



8, Kercado 56130 FEREL

02-99-90-02-06

06-83-38-47-04

contact@campinglesrivesdevilaine.com

www.campinglesrivesdevilaine.com

GENERAL TERMS AND CONDITIONS OF SALE

Reservation of accommodation or "tourism" pitch by individuals

RESERVATION

The validation of the reservation is effective upon receipt of the deposit and the reservation contract. This contract must include all necessary information (Identity of the renter and participants, date of stay, number of participants, age, presence of a pet, etc.). Any missing information may render the contract void. A deposit of 30% is required to validate the reservation. The deposit can be paid by credit card (on the website and at the camping reception), by bank check, holiday vouchers, cash (at the camping reception), or bank transfer. It is the Client's responsibility to verify the accuracy of the Order and to immediately report any errors to the Provider. The Order will only be considered final after the Client receives confirmation of acceptance of the Order from the Provider, either by email or postal mail, or by signing the contract in case of a reservation made directly at the Provider's premises. Any Order placed on the website www.campinglesrivesdevilaine.com constitutes the formation of a distance contract between the Client and the Provider. Each Order is personal and cannot, under any circumstances, be transferred. The Client declares that they have read and accepted these General Terms and Conditions of Sale either by checking the box provided for this purpose before proceeding with the online Order process, as well as the general terms of use of the website www.campinglesrivesdevilaine.com, or, in the case of a reservation outside the Internet, by any other appropriate means.

RATES / PRICE OF STAY

The services offered by the Provider are provided at the rates in effect on the website www.campinglesrivesdevilaine.com or on any information medium of the Provider at the time the order is placed by the Client. Prices are expressed in Euros including all taxes. The rates take into account any discounts that may be granted by the Provider on the website www.campinglesrivesdevilaine.com or on any information or communication medium. These rates are firm and non-revisable during their validity period, as indicated on the website www.campinglesrivesdevilaine.com, in the email, or in the written proposal sent to the Client. Beyond this validity period, the offer is void, and the Provider is no longer bound by the prices. They do not include processing and management fees, which are charged in addition, under the conditions indicated on the website www.campinglesrivesdevilaine.com or in the information (mail, email, etc.) communicated to the Client beforehand, and calculated prior to placing the Order. The amount requested from the Client corresponds to the total amount of the purchase, including these fees. An invoice is issued by the Seller (upon the Client's request or sent by email) and given to the Client no later than at the time of payment of the balance of the price. The rate may differ between the website www.campinglesrivesdevilaine.com and the websites of various partners due to fees charged by these sites.

TOURIST TAX

The amount of the tax is applied per night and per person over 18 years old. Tourist taxes vary by municipality and are collected on behalf of the municipalities. The cost of the tax may change during the year and may therefore impact the total amount of the stay.

PAYMENT TERMS

A deposit corresponding to 30% of the total price of the services ordered is required at the time of placing the order by the Client. It must be paid upon receipt of the final rental contract and attached to the copy to be returned. It will be deducted from the total amount of the order. The full price of the stay is due upon arrival at the camping site. Payments made by the Client will only be considered final after effective collection of the amounts due by the Provider. Late payment will result in immediate payment of all amounts due by the Client, without prejudice to any other action that the Provider may be entitled to take against the Client in this regard. The Provider reserves the right, in case of non-compliance with the payment terms mentioned above, to suspend or cancel the provision of services ordered by the Client and/or to suspend the execution of its obligations after a formal notice that remains ineffective.

ARRIVAL / DEPARTURE

The accommodation may be occupied from 4 PM on the day of arrival and must be vacated by 10 AM on the day of departure. A bare pitch may be occupied from 2 PM on the day of arrival and must be vacated by 12 PM on the day of departure. Accommodations and pitches are intended for a specific number of occupants for rental and may not be occupied by a greater number of people under any circumstances.

SECURITY DEPOSIT

For the rental of a mobile home, a security deposit of €200 is required from the Client on the day the keys are handed over and will be returned on the last day of the rental, subject to any deductions for restoration costs. Accommodations and pitches must be returned in the same state of cleanliness as at delivery. Otherwise, the tenant will have to pay a flat fee of €60 for cleaning. This amount will be



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requested upon arrival as a security deposit. Any damage to the accommodation or its accessories will result in immediate restoration at the tenant's expense. The inventory condition at the end of the rental must be strictly identical to that at the beginning of the rental. This deposit does not constitute a limit of liability.

DELAY, INTERRUPTION, OR CANCELLATION OF STAY BY THE CLIENT

No reduction will be granted in the case of a delayed arrival, early departure, or a change in the number of people (whether for the entire or part of the planned stay). A refund may be made as part of a prior subscription to cancellation insurance by the client according to the conditions set by the Campez Couvert insurance. In case of no-show at the camping site within 24 hours, without justification, we will dispose of your pitch or accommodation.

CANCELLATION

In case of cancellation of the Reservation by the Client after its acceptance by the Provider less than 30 days before the scheduled date of the reserved Rental, for any reason whatsoever, the deposit paid for the Reservation, as defined in the PAYMENT TERMS article of these General Terms and Conditions of Sale, will be fully acquired by the Provider as compensation and will not give rise to any refund. A refund may be made as part of a prior subscription to cancellation insurance by the client according to the conditions set by the Campez Couvert insurance. In all cases of cancellation, processing and management fees will remain acquired by the Provider.

CIVIL LIABILITY INSURANCE

The Client staying on a pitch or in accommodation must be insured for civil liability. An insurance certificate may be requested from the Client before the start of the service.

ANIMALS

Pets are allowed under the responsibility of their owners. They are accepted subject to the available packages from the Provider and payable on-site. Two pets are allowed per pitch or accommodation. Pets must be kept on a leash within the camping site. The vaccination booklet must be up to date and may be requested at reception upon arrival. Dogs of 1st and 2nd category are prohibited in the camping site.

ANIMALS

Pets are allowed, under the responsibility of their owners. They are accepted subject to the fees available from the Provider and payable on-site. Two pets are allowed per pitch or accommodation. Pets must be kept on a leash within the camping site. The vaccination record must be up to date and may be requested at reception upon arrival. Dogs of the 1st and 2nd categories are prohibited in the camping site.

HOUSE RULES

A house rule is displayed at the entrance of the establishment and at the reception. The Client is required to read and comply with it. It is available upon simple request.

RIGHT TO IMAGE

You expressly authorize, without constraint, Camping Les Rives de Vilaine to use photographs and/or videos that may be taken during your stay, as well as their dissemination and publication on all types of media used for the communication needs of the camping. Any vacationer (client + persons hosted by the client) refusing to be photographed or filmed during their stay must make a prior written request to Camping Les Rives de Vilaine.

RIGHT OF WITHDRAWAL

Activities related to the organization and sale of stays or excursions on a specific date or during a specified period are not subject to the withdrawal period applicable to distance sales and off-premises sales, in accordance with the provisions of Article L221-28 of the Consumer Code.

PROTECTION OF PERSONAL DATA



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The Provider, author of these terms, implements processing of personal data based on the following legal grounds:

- Either the legitimate interest pursued by the Provider when it pursues the following purposes:
 - prospecting
 - managing relationships with its clients and prospects
 - organizing, registering, and inviting to events of the Provider
 - processing, executing, prospecting, producing, managing, and following up on client requests and files
 - drafting acts on behalf of its clients.
- Or compliance with legal and regulatory obligations when it implements processing aimed at:
 - preventing money laundering and terrorist financing and combating corruption
 - invoicing
 - accounting.

The Provider retains data only for the duration necessary for the operations for which they were collected, in compliance with current regulations. In this regard, client data is retained for the duration of contractual relations plus 3 years for marketing and prospecting purposes, without prejudice to retention obligations or limitation periods. For the prevention of money laundering and terrorist financing, data is retained for 5 years after the end of relations with the Provider. For accounting purposes, data is retained for 10 years from the end of the financial year. Data from prospects is retained for 3 years if no participation or registration in the Provider's events has occurred. The processed data is intended for authorized personnel of the Provider. Under the conditions defined by the Data Protection Act and the European regulation on data protection, individuals have the right to access their data, rectify, query, limit, port, and delete it. Individuals concerned by the processing also have the right to object at any time.

OBLIGATIONS OF THE PROVIDER - WARRANTY

The Provider guarantees the Client, in accordance with legal provisions and without additional payment, against any lack of conformity or hidden defect resulting from a design or execution defect of the ordered services. To assert their rights, the Client must inform the Provider in writing of the existence of defects or non-conformities within a maximum of 3 days from the provision of the services. The Provider will reimburse or rectify (to the extent possible) the services deemed defective as soon as possible and no later than 5 days after the Provider's acknowledgment of the defect or non-conformity. The reimbursement will be made by credit to the Client's bank account or by bank check sent to the Client. The Provider's warranty is limited to the reimbursement of the services actually paid for by the Client. The Provider cannot be held responsible or liable for any delay or non-performance resulting from the occurrence of a force majeure event as recognized by French case law. The services provided through the Provider's website www.campinglesrivesdevilaine.com comply with current regulations in France.

INTELLECTUAL PROPERTY

The content of the website www.campinglesrivesdevilaine.com is the property of the Provider and its partners and is protected by French and international laws relating to intellectual property. Any reproduction, distribution, or use of this content, in whole or in part, is strictly prohibited and may constitute an infringement.

DISPUTES

All disputes arising from the purchase and sale operations concluded under these general terms and conditions may concern their validity, interpretation, execution, termination, consequences, and follow-up, and which could not be resolved between the Provider and the Client will be submitted to the competent courts under common law conditions. The Client is informed that they can, in any case, resort to a conventional mediation procedure or any other alternative dispute resolution method in case of dispute. They can notably have free recourse to the Consumer Mediator as follows:

SAS Médiation Solution

222 chemin de la bergerie

01800 Saint Jean de Niost

Website: <https://www.sasmediationsolution-conso.fr>

Email: contact@sasmediationsolution-conso.fr