, however the rental must be restored (fridge and trash emptied, dishes washed, furniture put back in its place). The rentals are non-smoking. Rentals are available from 4 p.m. on the day of arrival and must be vacated before 10 a.m. on the day of departure. Transfer, subletting: All rentals are nominative and cannot under any circumstances be transferred or sublet. Pets are prohibited in the accommodation.

For security reasons, the number of people arriving for a stay cannot exceed the capacity of the accommodation or campsite.

The definition of rental seasons as well as rental periods and durations appear in our documentation and on the website. The allocation of the campsite or rental property is made without distinction in the order in which reservations are recorded. The Management cannot under any circumstances guarantee that the pitch or rental requested by the camper will be allocated to them.

The tenant accepts the location as is (trees, plantations, vegetation, etc.). It releases the campsite from liability in the event of damage due to falling branches, bad weather or natural disasters.

**Prices and taxes:** The prices for our commercial documentation and website are in euros, including VAT at the rate in effect at the time of printing. Any change or modification of rates as well as any evolution of the taxes applicable to your stay, on the billing date, may be reflected in the price of your stay.

### MINORS

Minors unaccompanied by their parents are not accepted on the campsite.

### ANIMALS

So-called domestic animals are accepted on the campsite only on the pitches, access of animals to rentals is prohibited. They must be tattooed and have an up-to-date vaccination record. Dogs must be

kept on a leash and kept away from public units (sanitary blocks, children's play areas, etc.). 1st and 2nd category dogs are strictly prohibited on the campsite. Animal access to rentals is prohibited.

## RULES OF STAY

### Payment methods accepted

Payment for your stay can be made by credit card (cards accepted are those from the Carte Bleue, Visa, MasterCard networks), in cash in euros up to 30 days before arrival at the campsite. Checks not accepted. For reservations on the website: When booking, payment of the deposit or the entire stay is made by credit card (the cards accepted are those of the Carte Bleue, Visa, Mastercard networks). The transaction is immediately debited from the customer's bank card after verification of the card's data. In accordance with article L.132-2 of the Monetary and Financial Code, the commitment to pay given by means of a payment card is irrevocable. By providing information relating to their bank card, the customer authorizes Glamping Sainte Suzanne (SARL BLANC LIBELLULE) to debit their bank card for the amount of the deposit or the entire stay. The customer certifies that he is the holder of the bank card to be debited and that the name appearing on his bank card is actually his own. Payment of the balance of the stay can be made by credit card, in cash in euros up to 30 days before arrival at the campsite.

### Terms of Payment

The reservation of the stay only becomes effective after confirmation from Glamping Sainte Suzanne (SARL BLANC LIBELLULE) and payment by the tenant of a deposit. Payment for the stay in a bare pitch: the balance of the stay must be paid on arrival. Payment for the rental stay: The balance of the stay must be paid, without reminder from us, 30 days before the arrival date planned for the rental or on the day of arrival when the customer has not reserved. If payment is not made on the agreed date, Le Glamping Sainte Suzanne is entitled to consider that the customer has canceled their reservation and retains the amounts already paid.

## SECURITY DEPOSIT

For rental accommodation, a security deposit, the amount of which appears in the rates, is required upon arrival at the campsite. Payment may be requested by credit card. The latter will be returned in full on the day of departure or at the latest within eight days, after a satisfactory inventory. Otherwise, the security deposit will be charged. Damages greater than the amount paid as a security deposit will be the responsibility of the customer after deduction of the security deposit.

## RIGHT TO RETRACT

The right of withdrawal does not apply to outdoor hotel accommodation, provided for in article L121-17 5°

## DELAYED ARRIVAL, EARLY DEPARTURE

In the absence of information from the camper, specifying that he had to change his arrival date, the pitch or accommodation becomes available 24 hours after the arrival date provided for in the rental contract, and full payment is made. benefits remain due. No reduction will be granted in the case of early departure for rental accommodation (see reimbursement possibilities under the cancellation insurance). In the case of early departure during a stay on a bare pitch, we will only keep the value of the deposit for the days not spent.

## CANCELLATION OF STAY

Cancellation due to Glamping Sainte Suzanne: amounts paid will be refunded. Cancellation by the customer: the customer must notify the campsite in writing. Failing this, the customer will be required to pay the sums due under the contract. According to article L. 121-20-4 - 2° of the Consumer Code, the right of withdrawal is not applicable to accommodation, transport, catering and leisure services provided on a date or according to a determined periodicity.

Cancellation of a rental stay: For any stay canceled more than 30 days before the arrival date, the deposit remains with the campsite. Less than 30 days before arrival or in the event of no-show at the campsite, the full rental amount is due and kept. To obtain possible compensation, we invite you to take out cancellation or interruption of stay insurance when booking. This will allow you to obtain partial or total reimbursement for your stay, according to the conditions provided for in the insurance contract.

Cancellation of a campsite: Regardless of the cancellation date, the deposit remains with the campsite. To obtain possible compensation, we invite you to take out cancellation or interruption of stay insurance when booking. This will allow you to obtain partial or total reimbursement for your stay, according to the conditions provided for in the insurance contract.

## INTERNAL RULES

Campers are required to comply with the internal regulations of the campsite under penalty of sanction which may include termination of the contract.

## INSURANCE

We decline all responsibility in the event of theft and damage to personal items on the campsite. Glamping Sainte Suzanne cannot be held responsible in the event of theft or damage to campers' personal items except in the event of proven failure by the campsite to fulfill its contractual obligations. Please also note that the car park is not guarded and that parking is therefore at the user's own risk.

## PROMOTIONS

On these occasions, it is possible that for the same stay, customers paid different prices. Customers who paid the highest price will under no circumstances be able to benefit from a refund representing the difference in price they paid and the promotional price.

## JURISDICTION CLAUSE – SETTLEMENT OF DISPUTES

For all disputes relating to the formation or execution of the sale, only the Commercial Court in whose jurisdiction the seller is domiciled will have jurisdiction.

## PERSONAL DATA

Customers' personal data are collected and processed by GLAMPING SAINTE SUZANNE (SARL BLANC LIBELLULE). Certain data is essential to manage the reservation of the CLIENT's stay and will also be used to send them information and/or promotional offers. The data controller will keep all the data collected in its site computer systems under reasonable security conditions for a period of: 3 years.

In accordance with article 40 of law no. 78-17 of January 6, 1978 known as the Data Protection Act and European regulation EU 2016/679) relating to the protection of individuals with regard to the processing of personal data and the free movement of this data (GDPR), you benefit from a right of access, rectification, erasure of data, limitation of processing as well as a right to portability of personal data which concerns you . To exercise this right, please send us by mail and clearly your first and last

names, address to: GLAMPING SAINTE SUZANNE 760 rue de Saulges - La Croix Couverte 53270 Sainte Suzanne et Chammes, France; by email: [contact@glamping-saintesuzanne.fr](mailto:contact@glamping-saintesuzanne.fr)