GENERAL TERMS AND CONDITIONS OF SALE - CAMPING PORTE DE PROVENCE

BOOKING CONDITIONS

- A booking becomes effective only with the campsite's agreement, upon receipt of the deposit and either the duly completed and signed booking contract, or acceptance of the general terms and conditions of sale during online booking.
- The booking of a pitch or rental accommodation is strictly personal. You may under no circumstances sublease or transfer your booking without the prior consent of the campsite.
- Minors must be accompanied by their parents or legal guardians.

Campsite pitch: The basic package includes the pitch for a tent, caravan, or motorhome for 1 or 2 people, access to sanitary facilities, and reception infrastructure. Maximum 6 people per pitch.

Rental accommodation: Rental accommodations are equipped. The basic package ranges from 1 to 6 people depending on the type of rental. The campsite reserves the right to refuse access to groups or families presenting a number of participants exceeding the capacity of the rented accommodation.

RATES AND TOURIST TAX

- The indicated prices are in euros, VAT included, excluding tourist tax.
- The tourist tax, collected on behalf of the municipality and the community of municipalities, is not included in the rates. Its amount is determined per person and per day. The rate may be revised based on decisions made by the local authorities. The tourist tax will be billed according to the rate legally applicable on the date of the stay, taking into account any potential exemptions. It appears separately on the invoice.

PAYMENT CONDITIONS

- For any booking made more than 30 days before the start of the stay, a deposit of 25% of the total amount of the booked services must be paid within 15 days of booking, without exceeding the due date of the balance. The balance is payable no later than 30 days before arrival.
- For any booking made 30 days or less before the start of the stay, the full amount is due at the time of booking.
- Failing payment within the scheduled deadlines, and after a written reminder left unheeded within the indicated timeframe, the campsite may cancel the booking and offer the accommodation or pitch for rent again.

ABSENCE OF A RIGHT OF WITHDRAWAL

In accordance with Article L.221-28 of the French Consumer Code, the campsite informs its customers that the sale of accommodation services provided on a specific date or according to a specific periodicity is not subject to the provisions relating to the 14-day withdrawal period.

CANCELLATION AND MODIFICATIONS

1. Modification of your booking: The customer may request a modification of their stay (dates, type of accommodation, options) via a written request to the campsite (by mail or email) subject to availability and possibilities. Failing modification, the customer must carry out their stay under the initial booking conditions or cancel it (according to the conditions of the cancellation insurance if subscribed, or according to the provisions of these general terms and conditions of sale).

Any request to extend the duration of your stay will be processed subject to availability and at the rates in effect.

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

2. Unused services and interruption of stay:

Subject to the customer's legal rights and the provisions of paragraph 3, any stay interrupted or cut short (late arrival, early departure) on the initiative of the customer shall not give rise to any refund or credit note.

3. Administrative closure or evacuation:

In the event of closure or evacuation imposed by the authorities preventing all or part of the stay, the nights and services paid for but not provided will be refunded within the applicable legal deadlines or, with the express agreement of the customer, replaced by a credit note valid for two years from its issuance. Services already provided remain due. When the legal conditions of force majeure are met, no additional compensation is due for this event.

In the event of reopening during the stay, the remaining nights remain booked, barring termination of the contract under legal conditions. The choice not to return does not, in itself, give the right to their refund.

A voluntary and definitive departure, recorded in writing while the campsite remains accessible and able to provide the agreed services, falls under the conditions of early departure. Subsequent closure does not in itself reopen a booking that has already been validly terminated. Simple concern or warning, without an impossibility to ensure the stay, does not automatically give the right to a refund.

4. Cancellation by the campsite:

In the event of cancellation by the campsite, the sums paid for the booking will be fully refunded.

5. Cancellation by the camper:

In the event of cancellation by the camper, except in cases of force majeure, the cancellation and refund conditions are as follows. Any cancellation request must compulsorily be communicated by post to the campsite's postal address or by email. Cancellations transmitted by telephone cannot be taken into account. Any cancellation entails the termination of the booking, and the campsite reserves the right to offer the accommodation for rent again.

a. In the event of cancellation by the camper without subscribing to the cancellation guarantee:

- Cancellation up to 16 days before the start of the stay: The deposit of 25% of the stay amount will be retained by the campsite as cancellation fees. The sums paid, minus the amount of the deposit, will be refunded.
- Cancellation between D-15 and D-8 before the start of the stay: An amount equal to 50% of the total stay amount will be retained by the campsite as cancellation fees. A credit note will be issued for an amount corresponding to the sums paid minus the cancellation fees of 50%. This credit note is non-refundable, non-transferable, and has a validity period of two years.
- Cancellation between D-7 and D-0 before the start of the stay: The totality of the sums paid, representing the entire amount of the stay, is retained by the campsite. No refund will be made.

In the event of delayed arrival, the customer is requested to notify the campsite as soon as possible. Without news within 24 hours following the scheduled arrival time, the campsite will attempt to contact them and send a written notification specifying the reasonable period allowed to confirm their arrival, as well as the consequences of a lack of response. The campsite therefore reserves the right to offer the accommodation for rent again.

b. In the event of cancellation by the camper with subscription to a cancellation guarantee:

The sums paid are covered by the guarantee according to the insurer's general conditions. If the reason is not covered or if the file is refused by the insurance, the general terms and conditions of sale of paragraph 5.a. apply, and the cost of the cancellation insurance is deducted from the sums paid.

YOUR STAY

1. Arrival:

Rental accommodation: on the day of your arrival, you will be welcomed from 4:00 PM. A deposit will be requested upon handing over the keys.

Campsite pitches: you will be welcomed from 1:00 PM.

2. During your stay:

It is the camper's responsibility to obtain insurance: the camper is responsible for monitoring their personal belongings. 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 registered tenant is responsible for disturbances and nuisances caused by persons staying with them or visiting them.

3. Departure:

- Rental accommodations: on the departure day indicated on your contract, the rental accommodation must be vacated before 10:00 AM. It must be returned in a perfect state of cleanliness, and the inventory may be checked. Any broken or damaged item will be your charge, as well as the restoration of the premises if necessary. The deposit will be refunded to you within a maximum period of 7 days after departure, minus any deductions retained on supporting invoices for any damage observed. The withholding of the deposit does not exclude additional compensation if the actual costs are higher. If the accommodation has not been cleaned before departure, a cleaning fee will be billed according to the rate in effect. For any delayed departure, an extra day may be billed at the night rate in effect.
- Pitches: on the day of departure, the pitch must be vacated before 12:00 PM. For pitches equipped with private sanitary facilities, the latter must be returned in a perfect state of cleanliness. If this is not the case, a cleaning fee will be billed according to the rate in effect, and the deposit will apply under the same conditions as for rentals.

PETS

Pets are accepted (except 1st and 2nd category dogs) subject to a fee payable upon booking. They must be kept on a lead at all times. They are prohibited around swimming pools, in food shops, and inside buildings. Vaccination records must be up to date. Their number is limited to 2 per pitch.

RIGHT TO IMAGE

Any promotional use of photographs or videos in which a customer is identifiable will be subject to separate written authorization specifying the media, purpose, and duration of use. For minors, the authorization of legal representatives will be obtained. Refusal has no consequence on the booking or the stay.

DISPUTES AND CONSUMER MEDIATION

Any potential complaint concerning the non-conformity of services can be reported by post or email to the campsite manager.

In accordance with Articles L. 612-1 et seq. of the French Consumer Code, the customer has the possibility to resort free of charge to a consumer mediator for the amicable resolution of a dispute opposing them to CAMPING PORTE DE PROVENCE. Following a prior written complaint to the campsite that has not yielded a satisfactory solution, the customer may refer the matter to the consumer mediator designated below, within a period of one year from this complaint.

Camping Porte de Provence has designated the following consumer mediation entity:

CM2C (Centre de la Médiation de la Consommation de Conciliateurs de Justice)

49 Rue de Ponthieu, 75008 PARIS, France

Telephone: +33 (0)1 89 47 00 14

Website: https://www.cm2c.net

To refer the matter to the mediator, the consumer must formulate their request either by filling out the online form on the website https://www.cm2c.net, or by post to the address indicated above.

DATA PROTECTION (GDPR)

The information collected is subject to computer processing intended for the management of your booking. In accordance with the French "Data Protection and Freedom of Information" law and the GDPR, you have a right of access, rectification, and opposition to data concerning you by contacting the campsite management by post or email.

Pursuant to Article L.223-2 of the French Consumer Code, you have the option to register for free on the telephone canvassing opposition list via the website bloctel.gouv.fr.