

# GENERAL TERMS & CONDITIONS

## Article 1: Purpose and scope

These General Terms and Conditions of Sale (hereinafter the 'T&Cs') automatically and unconditionally apply, without restrictions, to all purchases of accommodation services (bare site or accommodation rentals), catering services, events and other services sold by L'Idéal Campsite (hereinafter the 'Campsite') to non-professional customers and consumers (hereinafter the 'Customer').

The main characteristics of the services are shown on the Campsite's website at [www.campingideal.com](http://www.campingideal.com). Customers must read that information before placing their order. Customers are solely responsible for choosing and purchasing a service. The Campsite's rules (hereinafter the 'Campsite Rules') are available at [www.campingideal.com](http://www.campingideal.com) and are displayed within the Campsite.

These T&Cs and the Campsite Rules are systematically communicated to each Customer before they confirm their booking and will prevail over any other version or contradictory document, when required.

The Customer confirms they have read these T&Cs and the Campsite Rules and agrees to them before booking. When a Customer confirms their booking, they are deemed to have unconditionally, and without restriction, agreed to these T&Cs and Campsite Rules.

These T&Cs may be amended, however the applicable version for the Customer's purchase is the version that was current when the booking was finalised.

## Article 2 : Conditions de réservation :

- Subject to availability, your booking request will be accepted once we send you confirmation. That confirmation will be sent after we receive your signed booking agreement and the 30% deposit. You must present the booking confirmation when you arrive. Minors must be accompanied by their parents or legal guardians. Bookings must be made by an adult who is present during the stay and are strictly personal. Under no circumstances may the booking be given, transferred or sub-let to another person. Doing so will void the booking.
- Provisional booking: IMPORTANT: provisional bookings are valid for eight (8) days. After that time, if we have not received your booking agreement and deposit, the provisional booking will be cancelled.
- IMPORTANT : We cannot guarantee side-by-side pitches.
- The Campsite reserves the right to refuse access to groups and families that exceed the maximum capacity of the booked pitch or accommodation. (One baby counts as one person). The Campsite reserves the right to refuse Customers when they have previously caused damage, broken safety rules or impeded the peaceful enjoyment of other customers.

## Article 3: Payment of the balance

- Booking

If the booking date is less than one (1) month before the arrival date, the full amount due must be paid.

If the booking requires a deposit to be paid by the Customer, the remaining balance for that booking must be paid in full at least one (1) month before the arrival date.

If the remaining balance has not been paid eight (8) days after our reminder, the booking will automatically be cancelled and the 'Cancellation' paragraph applied.

- Tourist tax: The tourist tax must be paid on site. This tax applies to those aged 18 years and older, and the amount may be changed by the local authorities without prior notice.

## Article 4: Check-in/check-out:

Check-in/check-out times are : Rental accommodation (July and August): check in Wednesday, Saturday and Sunday, 4-7.30 pm and check out by 10 am. Camping pitch: check in every day from 2 pm and check out before 12 pm.

- If you are arriving late, please let the Campsite know by calling or emailing us ([contact@campingideal.com](mailto:contact@campingideal.com)) at least 18 hours before the arrival date on the booking. Failing this, the Campsite management reserves the right to reallocate your booked pitch or accommodation twenty-four (24) hours after your planned arrival date.

- Late departures will result in a surcharge being applied at the current rate.

Arriving late does not entitle you to any discount or refund.

## Article 5: Cancellation/amendment/early departure:

- Amending your booking

Customers can ask to amend their booking (dates, accommodation type, etc.) by letter or email, subject to availability and alternatives. No bookings may be postponed to the next season and no refund will be issued.

If no amendment is made, the Customer must adhere to the original conditions of the booking or cancel it as per our cancellation policy.

- Any request to extend your stay will be accommodated subject to availability and current rates.

- Any request to shorten your stay or reduce the number of guests staying will be considered as a partial cancellation of the booking and subject to the early departure and cancellation terms.

- Cancellation by L'Idéal Campsite

If the cancellation is made by L'Idéal Campsite, except in the event of a **force majeure\***, any amounts paid for the booking will be refunded in full. Such a cancellation will not however result in the payment of any damages.

- Cancellation by the Customer

- If you did not take out cancellation insurance when booking. In all situations, the Customer must notify the Campsite of their decision to cancel their booking by letter or email, with the date of receipt being the notification date. Telephone messages are not accepted.

**Situation 1:** Cancellation more than 30 days before arrival: The Campsite will retain 20% of the cost of the stay and the booking/processing fees.

**Situation 2:** Cancellation less than 30 days before arrival: the total amount paid will be retained by the Campsite.

- If you took out cancellation insurance when booking The Campsite offers Customers the option of purchasing cancellation and early departure insurance called "**Flex +**" when booking. This insurance is provided by **NEAT**. (Note: external service provider)

Their general terms and conditions are available to view (in French) at

[www.neat.eu](http://www.neat.eu). Customers must notify the Campsite by letter or email as soon as an event occurs that prevents them from using their booking or requires them to leave early. Customers must also notify the insurer in writing of all events likely to lead to a claim, within ten (10) business days (shorter two-day time frame for theft).

NEAT : For more information about the cancellation insurance, contact: NEAT : [www.neat.eu](http://www.neat.eu). Tel.: +33 5 54 54 25 22 - [sinistre@neat.eu](mailto:sinistre@neat.eu) - <https://declare.neat.eu/campings-independants>

## Article 6: Visitors

Since 2020, we no longer accept visitors in order to ensure the necessary comfort and space for our clients.

## Article 7: Obligations

- Obligations of the Customer. Customers will adhere to the number of people stated on their booking. The number of people occupying accommodation or a camping pitch cannot exceed the capacity stated on our website at [www.campingideal.com](http://www.campingideal.com) without the Campsite's express agreement. Customers will strictly comply with the Campsite Rules. Customers are liable for any breach by themselves or the people accompanying them. Failure to adhere to the Campsite Rules may result in a permanent ban, without any refund or compensation.
- Obligations of the Campsite . The Campsite will do its utmost to enforce the Campsite Rules and suppress any disturbances that may affect Customers' enjoyment of their stay.

## Article 8: Hardship

The concept of hardship as stated in Article 1195 of the French Civil Code is excluded from all service provision agreements signed with the Campsite, regardless of their form.

## Article 9: Liability

The Campsite cannot be held liable for theft of, damage to or accidents involving the Customer's personal belongings, equipment or vehicles during their stay. Customers must take out civil liability insurance to cover that risk. Customers are liable for all disturbances that may occur at the camping pitch or accommodation they occupy for the duration of their stay. As such, the Campsite cannot be held liable. Customers are fully responsible for any visitors they host.

The Campsite is liable for internal infrastructure and will make every effort to maintain it and ensure the Customer's safety during their stay. This excludes the situation of the damage being caused by the Customer or by any people or items for which the Customer is responsible.

## Article 10: Applicable law

These T&Cs and all resulting transactions are governed by and subject to French law. The English version is provided for your information, however the French version shall take precedence in the event of a dispute.

## Article 11 - Right to object to telemarketing

You have the right to be registered on the list of people who do not want to receive any telemarketing calls (Article L.223-2). You can exercise that right at [www.bloctel.gouv.fr](http://www.bloctel.gouv.fr).

## Article 12 - No right of withdrawal

In accordance with Article L. 121-19 of the French Consumer Code, the Campsite hereby informs its Customers that the sale of accommodation services provided on a specified date, or for a specified period of time, is not subject to the withdrawal period provisions.

## Article 13 - Image rights

Vous autorisez expressément et sans contrepartie le camping L'Idéal à utiliser sur tous sYou expressly, and without compensation, authorise the Campsite to use any photos of you and your children that may be taken during your stay for the Campsite's advertising purposes on any media.

## Article 14 - Data protection policy : See appendix.

## Article 15: Jurisdiction

All disputes arising from the sale transactions made under these T&Cs in terms of their validity, interpretation, performance, termination, consequences and results, which cannot be resolved between the Campsite and Customer, will be subject to the jurisdiction of the Annecy courts (Haute-Savoie), being the region in which the service was provided.

## Article 16 - Mediation :

In the event of a dispute, and after having contacted the Campsite's customer service, all Campsite Customers may engage a consumer ombudsman within a maximum period of one (1) year from the date of the written complaint sent to the operator by registered letter with acknowledgement of receipt. The contact details of an ombudsman that the Customer may contact are: CM2C, 49 rue de Ponthieu - 75008 Paris. Online at [www.cm2c.net](http://www.cm2c.net), Email : [cm2c@cm2c.net](mailto:cm2c@cm2c.net), by Phone: +33 (0)1 89 47 00 14.

### \*FORCE MAJEURE

The Campsite accepts no liability for disruptions, interruptions and impediments to your stay caused by events that can be classed as force majeure events.

A force majeure event is any event outside of the Campsite's control that cannot be reasonably foreseen when confirming the booking and whose effects cannot be avoided by taking appropriate measures. Force majeure events include but are not limited to: weather conditions preventing the service being provided, de facto or de jure actions taken by any civil or military authority, war mobilisation, revolt, full or partial strike, fire, flood, administrative closure, accidents, riots, interruption or delay to transport means, actions by third parties including the Customer, and any other circumstances with an external cause and which directly impedes the stay. All events that meet this definition may be classed as force majeure events. If a force majeure event occurs, the Campsite reserves the right to suspend its obligations, without giving rise to any claims for damages or compensation. If the force majeure event is only temporary, the Campsite's obligations are suspended unless the resulting delay justifies the termination of the booking agreement. If the impediment is permanent, the booking agreement may be automatically terminated and the parties freed of their obligations.