

## **GENERAL TERMS OF SALE GLAMPING SAINT SUZANNE (sas NPA) CURRENT ON 1st january 2023**

The rent of pitches or renting accommodation involves the total acceptance of the terms of sale by the contracting parties. As such, the customer declares to have acquainted with the present general terms of sale before the validation of his rent.

### **OUR SERVICES AND PRICE LISTS**

#### **Rent pitches :**

We provide you with a pitch, being able to welcome up to 6 people, for your tent, your caravan or your camper. The price of the location: it is about a price by night of stay. Locations are available from 4 pm the day of the arrival and must be left before 11 am the day of the departure. The pitch includes 1 installation, 2 people and 1 vehicle. This fixed price gives access freely to the sanitary infrastructures and services. The additional people (adults or children) or present additional elements on the location (the second vehicle, the animal, the electricity, the additional tent etc.) are the object of a daily additional cost.

#### **Rent of accommodation :**

The description of the accommodation appears on our documentation and on the web site. The price list of rent includes: the rent of the accommodation, the people (according to capacity) loads, utilities according to the category of accommodation (water, gas, electricity), a vehicle, the access to the services. Completely equipped, according to the category of accommodation, only bed linen and towel are not supplied; rent of disposable bed linen possible. Your accommodation during your departure if you do not take the cleaning departure must be reconditioned, clean and be back in place furniture. A service cleaning departure is proposed, the price list appears in our documentation, however the renting must be reconditioned (refrigerator and emptied trash can, made dishes.

The renting are non-smoking. The rents are available from 4 pm until 7 pm the day of the arrival and must be left between 09 am and 10 am the day of the departure. Transfer, subletting: any rent is name specific and can be given up on no account or under rented. The access of animals to the rents is forbidden.

For safety reasons, the number of people arriving in stay cannot exceed the capacity of the accommodation or tent pitch.

The definition of the seasons of rent as well as the periods and the durations of rents appear on our documentation and on the web site. The affectation of the tent pitch or the accommodation is realized without distinction in the order of recording of the reservations. The Direction can guarantee on no account that the tent pitch or accommodation requested by the camper will be attributed to him.

The tenant accepts the tent pitch as is (trees, plantations, vegetations ...). He clears the responsibility of the camping in case of damages due to the falls of branches, bad weather, natural disasters.

#### **Price lists and taxes :**

The price lists of our commercial documentation and web site are in euros, VAT included at the current rate at the time of its impression.

Any change or modification of rate as well as any evolution of taxes applicable to your stay, to the date of invoicing, can be add on the price of your stay.

### **MINORS**

The minors not accompanied with their parents are not accepted on the campsite.

### **ANIMALS**

The access of animals to the rents is forbidden.

Animals (domestics) are accepted on the campsite for pitches, they must be tattooed and possess a vaccination certificate up to date. Dogs must be kept on a lead, taken away from the public units (toilet blocks, playgrounds for children). The dogs of 1st and 2nd category are strictly forbidden on the campsite.

### **PAYMENT OF THE STAY**

#### **Accepted payment conditions :**

The payment of your stay can be made by bank card (the accepted cards are the ones Credit card networks, Visa, Eurocard/MasterCard), in cash in euros until 30 days before the arrival on the campsite. Not accepted checks. For the reservations on the web site: in the reservation, the payment of the deposit or of all of the stay is made by bank card (the accepted cards are the ones Credit card networks, Visa, Eurocard/MasterCard). The transaction is immediately sold on the bank card of the customer after check of the data of this one.

According to the article L.132-2 of the Monetary and financial Code, the commitment to pay given by means of a payment card is irrevocable. By communicating the information relative to his bank card, the customer authorizes Glamping Sainte Suzanne (sas NPA) to debit his bank card of the amount of the deposit or of all of the stay. The customer guarantees that he is the holder of the bank card to be debited and that the name appearing on its bank card is actually his. The payment of the balance of the stay can be made by bank card, in cash in euros until 30 days before the arrival on the campsite.

#### **Form of payment :**

The reservation of the stay becomes effective only after confirmation of Glamping Sainte Suzanne (sas NPA) and payment by the tenant of a deposit. Payment of the stay in tent pitch : the balance of the stay must be paid on arrival. Payment of the stay in accommodation : the balance of the stay must be paid, without reminder from us, 30 days before the date of arrival planned or the day of the arrival when the customer did not reserve.

In default of the payment planned on the agreed date, Glamping Sainte Suzanne is entitled to consider that the customer cancelled his reservation and keeps the already paid sums.

#### DEPOSIT

For the renting accommodations, a deposit of which appears on price lists is asked on arrival the campsite. His payment can be asked by bank card. The latter will be restored in its entirety the day of the departure or at the latest under eight days, after a satisfactory current situation. Otherwise, the deposit will be taken. The damages superior to the sum paid as the deposit will be chargeable to the customer after imputation of the deposit.

#### RIGHT TO WITHDRAW

The right to withdraw not ' applies not for the accommodations of outdoor hotel business, planned in the article L. 121-17 5°

#### DELAYED ARRIVAL, EARLY DEPARTURE

In the absence of information of the camper, specifying that he had to modify the date of his arrival, the tent pitch or the accommodation become available 24 hours after the date of arrival planned by the rental agreement, and the complete payment of the services remains due.No reduction will be granted in the case of a departure anticipated in renting (see possibilities of refund within the insurance cancellation).In the case of a departure anticipated during a stay in tent pitch, we shall keep only the value of the deposit of not made days.

#### CANCELLATION OF STAY

Cancellation because of the Glamping Sainte Suzanne :

The paid sums will be refund. Cancellation because of the customer: this one will have to warn the campsite in writing. Failing that, the customer will be kept of the payment of the sums owed in conformance with the contract.According to the article L. 121-20-4 - 2 ° of the Code of the consumption, the right to withdraw is not applicable to the services of accommodation, transport, restoration and leisure activities supplied in a date or according to a determined periodicity.

Cancellation of a stay in renting accommodation :

For any stay cancelled more than 30 days before the date of arrival, the deposit remains acquired by the camping. Less than 30 days before the arrival or in case of not presentation to the campsite, the total amount of the rent is due and kept. To obtain a possible compensation, we invite you to sign an insurance cancellation or interruption of stay during the reservation. This one will allow you to obtain the partial or total refund of your stay, according to the conditions planned to the insurance contract.

Cancellation of tent pitch :

Whatever is the date of cancellation, the deposit remains acquired by the camping.To obtain a possible compensation, we invite you to sign an insurance cancellation or interruption of stay during the reservation. This one will allow you to obtain the partial or total refund of your stay, according to the conditions planned to the insurance contract.

#### INTERNAL RULES

The campers have to conform to the internal rules of the campsite at the risk of penalty which can go to the termination of the contract.

#### INSURANCE

We disclaim all liability in case of stealing and deterioration of the personal objects on the campsite.The Glamping Sainte Suzanne cannot be held responsible in case of stealing or in case of damages of the personal objects of the campers except in case of known breach of the campsite in its contractual obligations. It is also called back that the parking lot is not kept and thus that the car park is made at the risks and the dangers of the user.

#### PROMOTIONS

During these opportunities, it is possible that for the same stay, the customers paid different prices. The customers having paid the highest price can benefit on no account from a refund representing the price difference that they paid and the promotional price.

#### CLAUSE OF SKILLS - REGULATION OF THE DISPUTES

For any challenges relative to the formation or the execution of the sale, only will be competent the Commercial court in the competence of which is the place of residence of the seller.

#### PERSONAL DATA

The personal data customers are collected and used by GLAMPING SAINTE SUZANNE (SAS NPA). Some data are indispensable to manage the booking and will be used to send informations about stay or for sending commercial informations. The controller will keep all the data collected for a period of: 3 years in his computer systems on the site and under reasonable security conditions. In accordance with article 40 of the law n° 78-17 - 6 january 1978 law "Computing and freedom" and european regulation UE 2016/679) about personal data protection on physical person with regard to the processing of personal data and the free movement of such data (RGPD), you can have the right to access, rectify, delete data, limit processing and have the right to portability of your personal data. To exercise this right, please send us by post your demand (name, surname, adress) to :GLAMPING SAINTE SUZANNE 760 rue de Saulges la Croix Couverte 53270 Sainte Suzanne et Chammes, France ; by mail : contact@glamping-saintesuzanne.fr